

THE FPM GROUP OF COMPANIES INFORMATION MANUAL IN TERMS OF THE PROCESS OF ACCESS TO INFORMATION ACT, 2 OF 2000

Important to note

The following subsidiaries of FPM Group of Companies 'FPM' are covered in this manual, for their respective rights and interests:

Company Name
FPM Group Holdings (Pty) Ltd
FPM Employee Benefits (Pty) Ltd
FPM Risk and Wealth Management (Pty) Ltd
FPM Fiduciary Services (Pty) Ltd
FPM Asset Management (Pty) Ltd
FPM Short Term Insurance Brokers (Pty) Ltd

1. Procedure for obtaining access to information

1.1. Contact details

Any person who wishes to request any information from the FPM Group of Companies in order to protect or exercise a right may contact the information officer at the following contact details:

Postal address	physical address
The Information Officer	The Information Officer
FPM Group Holdings (Pty) Ltd	FPM Group Holdings (Pty) Ltd
P.O. Box 2062	Jameson House
Houghton	2 Jameson Avenue
Johannesburg	Melrose Estate
2041	2196
Telephone number	011 778 9300
E-mail	compliance@fpm.co.za

1.2. Prescribed access form

A request for access to a record of the FPM Group of Companies must be made in the prescribed form to the FPM Group of Companies at the address or e-mail address provided above (See Annexure A for the prescribed form). Requesters must:

- 1.2.1. Provide sufficient particulars to enable the information officer to identify the record/s requested and must indicate who the requester is
- 1.2.2. Indicate which form of access is required
- 1.2.3. Specify a postal address or e-mail address of the requester in the RSA
- 1.2.4. Identify the right exercised or to be protected and why the record is required to protect or exercise the right
- 1.2.5. Where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed
- 1.2.6. If the request is made on behalf of a person, submit proof of their capacity to do so to the information officer's satisfaction

2. The section 10 guide on how to use the act

The guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The guide is available in all South African Official Languages, free of charge, and any person may request a copy of the guide. Please direct queries to:

The South African Human Rights Commission PAIA Unit	
2 nd floor	
Braampark Forum 3	
33 Hoofd Street	
Braampark Office Park	
Braamfontein	
Telephone number	011 877 3627
Fax number	011 403 0668
Website	www.sahrc.org.za
Contact	Chantelle Kisoon
E-mail	ckisoon@sahrc.org.za

3. Types of records held by the FPM Group of Companies

Requests for access to documents held by the FPM Group of Companies will be in accordance with the act. The following records are available to the requester from the FPM Group of Companies office:

3.1. Human resources records

These include but are not limited to the following:

- 3.1.1. Any personal records provided to the FPM Group of Companies by their personnel
- 3.1.2. Any records a third party has provided to the FPM Group of Companies about any of their personnel
- 3.1.3. Conditions of employment and other personnel-related contractual and quasi-legal records
- 3.1.4. Internal evaluation records
- 3.1.5. Other internal records and correspondence

3.2. Customer-related records

A customer includes any natural or juristic entity who receives services from the FPM Group of Companies. Customer-related information includes but is not limited to the following:

- 3.2.1. Any records a customer has provided to a third party acting for or on behalf of the FPM Group of Companies
- 3.2.2. Any records a third party has provided to the FPM Group of Companies
- 3.2.3. Records generated by or within the FPM Group of Companies pertaining to the customer, including transactional records

3.3. Financial, IT and operational records

This includes but is not limited to the following:

- 3.3.1. Financial records
- 3.3.2. Operational records
- 3.3.3. Databases
- 3.3.4. Information technology
- 3.3.5. Marketing records
- 3.3.6. Internal correspondence
- 3.3.7. Product records
- 3.3.8. Statutory records
- 3.3.9. Internal policies and procedures
- 3.3.10. Records held by officials of the FPM Group of Companies

3.4. Other parties

The FPM Group of Companies may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service

providers. Alternatively, such other parties may possess records which can be said to belong to the FPM Group of Companies. The following records fall under this category:

- 3.4.1. Personnel, customer or the FPM Group of Companies records which are held by another party as opposed to being held by the FPM Group of Companies
- 3.4.2. Records held by the FPM Group of Companies pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

3.5. Records available in terms of other legislation

The requester may also request information which is available in terms of legislation, such as the following:

- 3.5.1. Basic Conditions of Employment Act
- 3.5.2. Companies Act
- 3.5.3. Compensation for Occupational Injuries & Diseases Act
- 3.5.4. Employment Equity Act
- 3.5.5. National Credit Act
- 3.5.6. Pension Funds Act
- 3.5.7. Financial Services Board Act
- 3.5.8. Income Tax Act
- 3.5.9. Labour Relations Act
- 3.5.10. Unemployment Insurance Act
- 3.5.11. Long Term Insurance Act
- 3.5.12. Occupational Health and Safety Act
- 3.5.13. Promotion of Equality and Prevention of Unfair Discrimination Act
- 3.5.14. Electronic Communications and Transactions Act
- 3.5.15. Short Term Insurance Act
- 3.5.16. Skills Development Act
- 3.5.17. Skills Development Levies Act
- 3.5.18. South African Qualifications Authority Act
- 3.5.19. Vat Act
- 3.5.20. Financial Intelligence Centre Act
- 3.5.21. Financial Advisory and Intermediary Services Act
- 3.5.22. Protection of Constitutional Democracy Against Terrorist and Related Activities Act

4. The request procedure

- 4.1. The requester must use the prescribed form to make the request for access to a record to the above the FPM Group of Companies address or email address for the attention of the Information Officer
- 4.2. The Information Officer will notify the requester of the prescribed fee (if any) payable before further processing the request
- 4.3. A requester seeking access to a record containing their own personal information will not be charged a request fee
- 4.4. The fee that the requester must pay to the FPM Group of Companies is R50.
- 4.5. The requester may lodge an application to court against the tender or payment of the fee
- 4.6. If the request is granted, the requester will be accordingly notified and a further fee must be paid
- 4.7. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

5. Availability of the manual

The manual is available for inspection and can be requested from the Compliance Coordinator at lee-ann@fpm.co.za.