



Coronation Fund Managers

Manual prepared in terms of Section 51 of the
Promotion of Access to Information Act, No.2 of 2000

CORONATION

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ENTITIES IN SCOPE

This manual is prepared in terms of section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”), as amended, for the following entities, hereinafter referred to as the “Entities”:

- Coronation Fund Managers Ltd
- Coronation Investment Management SA (Pty) Ltd
- Coronation Asset Management (Pty) Ltd
- Coronation Investment Management International (Pty) Ltd
- Coronation Alternative Investment Managers (Pty) Ltd
- Coronation Management Company (RF) (Pty) Ltd
- Coronation Life Assurance Ltd
- Coronation Global Fund Managers (Ireland) Ltd
- Coronation International Limited
- Coronation Investment Services (Pty) Ltd
- Coronation Preservation Pension Fund
- Coronation Preservation Provident Fund
- Coronation Retirement Annuity
- Coronation Living Annuity
- Coronation Endowment

1 INTRODUCTION OF ENTITIES

Coronation Fund Managers Ltd is the holding company of the Coronation group of companies and is listed on the Johannesburg Stock Exchange.

Coronation Investment Management SA (Pty) Ltd is an intermediate holding company.

Coronation Asset Management (Pty) Ltd (FSP 548), Coronation Investment Management International (Pty) Ltd (FSP 45646) and Coronation Alternative Investment Managers (Pty) Ltd (FSP 49893) are authorised by the Financial Sector Conduct Authority (“FSCA”) as financial services providers. Coronation Investment Management International (Pty) Ltd is also registered as an Investment Adviser with the SEC under the Investment Advisers Act of 1940 (with funds exempt under 3(c)(7) of the Investment Company Act 1940).

Coronation Management Company (RF) (Pty) Ltd is a manager of collective investment schemes approved by the FSCA.

Coronation Life Assurance Company Ltd is registered in terms of the Long-Term Insurance Act 52 of 1998 to carry on the business of a long-term insurance provider. The Coronation Living Annuity and Coronation Endowment are products issued by Coronation Life Assurance Company Ltd.

Coronation Global Fund Managers (Ireland) Ltd is a UCITS Management Company (authorised by the Central Bank of Ireland under the European Communities (UCITS) Regulations 2011). It is also an Alternative Investment Fund Manager (authorised by the Central Bank of Ireland under the Alternative Investment Fund Managers (AIFM) Regulations 2013) and registered as an Investment Adviser with the SEC under the Investment Advisers Act of 1940 (with funds exempt under 3(c)(7) of the Investment Company Act 1940).

Coronation International Limited is a BIPRU firm which has been granted authorisation by the Financial Conduct Authority in the United Kingdom as an investment manager able to conduct the types of investment business as set out in its Part IV Permission, and is registered as an Investment Adviser with the SEC under the Investment Advisers Act of 1940 (with funds exempt under 3(c)(7) of the Investment Company Act 1940).



The Coronation Preservation Pension Fund, Coronation Preservation Provident Fund and the Coronation Retirement Annuity are registered by the FSCA in terms of the Pension Funds Act, No. 24 of 1956, and approved by the South African Revenue Service.

Coronation Investment Services (Pty) Ltd is the Sponsor for the Coronation Living annuity, Coronation Endowment, and the Coronation Retirement Annuity.

2 PARTICULARS OF THE SECTION 51 MANUAL

This manual has been compiled in accordance with PAIA and the Protection of Personal Information Act, No. 4 of 2013 (“POPIA”) and applies to all the identified Entities.

2.1 Key Contact Details for Access to Information queries

Coronation Fund Managers Ltd will deal with all requests relating to any of the Entities. All requests in terms of this Manual should be directed to the Information Officer (Anton Pillay) and Deputy Information Officers (Jamie Rowland, Llewellyn Smith, and Mark Barratt) at:

Postal Address:	PO Box 44684, Claremont, 7735
Physical Address:	7th Floor, MontClare Place, Corner of Campground and Main Roads Claremont 7708
Telephone:	+27 21 680 2000
Fax:	+27 21 680 2100
Email:	InformationOfficer@Coronation.com

2.2 The Act

PAIA grants a requestor access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided.

The Information Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“Guide”), for those who wish to exercise any right contemplated in PAIA and POPIA. It describes, in each official language, and in braille:

- the objectives of PAIA and POPIA;
- how to access the contact details of Information Officers;
- the process that needs to be followed to make a request;
- the assistance available from the Information Regulator in terms of PAIA and POPIA;
- all the remedies available in law regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA;
- the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual;
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;



- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92.

Members of the public can inspect or make copies of the Guide from Coronation's offices, as well as at the office of the Information Regulator, during normal working hours.

The Guide can also be obtained:

- Upon request to the Information Officer (see Annexure A);
- From the website of the Regulator (www.inforegulator.org.za)

2.3 Types of Records available

2.3.1 Records available in terms of any other legislation

All records kept and made available in terms of legislation applicable to the Entities listed in this Manual and the Financial Services Industry in general, as it applies to the specific environment in which the Entities operate, are available in accordance with the said legislation.

Legislation includes the following:

- Basic Conditions of Employment Act, 75 of 1997
- Collective Investment Schemes Control Act, 45 of 2002
- Companies Act, 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Consumer Protection Act, 68 of 2008
- Copyright Act, 98 of 1978
- Customs and Excise Act, 91 of 1964
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Financial Advisory and Intermediaries Services Act, 37 of 2002
- Financial Intelligence Centre Act, 38 of 2001
- Financial Markets Act, 19 of 2012
- Foreign Account Tax Compliance Act
- Income Tax Act, 58 of 1962
- Labour Relations Act, 66 of 1995
- Long Term Insurance Act, 52 of 1998
- Medical Schemes Act, 131 of 1998
- Occupational Health and Safety Act, 85 of 1993
- Pension Funds Act, 24 of 1956
- Protection of Constitutional Democracy against Terrorist and Related Activities Act, 33 of 2004
- Prevention of Organised Crime Act, 121 of 1998
- Protection of Personal Information Act, 4 of 2013
- Promotion of Access to Information Act, 2 of 2000



- Skills Development Levies Act, 9 of 1999
- Trade Marks Act, 194 of 1993
- Unemployment Insurance Act, 63 of 2001
- Value Added Tax Act, 89 of 1991

2.3.2 Records available on request

Set out below are the subjects and categories of records that are available for the purposes of PAIA, subject to grounds for refusal to the access thereof.

Records are maintained on the following subjects:

- a) Personnel records;
- b) Client related records;
- c) Records of Coronation Fund Managers Limited and other Entities listed above;
- d) Records in the possession of or pertaining to other parties.

Personnel records

“Personnel” refers to any person who works for or provides services to or on behalf of the Entities, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Entities. This includes, without limitation, current and former: directors (executive and non-executive), permanent, temporary and part-time staff, as well as contract workers.

Personnel records include the following:

- Personal records provided to the Entities by their personnel;
- Records provided by a third party to the Entities relating to their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records and other internal records;
- Correspondence relating to personnel.

Client related records

A “client” refers to any natural or juristic person that receives services from the Entities.

Client records include the following:

- Records provided to the Entities by the Client;
- Records pertaining to the Client provided to the Entities by a third party;
- Records pertaining to the Client provided to the Entities by a third party acting for or on behalf of the Entities;
- Records generated by or within the Entities pertaining to the client.

Records of Coronation Fund Managers Limited and other Entities listed above

These records include, but are not limited to, the records which pertain to the various Entities’ own affairs:

- Financial & Operational records;
- Databases and Information Systems;
- Information Technology;



- Marketing records;
- Internal correspondence;
- Records relating to products and services;
- Statutory and Regulatory records;
- Internal Policies and Procedures;
- Treasury related records;
- Securities and Equities;
- Records held by officials of the Entities.

Records in the possession of or pertaining to other parties

- Personnel, client, or Entity records which are held by another party, as opposed to the records held by the Entities;
- Records held by the Entities 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 contractors and suppliers.

3 PROCESSING OF PERSONAL INFORMATION

3.1 Purpose of Processing

The Entities process the Personal Information (“PI”) under their care for the following purposes:

- The administration of funds & products, client investments and agreements in a manner that meets regulatory/compliance and operational requirements. This includes sharing PI internally amongst the Entities for the efficient servicing and/or administration of client investments and/or agreements (which may involve the use of PI to assist with the enforcement of any agreements or policies).
- Keeping and maintaining of financial, client and operational records. Including sharing PI with third parties that provide the Entities with professional or record keeping services.
- To meet the Entities’ responsibilities to clients, including sharing PI with third parties which require the Information to process the client’s instructions or to otherwise provide a service to the client, or to the Entities.
- To help identify data subjects when they contact the Entities and for communicating with data subjects (including for the purposes of sending required reports and other information, and responding to data subject requests).
- Using PI to provide clients and other data subjects, with publications (including without limitation articles, bulletins, podcasts, visual or audio recordings of webinars) and/or religious greeting cards and/or invitations to attend and/or participate in any Coronation events (such as thought leadership events and webinars) or competitions.
- To enable the Entities to trace clients (or their beneficiaries’ whereabouts) when necessary.
- To help the Entities detect and prevent fraud, money laundering and financial crimes. This includes the recording of calls for regulatory purposes and providing PI to third parties who assist with the verification of client information or the obtaining of additional information as is needed for the Entities to meet regulatory obligations.
- Using PI to meet the contractual, legal, and regulatory obligations of the Entities, including providing PI to third parties, such as local and/or international governmental, regulatory & non-



regulatory bodies, law enforcement agencies and any other person with whom the Entities are required, by law, to share the Information.

- Using PI to conduct research for the Entities' internal purposes or to service products, or to help the Entities improve the quality of their products and services. Including sharing PI with third parties that assist the Entities in undertaking research, customer satisfaction surveys or otherwise assist the Entities in servicing the products or improving the quality of their products and services.
- For any purpose related to the Entities conducting their business, including:
 - recruitment and employment purposes and for the purposes of meeting the Entities' responsibilities to employees.
 - general administration, financial and tax purposes, and to enable the Entities to transact with third party suppliers.
 - the management and auditing of the Entities' business systems and operations.
 - reviewing the safety, usability, use and availability of Coronation's website.
 - health and safety purposes and to enable the Entities to monitor access, secure and manage their premises.
 - business continuity and disaster recovery purposes.
 - enabling the Entities to adhere to best practice guidelines.
- For Corporate social investment purposes.

3.2 Description of Data Subjects and the PI relating thereto

The Entities may process records containing PI pertaining to the below Data Subjects: (see Annexure B for a detailed list of the types of PI processed).

- Clients and their authorised representatives, agents, or intermediaries
- Suppliers and service providers
- Employees and potential employees, contractors, and Directors
- Subscribers to events and/or publications
- Website users

3.3 The Categories of Recipients to whom the PI may be supplied

The Entities may supply the PI that they process to third parties who render the following types of services to the Entities:

- Capturing, organising, reporting, printing, and storing of data and/or records
- IT, Information systems and security
- Professional services providers (for example auditing and law firms)
- Sending of communications (between the Entities, by the Entities, or on their behalf)
- Banking/Trading and Transaction services
- Administration of investment portfolios
- Conducting AML and FICA related checks or otherwise assisting with establishing and / or obtaining additional information on clients and affiliated parties or assisting with the prevention of fraud and / or financial crime
- Customer satisfaction/quality assurance/research services



- Recruitment and employment services (including background verification)
- Health and safety
- Facilities management
- Event organisation
- Marketing
- Staff augmentation partners

The Entities may also supply the PI to:

- Local and/or international governmental, regulatory & non-regulatory bodies, law enforcement agencies and any other person with whom the Entities are required, by law, to share the Information
- Corporate social investment partners
- Mandated client representatives and agents

3.4 Actual or planned Cross border flows of PI

The Entities may transfer PI outside the borders of South Africa (for example, some PI may be stored in the cloud, outside the Republic - see list of regions/countries below) but will do so only in accordance with the requirements of POPIA. Steps are taken to ensure that Operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of PI.

- UK
- Europe
- USA
- Canada

3.5 General description of Information Security Measures

The Entities employ various measures to protect the confidentiality, integrity and availability of information assets which include the PI that they process. These measures include:

- A defense in depth strategy regarding perimeter defense and advanced internal security tools
- Vulnerability scanning and penetration testing
- Live threat detection and advanced detection systems on the network and email scanning platforms
- Cyber security monitoring systems and platforms
- Adherence to best practices and standards

Service Providers who process PI on behalf of the Entities are bound by agreement to implement similar and/or better information security controls than those employed by the Entities.

4 PROCEDURE TO REQUEST ACCESS TO INFORMATION

If you wish to obtain access to a record pursuant to this manual, you should follow the procedure set out below.

1. Fill in the application form contained in Annexure C of this manual and provide it to us via hand delivery, postal service, email or via fax, per the details in section 2.1 above.



2. Provide sufficient details to enable us to identify:
 - a. The record(s) requested;
 - b. The requestor (and if an agent is lodging the request, proof of capacity) and the requestor's contact details;
 - c. The form and manner of access required;
 - d. How the requestor wishes to be informed of the decision and the particulars thereof; and
 - e. The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
3. Pay a non-refundable request fee (as indicated in Annexure D) at our office (or request our banking details via the contact details in 2.1 above). If you are an employee or ex-employee requesting access to your personnel record, then you do not have to pay the request fee.

If a request for access to a record is made orally because of a lack of literacy or a disability of the requestor, the Information Officer (or Deputy Information Officer) will complete Annexure C on behalf of the requestor and provide the requestor with a copy thereof.

Our Response

We will consider your request and let you know our decision and if there are any fees payable, not more than 30 days after we receive your request. We will send you our decision in the prescribed form (see Annexure E).

Our response will probably be one of the following:

- Your application does not contain enough information to enable us to search for the record you want. Please provide additional details.
- It is going to take us more than six hours to search through our records, and before we do so you must pay us a deposit.
- We have found the record you're looking for, and you may have access to it, on payment of the prescribed fee (see Annexure D for the prescribed fees).

Note: we will not charge fees to an employee or ex-employee requesting access to his/her personnel record.

- If your request is for access to your PI in terms of Section 23 of POPIA, we will give you a written estimate of the fee before providing the access. We may require you to pay a deposit for all or part of the fee.
- You may not have access to the record you want, for reasons which we will state in our reply. If you have paid a deposit, we will refund it (but not the request fee).
- We have searched for the record and cannot find it. We will give you an affidavit explaining what steps we took to try and find the record. Should the missing record later be found, we will notify you.
- We may need longer than the prescribed 30 days in which to locate the information. We may request an extension in writing and in accordance with s 57(1) of PAIA.
- If we may or must refuse to give you access to part of the requested information, we will give you access to the remainder.



5 RIGHTS OF ACCESS AND REFUSAL

5.1 Your right of access to information

PAIA entitles you to have access to our records, if:

- you need access to exercise or protect any of your rights, and
- you apply for access according to the procedure set out in this manual, and
- the Entities do not have grounds for refusing you access.

5.2 Our right to refuse access to information

We have the right to refuse to give you access to records if any of the following grounds apply:

- the record would unreasonably disclose PI about a natural person, including a deceased individual (unless that third party or a representative of the deceased gives written permission for access);
- the record contains (a) trade secrets, or (b) financial, commercial, scientific or technical information, or (c) information about research by a third party, which could put that third party at a disadvantage in a negotiation or prejudice him in competition (unless that third party gives written permission for access);
- access would put us in breach of a duty of confidence which we owe to a third party (unless that third party gives written permission for access);
- access could reasonably be expected to (a) endanger someone's life or physical safety, or (b) prejudice or impair the security of a building, structure, system, means of transport or other property;
- the record is privileged from being produced as evidence in legal proceedings (unless the person protected by the privilege has waived that protection);
- if the request is for access to your PI, and you could not provide adequate proof of identity to us.

6 AVAILABILITY OF THE MANUAL

This Manual is available for inspection at the offices of Coronation Fund Managers Limited free of charge during normal business hours and copies are available upon request (and upon payment of a reasonable amount), and on the Coronation website www.coronation.com. It is also available to the Information Regulator upon request.

A fee for a copy of the Manual, shall be payable per A4 photocopy made (see Annexure D for Fees).

7 UPDATING OF THE MANUAL

The head of Coronation Fund Managers Ltd or his/her designee will, on a regular basis, update this manual.

8 PRESCRIBED FEES

The following applies to requests (other than personal requests):

- A requestor is required to pay the prescribed fees (R140.00) before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).



- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.
- See Annexure D for the fee structure. Also available on the Information Regulator's website at www.inforegulator.org.za.

Issued by:

Anton Pillay

(Chief Executive Officer)

TO: The Information Officer

I,

Full names: _____

In my capacity as: Information officer Other (please specify): _____

Name of *public/private body (if applicable): _____

Postal address: _____

_____ Code: _____

Street address is same as postal address Yes

Street address: _____

_____ Code: _____

Mobile number: (_____) _____ Telephone number: (_____) _____

Fax number: (_____) _____ Email address: _____

Hereby request the following copy (ies) of the Guide:

Language	Number of copy (ies)	Language	Number of copy (ies)
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection:

Personal collection Postal address

Fax Electronic communication (please specify): _____

Signed at: _____ on this _____ day of _____, 20 _____

Signature of Requester: SIGN WITHIN THE BOX



ANNEXURE B: TYPES OF DATA SUBJECTS AND PERSONAL INFORMATION HELD

Data Subject	Type of Personal Information Processed
Clients - Legal Entities	<p>Where applicable: Founding/incorporation documents; Registered Name; Trading Name; Registration Number; Entity Type; Registered Address; Business Address; Industry of Entity; Financial and account information; Tax related information; VAT number; FICA related information of the entity and authorized persons; Coronation assigned unique identifiers.</p> <p>Authorised persons: Full Legal Name; ID Number/Passport Number (if foreign national); Gender; Date of Birth; Country of Birth; Residential Address; Contact Details; Religious Beliefs; and Correspondence of a private/confidential nature.</p> <p>Ultimate Beneficial Owners: Full Legal Names; ID Number/Passport Number (if foreign national); Gender; Date of Birth; Country of Birth; Residential Address; Contact Details; FICA related information.</p>
Clients - Natural Persons	<p>Full legal names; Contact details; Physical and postal addresses; Date of birth; Country of birth; ID/Passport number; Financial and account information; Tax related information; Nationality; Gender; Religious Beliefs; Correspondence of a private/confidential nature; FICA related information; Coronation assigned unique identifiers.</p> <p>Authorised persons: Contact details, Names, and ID numbers</p>
Clients - Pension Funds	<p>Registered Name; Registration number; Entity type; Registered Address, Business Address, Industry of entity; Financial and account information; Tax related information; FICA related information of the entity and authorized persons; Administrator details; Coronation assigned unique identifiers.</p> <p>Authorised persons (trustees/other): Full legal name; ID number; Gender; Date of birth; Country of Birth; Physical and Postal addresses; Contact details; Religious Beliefs; Correspondence of a private/confidential nature.</p>
Client - Trusts	<p>Full legal name; Registration Number and founding documentation; Entity type; Registered Address; Business Address; Industry of Trust; Country of registration; Contact details; Financial and account information; Tax related information; FICA related information of the entity and authorised persons; Coronation assigned unique identifiers.</p> <p>Authorised persons: Full Legal Name; ID Number/Passport Number; Gender; Date of Birth; Country of Birth; Residential Address; Contact Details; Religious Beliefs; and Correspondence of a private/confidential nature.</p> <p>Trustees/beneficiaries/founder: Full Legal Names; ID/Passport Number; Gender; Date of Birth; Country of Birth; Residential Address; Contact Details; FICA related information; Religious Beliefs; Correspondence of a private/confidential nature.</p>
Executors	<p>Letters of Executorship; Physical and Postal Addresses, Contact details, ID number; Correspondence of a private/confidential nature.</p>
Intermediaries	<p>Registered name of business; Registration number; Tax related information; FSP License number; Financial and account information; Physical and Postal addresses; Contact details; Website address; Business references; List of</p>



	Representatives of the Intermediary and their full names, ID numbers, FSP License numbers; Correspondence of a private/confidential nature; Coronation assigned unique identifiers.
Suppliers & Service providers	Full name and Registration number; Physical and Postal addresses; Name and Contact Details of Contact person(s); VAT number; Financial and account information; Correspondence of a private/confidential nature; Coronation assigned unique identifiers.
Employees	Full name; Gender; Pregnancy; Marital Status; Race, Age, Language, Education information; Religious Beliefs; Financial and account information; Employment History; ID number; Physical and Postal address; Contact details; VISA information; Opinions, Criminal & Credit information; Background check information; Well-being; Health; Correspondence of a private/confidential nature; Next of kin (Name, Contact details, ID number); Beneficiaries / Dependents (Name, Contact details, ID number); Nationality; Car license number; Other details provided in CVs/application forms; Coronation assigned unique identifiers.
Contractors	Full name; Gender; Pregnancy; Marital Status; Race; Age; Language; Education information; Religious Beliefs; Financial and account information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal & Credit information; Well-being; Health; Correspondence of a private/confidential nature; Coronation assigned unique identifiers.
Potential Employees	Full name; Gender; Marital Status; Race; Age; Language; Education information; Financial Information; Employment History; VISA information; ID number; Physical and Postal address; Contact details; Criminal & Credit information; Health; Referee details; Other details provided in CVs/application forms; Correspondence of a private/confidential nature.
Bursary Students	Full name; Gender; Pregnancy; Race; Age; Language; Education information; Parents Financial & Contact Information; Employment History; ID number; Physical and Postal address; Contact details; Well-being; Health; Correspondence of a private/confidential nature.
Directors	Full name; Gender; Marital Status; Race; Age; Language; Education information; Financial and account Information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal & Credit information; Health; Correspondence of a private/confidential nature.
Subscribers to publications/events	Full name, Contract details and ID number (if requiring CPD).
Users of Coronation's website	Information gathered through the use of Cookies.

- ▶ Proof of identity must be attached by the requester.
- ▶ If request is made on behalf of another person, proof of such authorisation, must be attached to this form,

TO: The Information Officer

Address: _____

Fax number: (_____) _____ Email address: _____

Tick the appropriate box:

Request is made in my own name Request is made on behalf of another person

A: PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- ▶ The address and/or fax number in the Republic to which the information is to be sent must be given.
- ▶ Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Code: _____

Street address is same as postal address Yes

Street address: _____


_____ Code: _____

Mobile number: (_____) _____ Telephone number: (_____) _____

Fax number: (_____) _____ Email address: _____

Capacity in which request is made, when made on behalf of another person: _____

B: PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

 *This section must be completed ONLY if a request for a record is made on behalf of another person.*

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Code: _____

Street address is same as postal address Yes

Street address: _____

_____ Code: _____

Mobile number: (_____) _____ Telephone number: (_____) _____

Fax number: (_____) _____ Email address: _____



C: PARTICULARS OF RECORD REQUESTED

- ▶ Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- ▶ If the provided space is inadequate, please continue on a separate page and attach it to this form.
The requester must sign all the additional folios.

Reference number, if available: _____

Description of record or relevant part of the record:

Any further particulars of record:

D: TYPE OF RECORD

Tick the appropriate box:

- Record is in written or printed form
- Record consists of virtual images (*this includes photographs, slides, video recordings, computer-generated images, sketches, etc*)
- If record consists of recorded words or information which can be reproduced in sound
- Record is held on a computer or in an electronic or machine-readable form

E: FORM OF ACCESS

Tick the appropriate box:

- Printed copy of record (*including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form*)
- Written or printed transcription of virtual images (*this includes photographs, slides, video recordings, computer-generated images, sketches, etc*)
- Transcription of soundtrack (*written or printed document*)
- Copy of record on flash drive (*including virtual images and soundtracks*)
- Copy of record on compact disc drive (*including virtual images and soundtracks*)
- Copy of record saved on cloud storage server



F: MANNER OF ACCESS

Tick the appropriate box:

- Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*
- Postal services to postal address
- Postal services to street address
- Courier service to street address
- Facsimile of information in written or printed format *(including transcriptions)*
- E-mail of information *(including soundtracks if possible)*
- Cloud share/file transfer
- Preferred language



If the record is not available in the language you prefer, access may be granted in the language in which the record is available.

G: PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

- ▶ If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:



H: FEES

- A request fee must be paid before the request will be considered.
- You will be notified of the amount of the access fee to be paid.
- The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

I: NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address Fax

Electronic communication (please specify): _____

Signed at: _____ on this _____ day of _____, 20 _____

Signature of Requester / person on whose behalf request is made:

SIGN WITHIN THE BOX

FOR OFFICIAL USE:

Reference number: _____

Request received by: Rank: _____ Information Officer full names: _____

Date received: _____ Access fees: _____

Deposit (if any): _____

Signature of Information Officer:

SIGN WITHIN THE BOX



ANNEXURE D: FEES PAYABLE IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requestor	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on - (i) A flash drive (to be provided by the requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) A flash drive (to be provided by the requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail, or any other electronic transfer	Actual expense, if any.

- ▶ If your request is granted the–
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
- ▶ Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO:

A: PARTICULARS OF YOUR REQUEST

Your request dated: _____ [d] / _____ [m] / _____ [y], refers.

You requested:

- Personal inspection of information at registered address of public/private body (*including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.


OR

You requested:

- Printed copies of the information (*including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form*)
- Written or printed transcription of virtual images (*this includes photographs, slides, video recordings, computer-generated images, sketches, etc*)
- Transcription of soundtrack (*written or printed document*)
- Copy of information on flash drive (*including virtual images and soundtracks*)
- Copy of information on compact disc drive (*including virtual images and soundtracks*)
- Copy of information saved on cloud storage server

To be submitted:

- Postal services to postal address
- Postal services to street address
- Courier service to street address
- Facsimile of information in written or printed format (*including transcriptions*)
- E-mail of information (*including soundtracks if possible*)
- Cloud share/file transfer
- Preferred language

 *If the record is not available in the language you prefer, access may be granted in the language in which the record is available.*



Kindly note that your request has been:

Approved

Denied, for the following reasons:

B: FEES PAYABLE WITH REGARDS TO YOUR REQUEST

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
▶ Flash drive	R40.00		
• To be provided by requestor			
▶ Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record per A4-size	R24.00		
Copy of an audio record:			
▶ Flash drive	R40.00		
• To be provided by requestor			
▶ Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
Total			



C: DEPOSIT

Deposit payable (if search exceeds six hours): Yes No

Hours of search: _____

Amount of deposit (*calculated on one third of total amount per request*): _____

The amount must be paid into the following Bank account:

Name of account holder: _____

Bank: _____ Account number: _____

Branch code: _____

Type of account: Current Transmission Savings

Reference number: _____

Submit proof of payment to: _____

Signed at: _____ on this _____ day of _____, 20 _____

Signature of Information Officer:

SIGN WITHIN THE BOX



ANNEXURE F: CORONATION FUND MANAGERS LTD - BASIC INFORMATION

Physical Address:

7th Floor MontClare Place
Corner of Campground and Main roads
Claremont, 7708
Cape Town, South Africa

Postal Address:

PO Box 44684
Claremont
7735

Other contact details:

Tel: +27 21 680 2000
Fax: +27 21 680 2100
Email: clientservice@coronation.com
Website: <https://www.coronation.com/>

Company Registration Number:

Registration no: 1973/009318/06