



# Promotion of Access to Information Act



## Contents

1. Functions and Functional Structure	2
2. Business and Management Structure	2
3. Contact Details	2
4. Information Requests	2
5. Voluntary Disclosure	2
6. Access Form	2
7. Access Fees	2
8. Procedure to request a record	3
9. Record types that may be accessed	3
10. Records that cannot be found or do not exist	3
11. Decision on request and notice thereof	4
12. Grounds for refusal of access to records	4
13. Third Party notification and intervention	4
14. Deposit	4
15. Table of Fees	4
16. Application form	5

## 1. Functions and Functional Structure

OUTvest is a direct retail investment company, a member of the OUTsurance Holdings Group, a leading South African financial services group.

### The purpose of the company is:

To provide personalised investment advice and administration tailored to our clients' financial and personal needs in accordance with FAIS Act and applicable laws.

## 2. Business and Management Structure

OUTvest conducts its business from a centralised Office situated in Centurion, Gauteng.

### 2.1 Board of Directors

DH Matthee, ME Ramathe, K Pillay, RSM Ndlovu, GC Locke.  
Company Secretary: M Ehlert.

### 2.2 Executive Committee

Burton Naicker, Jan Hofmeyr, Lynette Bisschoff, Suren Naidoo, Keneiloe Selamolela, Arnold de Swardt, Wilbur Smith, Matt Cole, Natasha Kawulesar, Micky Maharaj, Paul Myeza, Riyaad Loonat and Danie Matthee (Chief Executive Officer).

## 3. Contact Details

<b>Information Officer:</b>	<b>Mrs Natasha Kawulesar</b>
Phone:	+ 27 (0) 12 675 4607
Fax:	+ 27 (0) 12 673 4788
Email:	kawulesarn@out.co.za
Postal address:	P.O. Box 8443 Centurion 0046
Physical address:	1241 Embankment Road Centurion 0157

## 4. Information Requests

In terms of Chapter 1, Section 50 of the Promotion of Access to Information Act 2 of 2000 ("the Act"), any person may request access to information from OUTvest provided that:

- 4.1. The record is required for the exercise or protection of any rights;
- 4.2. The requester complies with the procedural requirements as defined in the act for a request to access a record;
- 4.3. Access to a record is not refused on any ground for refusal as contemplated in the Act.

## 5. Voluntary Disclosure

A private body may in terms of section 52, on a voluntary and periodic basis, submit to the Minister a description of categories of records, which are automatically available without a person having to request access in terms of the Act. The Minister must publish any description so submitted by notice in the Gazette.

OUTvest has elected to not submit a designated category of records to the Minister in terms of section 52. Records which need not be requested in terms of the Act are freely available on the OUTvest website ([www.outvest.co.za](http://www.outvest.co.za)).

## 7. Access Form

OUTvest will entertain a request for access to a record as defined in terms of Chapter 3, Section 53 of the Act provided that, the request is received on the prescribed form and addressed to the contact person as given in **paragraph 3** above. A form for use is added to this manual.

## 8. Access Fees

In terms of Chapter 3, Section 54 of the Act, unless it is a personal request\*, a request fee will be levied as prescribed before any further processing is made.

*\*A personal request means a requester seeking access to a record containing personal information that concerns them.*

## 9. Procedure to request a record

The following is the basic procedure to be followed when requesting a record. When completing the form:

1. Provide your full personal and contact details;
2. If you are acting on behalf of another person, state in what capacity, for example, legal guardian, next of kin etc. Note that proof of capacity must be attached;
3. If you are making the request on behalf of another person, you must provide that person's full names and identity number;
4. Provide a detailed description of the record required providing any reference numbers if possible;
5. If the request is for a record other than a record containing personal information about you, then prescribed fees are payable. Should you qualify for exemption full details must be provided;
6. If you are unable to read, view or listen to the record requested due to disability, you must provide details of your disability and, in what form we must supply the record to you;
7. Mark with an (X) the appropriate record type option as provided on the form i.e., written, visual, audio or data that you require;
8. The "right" to be exercised or protected by you must be detailed as well as the reason for exercising or protecting this right;
9. The form must be dated and signed in the places provided for this purpose;
10. Once you have completed the application form it must be posted to, the Information Officer at the address given on the form or, faxed/e-mailed/delivered to the offices of OUTvest as provided in the manual;
11. On receipt of your application, the Information Officer at OUTvest will make a decision based on the information provided;
12. You will then receive a written notification based on the decision made and advising you further.

The attached application form must be completed providing as much detail as possible. Please note that all attachments/ additional folios that you add to the form must be signed by you.

OUTvest will only process your application if it is received on the prescribed form.

## 9. Record types that may be requested

All OUTvest clients are allowed access to their own information without having to use the request for access to information procedures as set out in the Act, including, but not limited to:

- a) Personal Records
- b) Financial Records
- c) Product Information
- d) Advertising pamphlets and brochures
- e) Your Contract and Mandate
- f) Information Technology Records
- g) "Other Parties" Records\*\*

**\*\* Other Parties records are defined as those records pertaining to other parties held by OUTvest or vice versa.**

OUTvest clients will be able to access their own information on their personal online profile. Any person who wishes to be given access to information that is deemed to belong to OUTvest or any of its other clients must follow the request for access to information procedure.

## 10. Records that cannot be found or do not exist

In terms of Chapter 3, Section 55 of the Act, OUTvest will after all reasonable steps have been taken to find the record requested, notify the requester as prescribed by affidavit or affirmation should the record not be found or, does not exist.

## 11. Decision on request and notice thereof

In terms of Chapter 3, Section 56 of the Act, OUTvest will respond to the request as soon as possible within 30 days as per the provisions prescribed and notify the requester of the decision made.

## 12. Grounds for refusal of access to records

In terms of Chapter 4 of the Act, OUTvest reserves its right to refuse and/or grant access to records in accordance with the sections and subsections of this chapter.

## 13. Third party notification and intervention

In terms of Chapter 5 of the Act and its sections and sub-sections, OUTvest will take all reasonable steps to inform a third party of a request received that pertains to them in the manner so prescribed in this chapter.

## 14. Deposit

In terms of section 54 (2) of the Act, OUTvest may require a deposit in cases where searching for the record exceeds 6 hours. The deposit will represent one third of the access fee payable by the requester.

## 15. Table of Fees

Reference	Charges	Cost
1	Electronic PDF copy of the Manual	Free
2	Posted Paper Copy of the Manual	R 15.00
3	Request Fee (Other than a personal requestor)	R 50.00
4	Access Fee: Electronic Record Format: A4 per page	R 0.75
	Reproduce: Electronic Record Format: A4 per page	R 0.75
5	Access Fee: Photocopy Record Format: A4 per page	R 1.10
	Reproduce: Photocopy Record Format: A4 per page	R 1.10
6	Access Fee: Record on Stiffy Disk	R 7.50
	Reproduce: Record on Stiffy Disk	R 7.50
7	Access Fee: Record on Compact Disc	R 70.00
	Reproduce: Record on Compact Disc	R 70.00
8	Access Fee: Transcription of Visual Images: A4 page	R 40.00
	Reproduce: Transcription of Visual Images: A4 page	R 40.00
9	Access Fee: Copy of Visual Images	R 60.00
	Reproduce: Copy of Visual Images	R 60.00
10	Access Fee: Transcription of Audio record: A4 page	R 20.00
	Reproduce: Transcription of Audio record: A4 page	R 20.00
11	Access Fee: Copy of Audio record	R 30.00
	Reproduce: Copy of Audio record	R 30.00

## 16. Application form

### Request for access to a record

(Section 53(1) of the Promotion of Access to Information Act) (Act No. 2 of 2000)

The Information Officer  
OUTvest (Pty) Limited  
PO Box 8443  
Centurion  
0046

#### Particulars of person requesting access to the record

Full names and surname \_\_\_\_\_

Identity number \_\_\_\_\_

Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Email \_\_\_\_\_

Physical address \_\_\_\_\_

\_\_\_\_\_ Area code \_\_\_\_\_

Postal address \_\_\_\_\_

\_\_\_\_\_ Postal code \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person \_\_\_\_\_

*(Proof of the capacity in which the request is made, if applicable, must be attached.)*

#### Particulars of person on whose behalf request is made

(This section must be completed ONLY if a request for information is made on behalf of another person.)

Full names and surname \_\_\_\_\_

Identity number \_\_\_\_\_

#### Particulars of record

- 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 folio and attach it to this form. The requester must sign all the additional folios.

Description of record or relevant part of the record

Identity number \_\_\_\_\_

Reference number (if available) \_\_\_\_\_

Any further particulars of record

## Fees

- A request for access to a record, other than a record containing personal information about you, will be processed only after a request fee has been paid.
- You will be notified of the amount to be paid as a request fee.
- The fee payable for access to a record depends on the form in which access is required and the time reasonably 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

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## Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability

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Form in which record is required \_\_\_\_\_

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

**(Mark the appropriate box with an X)**

**1. If the record is in written or printed form:**

- |                          |                          |
|--------------------------|--------------------------|
| Copy of the record       | <input type="checkbox"/> |
| Inspection of the record | <input type="checkbox"/> |

**2. If the record consists of visual images:**

- |                              |                          |
|------------------------------|--------------------------|
| View the images              | <input type="checkbox"/> |
| Copy of the images*          | <input type="checkbox"/> |
| Transcription of the images* | <input type="checkbox"/> |

**3. If the record consists of recorded words or information which can be reproduced in sound:**

- |                                     |                          |
|-------------------------------------|--------------------------|
| Listen to the soundtrack (cassette) | <input type="checkbox"/> |
| Transcription of the soundtrack*    | <input type="checkbox"/> |

**4. If the record is held on computer or in an electronic or machine-readable form:**

- |   |                          |
|---|--------------------------|
| Printed copy of the record*                             | <input type="checkbox"/> |
| Printed copy of information from the record             | <input type="checkbox"/> |
| Copy in computer readable form (Stiffy or compact disc) | <input type="checkbox"/> |

\*If you requested a copy or transcription of a record, do you wish the copy or transcription to be posted to you? Yes   
 If yes, postage is payable. No

## Particulars of right to be exercised or protected

- If the provided space is inadequate, please continue on a separate folio and attach it to this form.
- The requester must sign all the additional folios.

Indicate which right is to be exercised or protected

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

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## Notice of decision regarding request for access

You will be notified in writing whether your request has been approved /denied. If you wish to be advised in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request

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How would you prefer to be informed of the decision regarding your request for access to the record?

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Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

\_\_\_\_\_  
Signature of requester / person on behalf of requester