

INFORMATION MANUAL

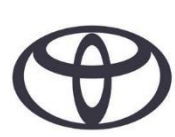
Prepared in accordance with
Section 51 of the Promotion of Access to Information Act, No. 2 of 2000.
AND
Protection of Personal Information Act, 2013

For

Toyota Financial Services (South Africa) Limited

This manual applies to Toyota Financial Services (South Africa) Limited

(Hereafter referred to as "TFSSA")



| INFORMATION MANUAL | |
|----------------------------|--|
| Procedure and Policy Owner | TFSSA Information Officer and Compliance |
| Policy Approver | TFSSA Management Committee |
| Risk Control Framework | Data Privacy and Protection |
| Approval Date | 31 August 2023 |
| Next Review Date | 31 August 2025 |
| Version | 1.2 |

| Toyota Financial Services Ownership | |
|-------------------------------------|--|
| Policy Contact | TFSSA Information Officer and Compliance |
| Policy Location | SharePoint Online |

1. INTRODUCTION

1.1 Promotion of Access to Information Act, No 2 of 2000

The Promotion of Access to Information Act, No 2 of 2000 (PAIA) (as amended from time to time) gives effect to the constitutional right of access to any information in records held by public or private bodies that is required for the exercise or protection of any rights. Where a party wishes to request information which they do not have a direct right to, but which information is needed in order to protect a right of their own, they will use the procedure set out in the PAIA manual to request such information. This PAIA manual provides an outline of the types of records and the personal information (PI) held by Toyota Financial Services and sets out the procedure to request access to these records and personal information, the requirements which such request must meet, as well as the grounds for refusal or partial refusal of such request. In addition, it explains how to access PI held by TFSSA in terms of Sections 23 and 25 of the Protection of Personal Information Act 4 of 2013 (POPIA). Requests for access to PI will be responded to within a reasonable time.

PAIA and POPIA recognise that the right of access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- 1.1.1 limitations aimed at the reasonable protection of privacy;
- 1.1.2 commercial confidentiality; and effective, efficient and good governance and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution of the Republic of South Africa, Act 108 of 1996, as amended and POPIA

This right of access may not be used to access records under criminal or civil proceedings, or where such proceedings have commenced.

This manual informs requesters of procedural and other requirements that a request must meet as prescribed by PAIA and POPIA. A requester has the right to submit a request, after providing adequate proof of identity and after payment of any fee required by law (if applicable) under Appendix 2.

1.2 The Protection of Personal Information Act 4 of 2013

For the purposes of POPIA, this information manual provides, at a high level, information on the following:

- 1.2.1 the purpose for the group processing PI;
- 1.2.2 a description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.2.3 the categories of recipients to whom the PI may be supplied;
- 1.2.4 where PI is transferred or processed outside the Republic of South Africa, the

recipients or categories of recipients to whom the PI may be supplied; and

1.2.5 a general description of the security measures applied to ensure the confidentiality, integrity and availability of the PI which is to be processed

2. CONTACT DETAILS AND GENERAL INFORMATION

All requests for access to records in terms of the Act must be in writing and must be addressed to the Information Officer, at the below contact details:

Information Officer: Nsikelelo Ngcobo

Tel: 011 809 2786

E-mail: TFSDPO@toyfin.co.za

Postal Address: PO Box 481, Bergvlei, 2012

Physical Address: 1st Floor, Spartan House, 15 Spartan Crescent, Sandton, 2001

Website(s): www.toyota.co.za / finance; www.wesbank.co.za

3. AVAILABILITY OF GUIDES TO PAIA AND POPIA

The South African Human Rights Commission has compiled the guide contemplated in Section 10 of PAIA (As amended) which contains such information as may reasonably be required by a person who wishes to exercise any right and PI contemplated in PAIA and POPIA respectively.

Copies of PAIA and POPIA, the relevant regulations and guides to these acts, can be obtained from the SAHRC or the information regulator and queries should be directed to:

| | |
|--|---|
| The Information Regulator (South Africa) | |
| Email: | enquiries@inforegulator.org.za PAIAComplaints@inforegulator.org.za |
| Telephone | +27 (0)10 023 5200 |
| Physical address | JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001. |
| Postal address | P.O Box 31533, Braamfontein, Johannesburg, 2017 |
| Website: | https://www.inforegulator.org.za/contact.html |

4. RECORDS OF TFSSA

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to the normal requirements, before TFSSA will consider access.

Upon written notice and via use of the prescribed forms, interested parties can make application to view records, within reasonable business hours.

The information is classified and grouped according to records relating to the following subjects and categories:

4.1 Employee records

Employees do not need to use the PAIA/POPIA process to obtain such records. Examples of employee records include the following:

- 4.1.1 personal records provided by employees;
- 4.1.2 records provided by a third party relating to employees;
- 4.1.3 conditions of employment and other employee-related contractual and quasi-legal records;
- 4.1.4 internal evaluation records and other internal records; correspondence relating to employees; and
- 4.1.5 training schedules and material.

4.2 Customer-related records

Records provided by a customer directly to TFSSA, including:

- 4.2.1 records provided by a customer to a third party acting for or on behalf of TFSSA;
- 4.2.2 records provided by a third party; and
- 4.2.3 records generated by or within TFSSA relating to its customers, including transactional records.

4.3 Private body records

| | |
|---|---|
| <p>Examples of private body records are the following:</p> <ul style="list-style-type: none"> • Financial records • Operational records • Databases • Information technology • Marketing records • Internal and external correspondence | <ul style="list-style-type: none"> • Product records • Statutory records • Internal policies and procedures • Supervisory body-related records • Securities and equities • Records held by officials of TFSSA |
|---|---|

These records include, but are not limited to, the records which pertain to TFSSA’s own affairs.

4.4 Other records

Employee, customer or private body records, which are held by another party, as opposed to the records held by TFSSA itself.

Records held by TFSSA 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/suppliers.

TFSSA may possess records pertaining to other parties, including without limitation contractors, job applicants, operators (suppliers and third parties). Alternatively, such other parties may possess records that can be said to belong to TFSSA.

4.5 Records automatically available

The following categories of records are automatically available for inspection. A copy of the record is available for purchase at the costs indicated in Appendix 2. You do not need to request these records in terms of PAIA.

These categories are:

- 4.5.1 any promotional material for public viewing;
- 4.5.2 posters;
- 4.5.3 campaigns;
- 4.5.4 product information.

5 PROCESSING OF PERSONAL INFORMATION

TFSSA takes the privacy and protection of PI very seriously and will only process PI in accordance with the current South African privacy legislation (POPIA) or any other applicable legislation which deals with privacy rights. Accordingly, the relevant PI privacy conditions and requirements relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion of personal information) will be applied to any PI processed by TFSSA.

5.1 The purpose for TFSSA processing personal information

TFSSA processes PI for a variety of purposes, where legally justified to do so. TFSSA maintains separate privacy notices that incorporates the purposes for processing. The notice is available on <http://toyota.co.za/toyota-finance>

5.2 Categories of data subjects and PI processed by TFSSA

Categories of data subjects and PI processed by TFSSA include the following:

| Categories of data subjects | PI processed |
|--|---|
| Shareholders | Shareholder personal information |
| Customers including potential and previous customers | Customer personal/special PI, e.g. name, identity number (ID), race, etc. Customer biometric special information Customer vehicle registration Surveillance records Customer contracts Customer location information Customer third-party information, such as from credit bureaux and the Companies and Intellectual Property Commission (CIPC) |
| Suppliers | Supplier personal information Supplier contracts Supplier bank details Biometric information of supplier representatives Surveillance information of supplier representatives (e.g. CCTV footage) PI of supplier representatives |
| Employees (prospective, previous and existing employees) | Employee PI (e.g. name, ID, etc.) Employee education and psychometrics records Employee medical information Employee disability information Employee biometric information Employee pension and provident fund information Employee bank details Employee tax and financial information Employee contracts Employee beneficiary information Employee vehicle registration Employee performance records Payroll records Electronic access records Physical access records Surveillance records Health and safety records Training records Background checks Criminal checks Employment history |
| Job applicants | Curriculum vitae and application forms Criminal checks Background checks |
| Family members of Employees | PI, e.g. name, ID, etc Medical and disability information |



| | |
|-----------------------|---|
| | PI acquired for processing travel documents |
| Children of employees | Child's PI processed e.g. birth certificate, ID, etc. Child's medical information and disability information Child's information acquired for processing travel documents |
| Visitors | Physical access records Electronic access records, scans and photographs Surveillance records (like CCTV footage) |
| | Biometric information |
| | |

5.3 Recipients or categories with whom PI is shared

5.3.1 TFSSA may share the PI of its data subjects, where legally justified to do so, for any of the purposes outlined in paragraph 5.1, with the following parties (among others):

5.3.1.1 TFSSA' associates, service providers, operators (suppliers and third parties) who perform services on its behalf.

5.3.2 TFSSA does not share the PI of its data subjects with any third parties, except if:

5.3.2.1 it is obliged to provide such information for legal or regulatory purposes;

5.3.2.2 it is required to do so for purposes of existing or future legal proceedings;

5.3.2.3 it is selling one or more of its businesses or part of its businesses to a third party to whom it may transfer its rights under any agreement it may have with data subjects;

5.3.2.4 it is involved in the prevention of fraud, loss, bribery or corruption;

5.3.2.5 the third party performs services and processes PI on TFSSA' behalf as its operator;

5.3.2.6 this is required to provide or manage any information, products and/or services to data subjects; or

5.3.2.7 this is needed to help TFSSA improve the quality of its products and services.

5.3.3 TFSSA will send its data subjects appropriate notifications or communications of its processing if it is obliged to do so by law, or in terms of its contractual relationship with data subjects.

5.3.4 TFSSA will only disclose PI to government authorities if it is required to do so by law.

5.3.5 TFSSA employees and suppliers are required to adhere to legislation relating to privacy and confidentiality principles and to complete privacy training.

5.4 Information security measures to protect personal information

5.4.1 Reasonable technical and organisational measures have been implemented for the protection of PI processed by TFSSA and its operators (suppliers and third parties). In terms of POPIA, operators (suppliers and third parties) process PI on behalf of TFSSA.

5.4.2 TFSSA continuously implements and monitors technical and organisational security measures to protect the PI it holds, against unauthorised access, as well as accidental or wilful manipulation, loss, damage, or destruction.

5.4.3 TFSSA will take steps to ensure that operators (suppliers and third parties) that process PI on its behalf apply adequate safeguards as outlined under 5.4.1 and 5.4.2.

5.5 Cross-Cross-border flows of personal information

5.5.1 TFSSA will only transfer PI across South African borders if the relevant transactions or situation requires cross-border processing. It will only do so in accordance with South African legislative requirements, or if the data subject consents to the transfer of their PI to third parties in foreign countries.

5.5.2 TFSSA will take steps to ensure that operators (suppliers and third parties) in foreign countries are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection of PI and uphold principles for reasonable and lawful processing of personal information, in terms of POPIA.

5.5.3 TFSSA will take steps to ensure that operators (suppliers and third parties) that process PI in jurisdictions outside of South Africa, apply adequate safeguards as outlined in section 5.4 above.

5.6 PI received from third parties

When TFSSA receives PI from a third party on behalf of a data subject, it requires confirmation that the third party has a lawful justification in terms of section 11 of POPIA, to share such information with TFSSA.

6 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for TFSSA to refuse a request for information relates to the mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;

6.1 commercial information of a third party, if the record contains –

6.1.1 Trade secrets of that third party;

6.2.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

Information disclosed in confidence by a third party to TFSSA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

6.3 confidential information of third parties if it is protected in terms of any agreement;

6.4 safety of individuals and the protection of property;

6.5 records which would be regarded as privileged in legal proceedings;

6.6 The commercial activities of TFSSA, which may include –

6.6.1 Trade secrets of TFSSA;

6.6.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of TFSSA;

6.6.3 Information which, if disclosed could put TFSSA at a disadvantage in negotiations or commercial competition;

6.6.4 A computer program which is owned by TFSSA, and which is protected by copyright.

6.7 The research information of TFSSA or a third party, if its disclosure would disclose the identity of TFSSA, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

In the event that access is requested to a record that contains information about a third party, TFSSA is obliged to attempt to contact this third party to inform them of the request and to give them an opportunity to respond by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishes reasons for the support or denial of access, the designated Information Officer will consider these reasons in determining whether access should be granted.

7. Records

7.1 Access to records held by TFSSA

7.1.1 Records held by TFSSA may be accessed only once the prerequisite requirements for access have been met.

7.1.2 A requester is any person making a request for access to a record of TFSSA. There are two types of requesters:

Personal requester

7.1.3 A personal requester is a requester who is seeking access to a record that relates to their PI (as defined in PAIA and POPIA).

7.1.4 Subject to the provisions of this manual, PAIA, POPIA and other applicable laws, TFSSA will provide the requested information or give access to any record regarding the requester's personal information. The prescribed fee for reproduction of the information requested will be charged as indicated in Appendix 2.

Other requester

7.1.5 This requester (other than a personal requester) is entitled to request access to information on third parties. The requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.

7.1.6 If a public body lodges a request, the public body must be acting in the public interest and provide details of the public interest that it is seeking to protect/rely on.

7.2 Remedies available when TFSSA refuses a request for information

7.2.1 Internal remedies

TFSSA does not have internal appeal procedures. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the answer supplied by the information officer.

7.2.2 External remedies

Subject to the provisions of PAIA, a requestor that is dissatisfied with an information officer's refusal to disclose information, may within 180 days of notification of the decision, apply to a court or to the information regulator for relief.

Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 180 days of notification of the decision, apply to the information regulator or to a court with appropriate jurisdiction for relief.

Notice of Appeal, Form B, in terms of Section 75 of PAIA [Regulation 8], can be found on the website of the information regulator under the "Documents" section (www.justice.gov.za/infoleg).

7.3 Request procedure

The following procedural requirements serve as guidelines for requestors.

7.3.1 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.

7.3.2 The requester must complete the prescribed form enclosed in Appendix 1, and submit same as well as payment of a request fee and a deposit, if applicable, to the information officer at the postal or physical address, fax number or email address as stated in section 4 of this document.

7.3.3 The prescribed form must be completed with sufficient detail to at least enable the information officer to identify the requester.

7.3.4 The requester must state the nature of the right for which access to the requested records is required. The courts have indicated that access to the records must be "necessary" for the exercise or protection of the right so stated. This right of access may not be used to access records under criminal or civil proceedings, or where such proceedings have commenced. This right of access only applies to records in existence at the time of request.

7.3.5 Subject to the provisions in PAIA, in respect of extensions TFSSA will process the request within 30 days from when the request is received and the fee is paid, or within any extension timeline, unless the requester has stated special reasons which would satisfy the information officer that circumstances dictate that the above time periods could not be complied with. TFSSA cannot grant extensions less than 21 days for third-party requests as outlined under point 7.3.6 below.

7.3.6 Where a requester (other than a personal requester) has requested access to information on a third party, PAIA provides that the third party whose information is requested must be given 21 days in which to make representations to refuse access or give written consent for the disclosure of the record to the requester. It may not always be possible for TFSSA to comply with all refuse representations. For example, when a court order had been served for the access.

7.3.7 The requester shall be informed in the manner indicated by the requester in Appendix 1, part H whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner, which will be provided if possible, to do so. If access is denied, the requester is entitled to a refund of the fees paid, in which instance TFSSA will seek account details from the requester in order to give effect to payment of any refund.

7.3.8 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.

7.3.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally, which must then be reduced into writing by the person assisting the requester.

7.3.10 The requester must pay the prescribed fee, before any further processing can take place.

7.4 Prescribed fees

7.4.1 PAIA provides for two types of fees, namely:

7.4.2 When the request is received by the information officer, the information officer shall by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing of the request.

7.4.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations of PAIA for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

7.4.4 The information officer shall withhold a record until the requester has paid the fees as indicated in Appendix 2.

7.4.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure including planning to make it available in the request form.

7.4.6 If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

7.5 Decision

7.5.1 TFSSA will, within 30 business days (excludes weekends and public holidays), but not less than 21 days, after receipt of the request, decide whether to grant or decline the request and notify the requester in the manner indicated by the requester in Appendix 1, Part H, by giving reasons (if required) to that effect, to the requester. Only in exceptional circumstances can this time line be less than 21 days.

7.5.2 The 30-business day period within which TFSSA must decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of TFSSA and the information cannot reasonably be obtained within the original 30 business day period. Should extension of time be required, TFSSA will notify the requester in the manner indicated by the requester in Appendix 1, Part H.

7.6 Records not found

7.6.1 If all reasonable steps have been taken to find a record and such record cannot be found or the record does not exist, then TFSSA shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

7.6.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or determine its existence, including details of all communications by TFSSA with every person who conducted the search.

7.6.3 The notice in paragraph 7.6.1 above shall be regarded as a decision to refuse a request for access to the record concerned for purposes of PAIA.

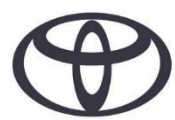
7.6.4 If the record in question is later found, the requester shall be given access to the record in the manner stipulated by the requester in Appendix 1, Part H, unless access is refused by TFSSA as set out in this manual.

7.7 List of applicable legislation

An excerpt of the relevant legislation setting out a description of the records of TFSSA will be provided on request.

8. AVAILABILITY OF THE MANUAL

This manual is made available in terms of Regulation Number R.7577 of 27 August 2021. The manual of TFSSA is available on the following website:
<http://toyota.co.za/toyota-finance>



PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM C

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

[Empty rectangular box for request details]

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)
(PROTECTION OF PERSONAL INFORMATION Act, 2013)

(Regulation 10)

A. Particulars of private body

The Head:

[Five horizontal lines for providing details of the private body head]

B. Particulars of Person requesting access to the record

[Box containing instructions: a) The particulars of the person who requests access to the records must be recorded below. b) Furnish an address and / or fax number in the Republic to which information must be sent c) Proof of the capacity in which the request is made, if applicable, must be attached.]

Full Name and Surname:

[Horizontal line for full name and surname]

Identity Number:

[Horizontal line for identity number]

Postal Address:

[Horizontal line for postal address]

Telephone Number: _____

Fax Number: _____

E-mail address: _____

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

C. 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

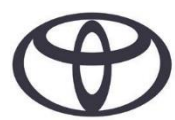
Full Names and Surname:

Identity Number:

D. 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 folio's.

1. Description of the Record or relevant part of the record:



2. Reference number, if available:

3. Any further particulars of the record:

E. Fees:

A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.
 You will be notified of the amount of the request fee.
 The fee payable for access to a record depends on the form in which the 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 therefore.

Reason for exemption of payment of the fee:

F. Form of Access to the 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:

Form in which record is required:

Mark the appropriate box with an "X"

NOTES:

Your indication as to the required form of access depends 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. | | | | | |
| 1. If the record is in written or printed form: | | | | | |
| | Copy of record * | | | | Inspection of record |
| 2. If the record consists of visual images: | | | | | |
| | View the images | | Copy of the images * | | Transcription of the images* |
| 3. If the record consists of recorded words or information which can be reproduced in sound | | | | | |
| | Listen to the soundtrack (audio cassette) | | | | Transcription of soundtrack* (written or printed document) |
| 4. If the record is held on computer or in an electronic or machine-readable form: | | | | | |
| | Printed copy of record | | Printed copy of information derived from the record* | | Copy in computer readable form* (stiffy or compact disc) |
| If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? | | | | YES | NO |
| A postal fee is payable. | | | | | |

G. 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.

1. Indicate which right is to be exercised or protected:

2. Explain why the requested record is required for the exercising or protection of the aforementioned right.

H. 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 informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF REQUESTER / PERSON
ON WHO'S BEHALF REQUEST IS MADE

APPENDIX – 2

REPRODUCTION FEES

Where TFSSA has voluntarily provided the Minister with a list of categories or records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERRED TO ABOVE IS:

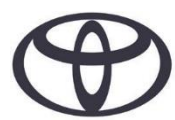
| | R |
|--|-------|
| For every photocopy of an A4-size page or part thereof | 1.10 |
| For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form | 0.75 |
| For a copy in a computer-readable form on : | |
| Compact Disc | 70.00 |
| A transcription of visual images, for an A4-size page or part thereof | 40.00 |
| For a copy of visual images | 60.00 |
| A transcription of an audio record, for an A4-size page or part thereof | 20.00 |
| For a copy of an audio record | |

Request fees:

Where a requester submits a request for access to information held by a Bank on a person other than the requester himself / herself, a request fee in the amount of R 50.00 is payable up-front before TFSSA will further process the request received.

Access fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).



The applicable access fees which will be payable are:

| | R |
|--|-------|
| For every photocopy of an A4-size page or part thereof | 1.10 |
| For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form | 0.75 |
| For a copy in a computer-readable form on : | |
| Compact Disc | 70.00 |
| A transcription of visual images, for an A4-size page or part thereof | 40.00 |
| For a copy of visual images | 60.00 |
| A transcription of an audio record, for an A4-size page or part thereof | 20.00 |
| For a copy of an audio record | 30.00 |
| To search for a record that must be disclosed | 30.00 |
| (- per hour or part of an hour reasonably required for such search) | |
| Where a copy of a record needs to be posted, the actual postal fee is payable. | |

Deposits:

Where TFSSA receives a request for access to information held on a person other than the requester himself / herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

Policy Approval

The undersigned acknowledge(s) that they have reviewed the Manual and agree with the information presented within this document. Changes to this Policy will be coordinated with, and approved by, the undersigned, or their designated representatives

| Name | Designation | Signature |
|-------------------|--|------------------|
| Thabo Manaka | Chief Executive Officer | |
| Shigeaki Matsui | Divisional Senior Executive Coordinator | |
| Ziyanda Mzongwana | GM: Legal, Compliance & Company Secretariat | |
| Simon Ingersent | SVP: Operations | |
| Nishen Daya | VP: Finance & Treasury | |
| Charl Barnardo | VP: Sales & Marketing | |
| Nthabiseng Weeto | GM: Risk, Business Analytics & Optimisation | |