

MANUAL IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION
ACT (ACT 2 OF 2000) ("HEREINAFTER
REFERRED TO AS "THE ACT")

of

FUNDERJET SA (PTY) LTD: FSP NUMBER
50839 AND COMPANY NUMBER
2019/609241/07 (HEREINAFTER REFERRED TO
AS "THE COMPANY")

Policy Governance	
Approval Date	13 December 2021
Last Review Date	1 November 2024
Next Review Date	23 October 2025
Policy Ownership and Approval	
Policy Owner	Andre Loots Snr
Policy Approver	Andre Loots Snr

Table of Contents

1. INTRODUCTION.....	3
2. PROMOTION OF ACCESS TO INFORMATION ACT.....	3
INTRODUCTION	3
3. GUIDE IN TERMS OF SECTION 10 OF THE ACT	4
3.1. Enquiry Details	4
3.2. Complaints (complete POPIA/PAIA form 5):.....	4
3.3. Records held by Funderjet Pty (Ltd)	4
4. Refusal of Access to Records.....	5
4.1. Remedies Available when Funderjet Refuses a Request	6
4.1.1. Internal Remedies	6
4.1.2. External Remedies.....	6
4.2. Request Procedure	6
4.3. Prescribed Form to be completed by a Requester.....	8
FORM 2.....	8
FORM 3.....	14
5. Access to Records Held By Funderjet.....	17
5.1.1. Prerequisites for Access by Personal/Other Request	17
a. Personal Requester	17
b. Other Requester	17
6. Fees	17
6.1. Fees Provided by the Act.....	17
7. Decision	18
a. Time Allowed to Institution	18
8. Availability of the Manual.....	18
a. Regulation Number R.187 of 15 February 2002	18
9. Records available in accordance with South African Legislation	18
10. Customer Information Officer Funderjet SA.....	21
11. RECORD OF VERSION CONTROL/UPDATES	21
Annexure A- Internal Appeal Form	22

1. INTRODUCTION

Funderjet SA(Pty)Ltd has no restrictions on business activities as a FSP Cat I approved business by the FSCA.

a. Contact details

- Directors:
 - Andre Loots
 - Andre Loots Jnr
- Information Officer:
 - Andre Loots
- Postal Address:
 - 2 Sherwood Road, Forest Town, 2193
- Street Address:
 - 2 Sherwood Road, Forest Town, 2193
- Telephone number:
 - +27 21 300 4078
- Email Address:
 - andre@funderjet.co.za

2. PROMOTION OF ACCESS TO INFORMATION ACT

INTRODUCTION

a. Description of the Act

The Promotion of Access to Information Act, No. 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to such request. The Act is read in conjunction with the Protection of Personal Information Act 4 of 2013.

b. Purpose

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry as a whole, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act for them to exercise their rights in relation to public and private bodies.

Section 9 of the Act however recognises that such right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- 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.

This manual sets out to provide a generic manual to the Financial Services Industry to deal with the requests in a conforming manner, which will enable the requestors to obtain the records which they are entitled to in a quick, easy and accessible manner. This manual may be adapted by the individual role players in the Financial Services Industry to specifically meet their needs. Provisions of sections 18 and 53 of the Act apply to requests made in terms of section 23 of the Protection of Personal Information Act.

Wherever reference is made to "institution" in this manual, it will refer to the private bodies within the Financial Services Industry, for whom this manual is drafted. This manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa, of which this body is a member.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

a. Enquiry Details

The guide was made available by the Information Regulator in each of the official languages. This Guide will specifically assist a person on how to access his/her personal information in terms of s23 of POPIA. Any enquiries regarding this Guide should be directed to:

The Information Regulator

<https://info regulator.org.za/>

The Information Regulator of South Africa is based at:

JD House, 27 Siemens Street, Braamfontein, Johannesburg, 2001.

P.O Box 31533, Braamfontein, Johannesburg, 2017

General enquiries: enquiries@info regulator.org.za.

b. Complaints (complete POPIA/PAIA form 5):

PAIAComplaints@info regulator.org.za - should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint.

Copies of the Guide is also available at the office of Funderjet in at least two official languages

c. Records held by Funderjet Pty (Ltd)

This clause serves as a reference to the records that Funderjet holds.

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

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

a. Personnel Records

This refers to any person who works for, or provides services to or on behalf of Funderjet, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Funderjet. By definition it is all permanent, temporary and part-time staff, as well as contract workers.

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

- Correspondence relating to personnel.
- Training schedules and material.

b. Customer Related Records

- Records provided by a customer to a third party acting for or on behalf of Funderjet;
- Records provided by a third party;
- Records generated by or within Funderjet relating to its customers, including transactional records. A “customer” refers to any natural or juristic entity that receives services from Funderjet.

c. Private Body Records

- Financial records;
- Operational records;
- Databases;
- Information Technology;
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal Policies and Procedures;
- Treasury-related records;
- Securities and Equities; and
- Records held by officials of the institution.

These records include, but are not limited to, the records which pertain to Funderjet’s own affairs. Records available in accordance with South African legislation

Funderjet holds records in terms of legislation as detailed in Para 2 herein below.

d. Other Party Records

- Personnel, customer or private body records which are held by another party, as opposed to the records held by Funderjet itself;
- Records held by Funderjet 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.

Funderjet may possess records pertaining to other parties, including without limitation contractors, suppliers, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Funderjet.

4. Refusal of Access to Records

a. Grounds to Refuse Access

The main grounds for Funderjet to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is a natural person/juristic, which would involve the unreasonable disclosure of personal information of that natural person/juristic;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - trade secrets of the third party;
 - 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 Funderjet, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of Funderjet, which may include:
 - trade secrets of Funderjet;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Funderjet;
 - information which, if disclosed could put Funderjet at a disadvantage in negotiations or commercial competition;
 - a computer program which is owned by Funderjet, and which is protected by copyright.
 - the research information of Funderjet or a third party, if its disclosure would disclose the identity of Funderjet, 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.

Section 23(4)(a) of the Protection of Personal Information Act applies the same grounds to refuse access.

a. Remedies Available when Funderjet Refuses a Request

i. Internal Remedies

Funderjet 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.

ii. External Remedies

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

b. Request Procedure

a. Procedural Requirements

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

The requester must complete the prescribed form enclosed herewith and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer or the Deputy Information Officer at the postal or physical address or electronic mail address as stated above.

The prescribed form must be filled in with enough to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Funderjet will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requester shall be informed whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, they must state the manner and the particulars so required.

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

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

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

If an information officer fails to give the decision on a request for access to the requestor concerned within 30 days, the information officer is regarded as having refused the request.

c. Prescribed Form to be completed by a Requester.

FORM 2

REQUEST FOR ACCESS TO RECORD [Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Street Address	
E-mail Address	

Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			

Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
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	

FORM OF ACCESS
(Mark the applicable box with an "X")

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

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an</i>	
--	--

<i>electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>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.</i>	
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:	

FEES	
<p>a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) 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. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
Reason	

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	Facsimile	Electronic Communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference Number:</i>	
<i>Request received by:</i> <i>(State Rank, Name and Surname of Information Officer)</i>	
<i>Dater received:</i>	
<i>Access Fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

Note:

1. 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.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO:

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>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</i>) 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 Section 7.	
--	--

OR

2. You requested:

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

3. 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 (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	

Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. 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: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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 (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):



Authorised Financial Service Provider (FSP 50839)
Registered Credit Provider (NCRCP13438)

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

5. Access to Records Held By Funderjet

i. Prerequisites for Access by Personal/Other Request

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

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

a. Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester.

Funderjet will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

b. Other Requester

This requester (other than a personal requester) is entitled to request access to information on third parties. However, Funderjet is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

6. Fees

a. Fees Provided by the Act

PAIA Fees Government Gazette No 45057 Notice 757 - 27 August 2021

Private Body

Item	Description	Amount
1	The request fee payable by every requester	R140-00
2	Photocopy 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) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none">• If provided by requester• If provided to requester	R40-00 R40-00 R60-00
5	For 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	R24-00

8	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to requester 	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, reasonable required for such search and preparation. To not exceed a total cost of	R145-00 R435-00
10	Deposit: If search exceed 6 hours	One third of amount per request calculated in terms of items 2 -8
11	Postage, e-mail, or any other electronic transfer	Actual expense if any

All fees collected must be deposited into the following account held at Absa Bank:

Account name: Funderjet Client monies account
Account number: 4099106776

Where the institution receives a request for access to information held on a person themselves 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.

7. Decision

a. Time Allowed to Institution

Funderjet will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The 30 day period with which Funderjet has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of Funderjet and the information cannot reasonably be obtained within the original 30 day period.

Funderjet will notify the requester in writing should an extension be sought.

8. Availability of the Manual

a. Regulation Number R.187 of 15 February 2002

This manual is made available in terms of Regulation Number R.187 of 15 February 2002. This document is available on our website www.funderjet.co.za.

9. Records available in accordance with South African Legislation

- 9.1 Administration of Estates Act 66 of 1965
- 9.2 Alienation of Land Act 68 of 1981
- 9.3 Attorneys Act 53 of 1979

- 9.4 Banks Act 94 of 1990
- 9.5 Basic Conditions of Employment Act 75 of 1997
- 9.6 Bills of Exchange Act 34 of 1964
- 9.7 Births and Deaths Registration Act 51 of 1992
- 9.8 Children's Act 38 of 2005
- 9.9 Collective Investment Schemes Act 45 of 2002
- 9.10 Companies Act 71 of 2008
- 9.11 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 9.12 Competition Act 89 of 1998
- 9.13 Constitution Of the Republic of South Africa, 1996
- 9.14 Consumer Protection Act 68 of 2008
- 9.15 Criminal Procedures Act 51 of 1977
- 9.16 Debt Collectors' Act 114 of 1998
- 9.17 Deeds Registries Act 47 of 1937
- 9.18 Designs Act 195 of 1993 (Sect 7(2))
- 9.19 Electronic Communications Act 36 of 2005
- 9.20 Electronic Communications and Transaction Act 25 of 2002
- 9.21 Employment Equity Act 55 of 1998
- 9.22 Estate Agency Affairs Act 112 of 1976
- 9.23 Extension of Security of Tenure Act 62 of 1997
- 9.24 Financial Advisory and Intermediary Services Act 37 of 2002
- 9.25 Financial Institutions (Protection of Funds) Act 28 of 2001
- 9.26 Financial Intelligence Centre Act 38 of 2001
- 9.27 Financial Markets Act 19 of 2012
- 9.28 Firearms Control Act 60 of 2000
- 9.29 Fund Raising Act 107 of 1978
- 9.30 Home Loan and Mortgage Disclosure Act 63 of 2000
- 9.31 Identification Act 68 of 1997
- 9.32 Insolvency Act 24 of 1936
- 9.33 Inspection of Financial Institutions Act 80 of 1998
- 9.34 Labour Relations Act 66 of 1995
- 9.35 Long Term Insurance Act 52 of 1998
- 9.36 National Credit Act 34 of 2005
- 9.37 National Environmental Management Act 107 of 1998
- 9.38 National Environmental Management Waste Act 59 of 2008
- 9.39 National Payment System Act 78 of 1998
- 9.40 National Heritage Resources Act 25 of 1999
- 9.41 Occupational Health and Safety Act 85 of 1993
- 9.42 Patents Act 57 of 1978
- 9.43 Pension Fund Act 24 of 1956
- 9.44 Prevention and Combating of Corrupt Activities Act 12 of 2004
- 9.45 Promotion of Access to Information Act 2 of 2000
- 9.46 Protected Disclosures Act 26 of 2000
- 9.47 Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004.
- 9.48 Protection of Personal Information Act 4 of 2013
- 9.49 Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- 9.50 Short Term Insurance Act 53 of 1998
- 9.51 South African Reserve Bank Act 90 of 1989



Authorised Financial Service Provider (FSP 50839)
Registered Credit Provider (NCRCP13438)

- 9.52 Tax Administration Act 28 of 2011
- 9.53 Trade Marks Act 194 of 1993
- 9.54 Transfer Duty Act 40 of 1949
- 9.55 Unemployment Insurance Act 63 of 2001
- 9.56 Value Added Tax Act 89 of 1991

10. Customer Information Officer Funderjet SA

Andre Louis Loots

11. RECORD OF VERSION CONTROL/UPDATES

Revision Number	Page Number/s	Change Effected	DATE	AUTHOR/SOURCE
V1.0	n/a	Annual review, no amendments done	13 Dec 2021	Andre Loots Snr
V1.0	n/a	Annual review, no amendments done	09 Dec 2022	Andre Loots Snr
V1.1	n/a	Replaced Forms	23 Oct 2023	Andre Loots Snr

Annexure A- Internal Appeal Form

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?			Yes	<input type="checkbox"/>
			No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				

Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>			
Refusal of request for access			<input type="checkbox"/>
Decision regarding fees prescribed in terms of section 22 of the Act			<input type="checkbox"/>
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act			<input type="checkbox"/>
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester			<input type="checkbox"/>
Decision to grant request for access			<input type="checkbox"/>
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. All the additional pages must be signed)</i>			
State the grounds on which the internal appeal is based:			
State any other information that may be relevant in considering the appeal:			



Authorised Financial Service Provider (FSP 50839)
Registered Credit Provider (NCRCP13438)

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal Address	Facsimile	Electronic Communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes	<input type="checkbox"/>
			No	<input type="checkbox"/>
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		



Authorised Financial Service Provider (FSP 50839)
Registered Credit Provider (NCRCP13438)

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority