

THE SMART LIFE INSURANCE COMPANY LIMITED
REGISTRATION NUMBER 1965/003119/06

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT- ACT NO. 2 OF 2000 (“THE ACT”)**

Name of the company The Smart Life Insurance Company Ltd	
Introduction The company is a provider of insurance products.	
Contact details Section 51(1)(a)	
Street address:	3 rd Floor President Place, Cnr. Jan Smuts Ave & Bolton Rd, Rosebank
Postal address:	P O Box 2424, Parklands, 2121
Phone number:	+27 11 343 2000
Fax number:	+27 11 343 2057
Contact person:	Warren Segall
E-mail address:	warrens@net1.com
Internet site / website address:	www.net1.com
Auditors:	Deloitte and Touche

Section 10 guide on how to use the Act

Section 51(1)(b)

Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 877 3600

Fax: +27 11 403 0668

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

Records of the company, which are available in accordance with any other legislation

Section 51(1)(d)

1. Basic Conditions of Employment Act 75 of 1997
2. Companies Act 71 of 2008
3. Compensation for Occupational Injuries and Diseases Act 130 of 1993
4. Competition Act 89 of 1978
5. Constitution of RSA Act 108 of 1996
6. Consumer Protection Act 68 of 2008
7. Copyright Act 98 of 1978
8. Electronic Communications and Transactions Act 25 of 2002
9. Employment Equity Act 55 of 1998
10. Financial Advisory and Intermediary Services Act, 37 of 2002
11. Financial Intelligence Centre Act 38 of 2001
12. IFRS Framework
13. Income Tax Act 58 of 1962
14. Labour Relations Act 66 of 1995
15. Long Term Insurance Act 52 of 1998
16. Occupational Health and Safety Act 85 of 1993
17. Prescription Act 68 of 1969
18. Prevention and Combating of Corrupt Activities Act of 2004
19. Prevention of Organised Crime Act 121 of 1998
20. Promotion of Access to Information Act 2 of 2000
21. Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
22. Protected Disclosures Act 26 of 2000
23. Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
24. Protection of Personal Information Act 4 of 2013
25. Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002 ("RICA")
26. Skills Development Act 97 of 1998
27. Skills Development Levies Act 9 of 1999
28. Unemployment Insurance Act 63 of 2001
29. Unemployment Insurance Contributions Act 4 of 2002
30. Value Added Tax Act No. 89 of 1991
31. Prevention of Organised Crime Act 121 of 1998

32. Tax Administration Act No.28 of 2001
33. Broad Based Black Economic Empowerment Act 53 of 2003 & BEE Codes of Good Practice.
34. Broad-Based Black Economic Empowerment Act (46/2013): Amendment Codes of Good Practice
35. Section 28 of the FIC Act (Guidance Note 05)
36. Committee of Sponsoring Organizations of the Treadway Commission (COSO) Framework
37. Section 13 (1)(c) of the FAIS Act
38. Electronic Communications Act 36 of 2005
39. Financial Action Task Force Guidance on Politically Exposed Persons (recommendations 12 and 22)
40. Magistrates' Courts Act 1944 (Act 32 of 1944), and Rules
41. Trade Marks Act 194 of 1993
42. International Code of Practice for Information Security Management (ISO 27002)
43. Patents Act 57 of 1978
44. Financial Services Laws General Amendment Act (Act 45 of 2013)
45. Employment Tax Incentive Act
46. Employment Services Act No. 4 of 2014
47. Disaster Management Amendment Bill of 2015

Latest Notice in terms of section 52(2)

Section 51(1)(c)

We set out the categories of records for The Smart Life Insurance Company Ltd which are already publicly available without you having to request access in terms of the Act:

- | | |
|---|------------------------|
| 1. Annual financial statements | Registrar of Companies |
| 2. Memorandum and Articles of Association | Registrar of Companies |
| 3. Contents of the register of directors | Registrar of Companies |

Request procedure and records that may be requested

Section 51(1)(e)

The request procedure

Every request must contain the information set out on paragraphs 1 to 6 below, and must substantially correspond with the prescribed form, refer **Annexure B** attached as a copy.

Warren Segall has been delegated with the task of receiving and co-ordinating any requests for access to records in terms of the Act. Each request should specify the description of the record concerned, and the location of the record if known.

1. Provide sufficient particulars of the records required to enable the company to identify the record or records requested and the requester.
2. Indicate the form of access required
3. Specify a postal address or fax number in South Africa, or an e-mail address.
4. Identify the right you want to exercise or protect and give an explanation why the record is needed for this purpose.
5. Indicate the form of reply to your request, other than a written reply, which you prefer, with the relevant particulars.
6. Give proof of the capacity in which you are acting, if requesting access on behalf of another.

Once complete, you can mail it to:

Designation of person: Group Compliance Officer

Name of company: The Smart Life Insurance Company Ltd

Postal address: P O Box 2424, Parklands, 2121

Or, you can fax it to +27 11 343 2057 or e-mail it to warrens@net1.com

The request for access to records will deem to have been made once the form has been received by our offices.

Should you require greater clarity, we refer you to the Guide which will be published by the Human Rights Commission. It will describe in each official language:

1. What the objects of this Act are
2. The details of each private body
3. The process that needs to be followed in order to make a request
4. How to get copies of the Guide at no charge
5. How to get access to the manual of a private body
6. All the remedies available in law to you.

We set out below a description of the subjects on which The Smart Life Insurance Company Ltd holds records and, below the subject headings, the categories of records held on each subject.

Company records

Accounting and Finance

Human Resources

Shareholder

Legal and Compliance

Company Secretarial and Administration

Public and Corporate Affairs

Customer-related records

Sales and Marketing

Customers

Products

Marketing Support

Other records

Contractors

Directors

Other information as may be prescribed**Section 51(1)(f)**

Not applicable

Availability of the manual**Section 51(3)**

Copies of this manual are available for inspection at the reception desk of The Smart Life Insurance Company Ltd and copies can be made at a charge of R1.10 (one rand ten cents) per A4 page. Copies are also available from the Human Rights Commission, the Government Printing Works and our website.

Requests for information must be submitted in accordance with the prescribed format and must be accompanied by the prescribed fee. A list of applicable fees is attached to this manual as **Annexure A**.