



PARAGON  
WEALTH MANAGERS

# PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)



## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. “**CEO**” means Chief Executive Officer
- 1.2. “**DIO**” means Deputy Information Officer;
- 1.3. “**IO**” means Information Officer;
- 1.4. “**Minister**” means Minister of Justice and Correctional Services;
- 1.5. “**PAIA**” means Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.6. “**POPIA**” means Protection of Personal Information Act No.4 of 2013;
- 1.7. “**Regulator**” means Information Regulator; and
- 1.8. “**Republic**” means Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;  
know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.8. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF PARAGON WEALTH MANAGERS (PTY) LTD

### 3.1. Chief Information Officer

Name: Sean Kelly  
Tel: +27 11 030 3500  
Email: sean@paragonwm.com

### 3.2. Access to information general contacts

Email: info@paragonwm.com

### 3.3. National or Head Office

Postal Address: Riverside Junction, 1<sup>st</sup> Floor, 300 Bryanston Drive, Bryanston, 2191  
Physical Address: Riverside Junction, 1<sup>st</sup> Floor, 300 Bryanston Drive, Bryanston, 2191



Telephone: +27 11 100 8222  
Email: info@paragonwm.com  
Website: www.paragonwm.com

#### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
  - 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and
    - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
  - 4.6.1. English



## 5. CATEGORIES OF RECORDS OF PARAGON WEALTH MANAGERS

5.1. Paragon Wealth Managers holds the following records, which are available from Paragon Wealth Managers and may be requested by way of the PAIA request process.

5.2. Below is the list of records and information that may be formally requested in terms of PAIA.

Category of Records	Types of Records	Available on request	Available on website
Strategic Documents	Annual Reports	Yes	No
	Business Plan	Yes	No
Statutory Company Information	Incorporation Documents	Yes	No
	Memorandum of Incorporation	Yes	No
	Minute Books and Resolutions	Yes	No
	Register of Directors and Officers	Yes	No
	Share Registers and other Statutory Registers	Yes	No
	Statutory returns to relevant Authorities	Yes	No
	Statutory Records	Yes	No
	Records relating to the appointment of directors, auditors, company secretary, public officer, and other officers	Yes	No
Human Resources	HR Policy & Procedures	Yes	No
	Employee Records	Yes	No
	Advertised Posts	Yes	No
	Training Records	Yes	No
	Attendance Registers	Yes	No
	CCMA records	Yes	No
	Company tax submissions in respect of employees	Yes	No
	Confidentiality Agreements	Yes	No
	Disciplinary records and internal performance appraisals and evaluations	Yes	No
	Employee personal details	Yes	No
	Employment Conditions and Policies	Yes	No
	Employment Contracts	Yes	No
	Employment Equity Plan	Yes	No
	Internal correspondence	Yes	No
	Internal records, policies, and procedures	Yes	No
	Leave records	Yes	No
	Operating Manuals	Yes	No
	Medical Aid Records	Yes	No
	Personnel Records provided by personnel	Yes	No
	Remuneration and benefits records	Yes	No
	Restraint of Trade Agreements	Yes	No
	Retirement and Pension Fund records	Yes	No
Service records	Yes	No	
Training schedules and material	Yes	No	
Financial and Accounting Records	Annual Financial Statements	Yes	No
	Accounting Records (inclusive of books of account)	Yes	No
	Administrative Records	Yes	No
	Banking Records	Yes	No
	Internal and external audit reports	Yes	No



Category of Records	Types of Records	Available on request	Available on website
	Rental Agreements	Yes	No
	Invoices	Yes	No
	Supporting schedules and documentation to books of account	Yes	No
	Lease Agreements	Yes	No
	Asset registers	Yes	No
	Sale Agreements	Yes	No
	Intellectual Property records	Yes	No
Tax Records	Customs and Excise Records	Yes	No
	Income tax returns and other documentation	Yes	No
	PAYE Records	Yes	No
	Skills Development Levies records	Yes	No
	UIF and Workmen's Compensation	Yes	No
	Value Added Tax records	Yes	No
Legal Records	Documentation pertaining to litigation or arbitration	Yes	No
	General agreements and contracts	Yes	No
	Licenses, permits and authorisations	Yes	No
Insurance Records	Claims Records	Yes	No
	PI Policy and other details of insurance coverage, limits and insurers	Yes	No
	Insurance Policies	Yes	No
Customer Records and Services	Customer Agreements	Yes	No
	Client application forms	Yes	No
	Client records	Yes	No
	Proposals	Yes	No
	Records of client details and payment	Yes	No
	Record of investments and other products purchased	Yes	No
	Investment Mandate	Yes	No
	Identity Information	Yes	No
	Tax Information	Yes	No
	Bank account details	Yes	No
	Employment details	Yes	No
	Financial information	Yes	No
	Beneficial owners (if a juristic entity)	Yes	No
	If a juristic client, details of directors, shareholders and their proof of identity and address	Yes	No
	Source of Funds and Source of Wealth	Yes	No
KYC Information	Yes	No	
Suppliers, Service Providers, Third Party Records	Service Level Agreements	Yes	No
	Terms and conditions	Yes	No
	Transactional Records and supporting documents, including Invoices, Statements and the like	Yes	No
	Details of directors, authorised signatories, shareholders and associated documentation	Yes	No



Category of Records	Types of Records	Available on request	Available on website
Operational & Regulatory Policies and Procedures	Compliance Framework, Risk Management Framework, Accounting Policy, Advertising Policy, Client related procedures, Business Continuity and Disaster Recovery Plan, Competence Policy, Complaints Framework, Conflict of Interest Management Policy, Debarment and Disciplinary Policy, TCF Policy, FICA RMCP, Financial Recovery and Resolution Plan, Termination of Agreement of Business Policy	Yes	No
Marketing	Fact Sheets, MDDs, Presentations, Brochures, Website	Yes	No
Publications	Newsletters	Yes	No
Information Technology	Service Level Agreements, Access Reports, System Back-up Testing, System Event Logs	Yes	No
Media	Gifts, Website Content, LinkedIn, Corporate Identity, Infographs	Yes	No
Events, Functions, Seminars, Conferences	Presentations and Discussion documents	Yes	No
Registers	Complaints Register, Conflict of Interest Register, Representative Register, Business Register, Training Register,	Yes	No
Reports / Minutes	Submissions to Regulators, Minutes of Meetings, Compliance Reports	Yes	No
Compliance	Compliance Reports, Compliance Monitoring Results	Yes	No

**6. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

The following records are available on request, and without a person having to request access by completing Form 2. As Paragon Wealth Managers does not maintain a website, all records must be requested.

Category of Records	Types of Records	Available on Website	Available Upon Request
Policies & Procedures	Complaints Management Policy	n/a	Yes
Policies & Procedures	Conflict of Interest Management Policy	n/a	Yes
Policies & Procedures	Privacy Policy	n/a	Yes
Policies & Procedures	PAIA Manual	n/a	Yes
Policies & Procedures	PAIA Request for Access to Records	n/a	Yes
Compliance Documents	Statutory Disclosure Notice	n/a	Yes
Regulation	FAIS Licence	n/a	Yes

**7. DESCRIPTION OF THE RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
Company CIPC Documents	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000



## 8. APPLICABLE LEGISLATION

Where applicable to the business conducted by the company, it retains records which are required in terms of legislation other than PAIA.

Certain legislation provides that private bodies shall allow certain persons access to specified Records upon request. The legislation may be consulted to establish whether the Requester has a right of access to a Record other than in terms of the procedure set out in PAIA.

The following legislation is included and can be consulted, but is not an exhaustive list:

- 8.1. Value Added Tax Act No. 89 of 1991
- 8.2. Unemployment Insurance Act No. 63 of 2001
- 8.3. Unemployment Contributions Act No. 4 of 2002
- 8.4. Tax on Retirement Funds Act No. 38 of 1996
- 8.5. South African Revenue Services Act No. 34 of 1997
- 8.6. Skills Development Act No. 97 of 1998
- 8.7. Skills Development Levies Act No. 9 of 1999
- 8.8. Protection of Personal Information Act No. 4 of 2013
- 8.9. Prevention of Organised Crime Act No. 121 of 1998
- 8.10. Pension Funds Act No. 24 of 1956
- 8.11. Occupational Health and Safety Act No. 85 of 1993
- 8.12. Labour Relations Act No. 66 of 1995
- 8.13. King IV Code on Corporate Governance
- 8.14. Income Tax Act No. 5 of 1962
- 8.15. Financial Advisory and Intermediary Services Act No. 37 of 2002 (as amended)
- 8.16. Employment Equity Act No. 55 of 1998
- 8.17. Electronic Communications and Transactions Act No. 23 of 2002
- 8.18. Currency and Exchanges Act No. 9 of 1933 (and Exchange Control Regulations)
- 8.19. Consumer Protection Act No. 68 of 2008
- 8.20. Companies Act No. 71 of 2008 (as amended)
- 8.21. Basic Conditions of Employment Act No. 75 of 1997

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1. Purpose of Processing Personal Information

Paragon Wealth Managers will process personal information for the following purposes –

- 9.1.1. Employing staff
- 9.1.2. Appointing Directors
- 9.1.3. Maintaining Shareholder Register
- 9.1.4. Providing services to clients
- 9.1.5. Entering into contracts with service providers.
- 9.1.6. to pursue business objectives and strategies
- 9.1.7. to comply with a variety of lawful obligations, including without detracting from the generality thereof, to carry out actions for the conclusion and performance of a contract between the company and the data subject.
- 9.1.8. to put in place protective mechanisms to protect the parties' legitimate interests including performance of risk assessments and risk profiles where applicable and necessary.



- 9.1.9. to obtain or provide personal information from a credit bureau or credit provider or credit association, information about certain data subjects credit records, including personal information about any judgement or default history.
- 9.1.10. for the purposes of contacting the data subject and attending to the data subject's enquiries and requests.
- 9.1.11. for the purpose of providing the data subject from time to time with information pertaining to the companies, their offices, employees, services and goods and other ad hoc business-related information.
- 9.1.12. to pursue the parties' legitimate interests, or that of a third party to whom the personal information is supplied.
- 9.1.13. for the purposes of providing, maintaining and improving our products and services and to monitor and analyse various usage and activity trends pertaining thereto.
- 9.1.14. for the purpose of performing internal operations, including management of employees, employee wellness programmes, the performance of all required HR and IR functions, attending to all financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts and generally providing commercial support where needed, requested or required.
- 9.1.15. for the purpose of preventing fraud and abuse of the companies' processes, systems, procedures, and operations, including conducting internal and external investigations and disciplinary enquires and hearings.

## 10. Categories of Data Subjects and the type of information relating thereto

Type of Data Subject	Information Processed
Client - Natural Person	Names, contact details, physical and postal address, date of birth, ID number, tax related information, nationality, gender, confidential correspondence, financial information, medical information, family information including medical history, employment history, qualifications and education, occupation, hobbies and past times outside of work, sports, banking information
Client - Juristic Person / Entity	Names of contact persons, name of legal entity, physical and postal address and contact details, registered address, financial information, registration number, founding documents, tax related information, authorised signatories, beneficiaries, ultimate beneficial owners, directors, shareholders, trustees, directors, founders, partners, banking information
Contracted Service Providers / Suppliers	Names of contact persons and their contact details, name of legal entity, physical and postal address and contact details, financial information, registration number, founding documents, tax related information, authorised signatories, directors, shareholders, beneficiaries, banking information
Intermediaries	Names of contact persons and their contact details, name of legal entity, physical and postal address and contact details, financial information, registration number, founding documents, tax related information, authorised signatories, directors, shareholders, beneficiaries, banking information
Key Individuals / Representatives - Natural Persons	Names, contact details, physical and postal address, date of birth, ID number, tax related information, nationality, gender, confidential correspondence, criminal, credit and qualifications checks, financial information, experience and employment history, reference letters, qualifications and education, banking information, fitness & propriety declarations, images, photographs, professional membership, conflicts of interest, criminal behaviour and/or criminal records



Type of Data Subject	Information Processed
Juristic Representatives	Names of contact persons, name of legal entity, physical and postal address and contact details, registered address, financial information, registration number, founding documents, tax related information, authorised signatories, beneficiaries, ultimate beneficial owners, directors, shareholders, trustees, directors, founders, partners, banking information, annual financial statements, management accounts, liquidity declarations, fitness & propriety declarations, professional membership, conflicts of interest, criminal behaviour and/or criminal records, website content, marketing material
Employees / Contractors / Directors / Potential Employees / Shareholders / Volunteers / Employees' family members	Names, contact details, physical and postal address, date of birth, ID number, tax related information, nationality, gender, confidential correspondence, financial information, medical information, family information, employment history, qualifications and education, banking information, credit, criminal & qualifications checks, references, pregnancy, marital status, race, age, language, next of kin, children's names, children's gender, age, school, grades, opinions, criminal behaviour and/or criminal records, external commercial interests, images, photographs, professional membership, external commercial interests, conflicts of interest, demographics, health records, social media content
Website end-users	Names, electronic identification data, IP address, log-in data, cookies, electronic localised data, cell phone details, GPS data, social media, contact details
Persons who act with us physically or enter offices	Names, telephone numbers, email addresses, correspondence and any personal information provided by them

**10.1. The recipients or categories of recipients to whom the personal information may be supplied**

- 10.1.1. Management
- 10.1.2. Directors
- 10.1.3. Employees and temporary employees, job applicants, agents, bursary applicants, learnerships
- 10.1.4. Group entities
- 10.1.5. Business partners
- 10.1.6. Customers and Clients
- 10.1.7. Medical service providers, insurance companies, pension and provident funds, wellness or health providers, banks, investment platforms
- 10.1.8. Contractors, vendors, suppliers, service providers, operators
- 10.1.9. Third party service providers
- 10.1.10. Cyber third party service providers
- 10.1.11. Users
- 10.1.12. Third parties with whom the company conducts business.
- 10.1.13. Statutory oversight bodies, regulators or judicial commissions of enquire making a request for personal information, enforcement agencies, public bodies who we engage with to discharge legal and public duties and obligations, including SARS, National Treasury, Department of Labour, FSCA, FIC
- 10.1.14. Anyone making a successful request for access in terms of PAIA or POPI.
- 10.1.15. Courts, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of applicable rules.
- 10.1.16. Subject to the provisions of POPIA and other relevant legislation, the company may



share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which the company operates.

- 10.1.17. South African Policy Services and MIE for criminal check, credit and qualification checks on condition that the data subject has signed Consent.
- 10.1.18. Financial Sector Conduct Authority
- 10.1.19. Compliance Officer
- 10.1.20. SAQA
- 10.1.21. South African Revenue Services
- 10.1.22. Accountant

## 10.2. Planned transborder flows of personal information

All information of the business is stored on Microsoft Sharepoint.

## 10.3. Information Security Measures

- 10.3.1. Paragon Wealth Managers uses a third-party cyber company. Access can only be provided to Sharepoint by the cyber company with approval from the Paragon Wealth Managers Board. Laptops are password-protected.
- 10.3.2. Paragon Wealth Managers has implemented anti-virus and anti-malware software on all computers.

## 11. AVAILABILITY OF THE MANUAL

- 11.1. A copy of the Manual is available to any person upon request and upon the payment of a reasonable prescribed fee; and
- 11.2. to the Information Regulator upon request.
- 11.3. A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, is payable per each A4-size photocopy made.

## 12. UPDATING OF THE MANUAL

- 12.1. The head of Paragon Wealth Managers will on a regular basis update this manual.

## 13. Issued by

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**SEAN KELLY**  
Director & Information Officer of  
Paragon Wealth Managers



**FORM 1**  
**REQUEST FOR A COPY OF THE GUIDE**  
**Regulations 3**

**To:           The Information Officer**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I, the undersigned -**

Full names:			
In my capacity as (mark with "X")	<input type="checkbox"/>	Information Officer	<input type="checkbox"/> Other
Name of *public/private body (if applicable)			
Postal address:			
Physical address:			
Email Address:			
Telephone No. (business)			
Telephone No. (mobile)			

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

Language (mark with "X")	No. of copies	Language (mark with "X")	No. of copies
<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			

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

\_\_\_\_\_  
**Signature of Requester**



**FORM 2**  
**REQUEST FOR ACCESS TO RECORD**  
**Regulations 7**

**NOTE:**

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

**To:           The Information Officer**

\_\_\_\_\_

Email:

\_\_\_\_\_  
\_\_\_\_\_

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

<b>Personal Information</b>	
Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Physical Address	
Email Address	
Business Tel. No.	
Cellular Tel. No.	
Full names of person on whose behalf the request is made (if applicable)	
Identity Number	
Postal Address	
Email Address	
Business Tel. No.	
Cellular Tel. No.	
<b>Particulars of Record Requested</b>	
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.	
Description of record or relevant part of the record	



Reference No. if available	
Any further particulars of the record	
<b>Type of Record</b> Mark the applicable with an "X"	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
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	
<b>Form of Access</b> Mark the applicable with an "X"	
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	
<b>Manner of Access</b> Mark the applicable with an "X"	
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 physical address	
Courier service to physical address	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	
<b>Particulars of the Right to be Exercised or Protected</b> 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 is required for the exercise or protection of the aforementioned right.	
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<b>Fees</b>	
(a)	A request fee must be paid before the request is 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 the exemption.
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 the preferred manner of correspondence.

Postal Address	Electronic Communication (please specify)

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

\_\_\_\_\_  
**Signature of Requester / Person on whose behalf request is made**

**FOR OFFICIAL USE**

Reference No.	
Request received by (state rank, name and surname of Information Officer)	
Date received	
Access Fees	
Deposit (if any)	

\_\_\_\_\_  
**Signature of Information Officer**



**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
**Regulations 8**

NOTE:

- (a) 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.
- (b) Please use the reference number hereunder in all future correspondence.

Reference No. \_\_\_\_\_

**To:           The Information Officer**

\_\_\_\_\_

\_\_\_\_\_

Email:

\_\_\_\_\_

\_\_\_\_\_

Your request date \_\_\_\_\_ refers.

**1. 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.	
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**OR**

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 record saved on cloud storage server	

**2. To be submitted:**

Postal services to postal address	
Postal services to physical address	
Courier service to physical address	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	



Preferred language: (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)	
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Kindly note that your request has been:

Approved  
 Denied

If denied, the reasons for this:

**3. 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: (a) Flash drive – to be provided by requester.	R40.00		
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		
For and audio record: (a) Flash drive – to be provided by requester.	R40.00		
Postage, email, or any other electronic transfer	Actual Cost		

**4. Deposit payable (if search exceeds six hours):**

Yes  No

Hours of search		Amount of deposit (calculated on one third of the total amount per request)	
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The amount must be paid to the following Bank Account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of Account: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_



PARAGON  
WEALTH MANAGERS

Reference No.: \_\_\_\_\_  
Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
**Signature of Information Officer**