

MANUAL

of

BETTERLIFE GROUP LIMITED

and its subsidiaries

(as required by section 51 of Act No. 2 of 2000)

Promotion of Access to Information Act



MANUAL (AS REQUIRED BY SECTION 51 OF ACT NO 2 OF 2000, PROMOTION OF ACCESS TO INFORMATION ("the Act"))

1 DEFINITIONS AND INTERPRETATION

- 1.1 In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –
- 1.2 an expression which denotes –
- 1.2.1 any gender includes the other genders;
- 1.2.2 a natural person includes an artificial or juristic person and vice versa;
- 1.2.3 the singular includes the plural and vice versa;
- 1.3 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings –
- 1.3.1 **"this document"** – this document together with all of its annexes, as amended from time to time;
- 1.3.2 **"the company"** – BetterLife Group Limited, (registration number: 1992/000443/06), including all of its subsidiaries, of Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg, South Africa, Fax: 011 516 5601/2;
- 1.3.3 **"the Act"** – Promotion of Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;
- 1.3.4 **"the request liaison officer"** – the person duly authorised by the head of the company and appointed by the company to facilitate or assist the head of the company with any request in terms of the Act.
- 1.4 Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time.
- 1.5 If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document.
- 1.6 Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document.
- 1.7 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day.
- 1.8 Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be.

- 1.9 The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s.
- 1.10 Insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail.
- 1.11 This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the company.

2 **AIM**

To facilitate the requests for access to records of the company as provided for in the Act.

3 **DETAILS OF THE COMPANY**

3.1 **BetterLife Group Limited**

- 3.1.1 Full name: BetterLife Group Limited
- 3.1.2 Trading name: BetterLife Group
- 3.1.3 Registration number: 1992/000443/06
- 3.1.4 Postal address: P O Box 3695, Northcliff 2115
- 3.1.5 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg
- 3.1.6 Telephone: 011 516-5500
- 3.1.7 Telefax: 011 516-5601
- 3.1.8 Website: www.betterlife.co.za

3.2 **Details of the subsidiaries**

3.2.1 **MortgageMax (Pty) Limited**

- 3.2.1.1 Full name: MortgageMax (Pty) Limited
- 3.2.1.2 Trading name: MortgageMax
- 3.2.1.3 Registration number: 2006/037390/07
- 3.2.1.4 Postal address: P O Box 3695, Northcliff 2115

3.2.1.5 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg

3.2.1.6 Telephone: 011 516-5500

3.2.1.7 Telefax: 086-677-1312

3.2.1.8 Website: www.mortgagemax.co.za

3.2.2 **BetterLife Home Loans (Pty) Limited**

3.2.2.1 Full name: BetterLife Home Loans (Pty) Limited

3.2.2.2 Trading name: BetterLife Home Loans

3.2.2.3 Registration number: 1996/016233/07

3.2.2.4 Postal address: P O Box 3695, Northcliff 2115

3.2.2.5 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg

3.2.2.6 Telephone: 011 516-5500

3.2.2.7 Telefax: 011 516-5601

3.2.2.8 Website: www.betterlife.co.za

3.2.3 **BetterBridge (Pty) Limited**

3.2.3.1 Full name: BetterBridge (Pty) Limited

3.2.3.2 Registration number: 2001/003522/07

3.2.3.3 Postal address: P O Box 3695, Northcliff 2115

3.2.3.4 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg

3.2.3.5 Telephone: 011 516-5500

3.2.3.6 Telefax: 011 516-5601

3.2.4 **BetterLife Distribution Services (Pty) Limited**

3.2.4.1 Full name: BetterLife Distribution Services (Pty) Limited

- 3.2.4.2 Trading name: BetterLife
- 3.2.4.3 Registration number: 2005/024995/07
- 3.2.4.4 Authorised Financial Services Provider: FSP No 24015
- 3.2.4.5 Postal address: P O Box 3695, Northcliff 2115
- 3.2.4.6 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg
- 3.2.4.7 Telephone: 0860-006-001
- 3.2.4.8 Telefax: 011 516-5601
- 3.2.4.9 Website: www.betterlife.co.za

3.2.5 **BetterSure Insurance Brokers (Pty) Limited**

- 3.2.5.1 Full name: BetterSure Insurance Brokers (Pty) Limited
- 3.2.5.2 Trading name: BetterSure
- 3.2.5.3 Registration number: 2008/011624/07
- 3.2.5.4 Authorised Financial Services Provider: FSP No 41839
- 3.2.5.5 Postal address: P O Box 3695, Northcliff 2115
- 3.2.5.6 Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg
- 3.2.5.7 Telephone: 0860-006-001
- 3.2.5.8 Telefax: 011 516-5601
- 3.2.5.9 Website: www.betterlife.co.za

4 **CONTACT DETAILS OF THE HEAD OF THE COMPANY AND REQUEST LIAISON OFFICER FOR THE COMPANY AND ALL OF THE SUBSIDIARIES**

- 4.1 The head of the company is the CEO, Mr Rudi Botha
- 4.2 The contact details of the Information Officer is:
 - Mr WJ Vermeulen
 - Postal address: P O Box 3695, Northcliff 2115

Physical address: Pendoring Office Park, 299 Pendoring Road, Cresta, Johannesburg

Tel 011 516 5500 Telefax: 011 516-5601

Email: johan.vermeulen@betterlifegroup.co.za

5 HUMAN RIGHTS COMMISSION ("HRC") GUIDE

5.1 The HRC has compiled a guide, as contemplated in section 10 of the Act, containing information to assist any person who wishes to exercise any right as contemplated in the Act.

5.2 The contact details of the HRC are Private Bag 2700, Houghton, 2041, telephone – (011) 484 8300, telefax – (011) 484 0582, website – www.sahrc.org.za

6 RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO EITHER EMPLOYEES ONLY OR THE GENERAL PUBLIC AND EMPLOYEES

6.1 The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in paragraph 9 –

6.1.1 personnel records are available to the employee whose file it is;

6.1.2 records of disciplinary hearings and related matters are available to the employees concerned; and

6.1.3 the company' policies and procedures manual.

6.2 The following records are automatically available to the general public and all employees and need not be requested in accordance with the procedure outlined in paragraph 9 –

6.2.1 the company employment equity plan;

6.2.2 the company skills development plan.

7 RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS CONTEMPLATED IN SECTION 51 (1)(D) OF THE ACT

7.1 The following records are not automatically available without a request in terms of the Act –

7.1.1 all statutory returns –

7.1.1.1 VAT;

7.1.1.2 Workmen's compensation;

7.1.1.3 UIF;

- 7.1.1.4 Regional services levies;
- 7.1.1.5 Skills development levies.
- 7.1.2 documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of the Occupational Health and Safety Act No. 85 of 1993 and any other applicable environmental legislation.

8 OTHER TYPES OF RECORDS HELD BY THE COMPANY AS CONTEMPLATED IN SECTION 51(1)(C)

- 8.1 These records are not automatically available without a request in terms of the Act. A request in terms of this section is subject to section 63(1) of the Act, which provides that the head of a company must refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual.
- 8.2 Human resources department –
 - 8.2.1 personnel information including personal information, employment history and health records that the company may hold from time to time;
 - 8.2.2 training and development information;
 - 8.2.3 general files containing information on employee benefits and employee recruitment and selection information.
- 8.3 Project management –
 - 8.3.1 building plans;
 - 8.3.2 information generally related to projects conducted by the company from time to time.
- 8.4 Information technology
 - 8.4.1 usage statistics;
 - 8.4.2 equipment details;
 - 8.4.3 costings of hardware and software.
- 8.5 Catering –
 - 8.5.1 function records and related costings;
 - 8.5.2 stock sheets;
 - 8.5.3 list of suppliers.

- 8.6 Companies department –
 - 8.6.1 company secretarial records.
- 8.7 Accounts department –
 - 8.7.1 financial records;
 - 8.7.2 a list of the company's creditors and debtors;
 - 8.7.3 salary information;
 - 8.7.4 bank account information;
 - 8.7.5 fixed assets register.
- 8.8 Marketing department –
 - 8.8.1 company brochures and publications;
 - 8.8.2 documents relating to public relation events;
 - 8.8.3 company media releases.
- 8.9 Support services –
 - 8.9.1 delivery and collection sheets;
 - 8.9.2 list of suppliers

9 PROCESS OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

- 9.1 A request shall be made on the prescribed form. A copy of the form is attached marked **annexure "A"** ("the prescribed form"). The form is also available from the website of the HRC or the website of the Department of Justice and Constitutional Development at www.doj.gov.za.
- 9.2 The prescribed form shall be submitted to the request liaison officer at his/her address, telefax number or e-mail address, who shall hand it to the head of the company.
- 9.3 The same procedure as set out in 9.1 and 9.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.
- 9.4 The head of the company, as soon as reasonably possible and within thirty days after the request has been received, shall decide whether or not to grant the request.
- 9.5 The requester will be notified of the decision of the head of the company or the request

liaison officer in the manner indicated by the requester.

- 9.6 If the request is granted, the requester shall be informed by the head of the company or the request liaison officer in the manner indicated by the requester in the prescribed form.
- 9.7 Notwithstanding the foregoing, the company will advise the requester in the manner stipulated by the requester in the prescribed form of –
- 9.7.1 the access fee to be paid for the information (in accordance with paragraph 10);
- 9.7.2 the format in which access will be given;
- 9.7.3 the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.
- 9.8 After access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 9.9 If the request for access is refused, the head of the company or the request liaison officer shall advise the requester in writing of the refusal. The notice of refusal shall state–
- 9.9.1 adequate reasons for the refusal;
- 9.9.2 that the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request (including the period) for lodging such an appeal.
- 9.10 Upon the refusal by the head of the company or the request liaison officer, the deposit paid by the requester will be refunded.
- 9.11 If the head of the company or the request liaison officer fails to respond within thirty days after a request has been received, it is deemed, in terms of section 58 read together with section 56 (1) of the Act, that the head of the company or the request liaison officer has refused the request.
- 9.12 The head of the company may decide to extend the period of thirty days ("original period") for another period of not more than thirty days if –
- 9.12.1 the request is for a large number of records;
- 9.12.2 the search for the records is to be conducted at premises not situated in the same town or city as the head office of the company;
- 9.12.3 consultation among divisions or departments, as the case may be, of the company is required;
- 9.12.4 the parties agree in any other manner to such an extension.
- 9.13 Should the company require an extension of time, the requester shall be informed in the

manner stipulated in the prescribed form of the reasons for the extension.

- 9.14 The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

10 FEES PAYABLE

10.1 The fees for reproduction of a record as referred to in section 52(3) are as follows -

10.1.1 for every photocopy of an A4 size page or part thereof – R1,10;

10.1.2 for every printed copy of an A4-size page or part thereof – R0.75;

10.1.3 for a copy of a compact disc – R70.00;

10.1.4 for a transcript of visual images for an A4 size page or part thereof – R40.00;

10.1.5 for a copy of visual image – R60.00

10.1.6 for a transcript of an audio record, for an A4-size page or part thereof – R20.00; and

10.1.7 for a copy of an audio record – R30.00

10.2 The request fee payable by a requester, other than a personal requester is R50.00

10.3 If the head of the company or if the request liaison officer is of the opinion that six hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30 for each hour of part thereof, exceeding the six hours.

11 INFORMATION OR RECORDS NOT FOUND

11.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the company or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

11.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the head of the company or the request liaison officer with every person who conducted the search.

11.3 The notice, as set out in 11.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

11.4 If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the head of the company or the request liaison officer.

- 11.5 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

12 INFORMATION REQUESTED ABOUT A THIRD PARTY

- 12.1 Section 71 of the Act makes provision for a request for information or records about a third party.
- 12.2 In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act.
- 12.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of the Act entitle third parties to dispute the decisions of the head of the company or the request liaison officer by referring the matter to the High Court.

13 UPDATING OF MANUAL

The company may update this manual every six months or at such intervals as may be necessary.

FORM B

REQUEST FOR ACCESS TO RECORD OF COMPANY

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

[Regulation 4]

A. Particulars of company

The Head:

B. Particulars of person requesting access to the record

- | |
|---|
| <p>(a) <i>The particulars of the person who requests access to the record must be recorded below</i></p> <p>(b) <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>(c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p> |
|---|

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Fax number: _____

Telephone number: _____ E-mail address: _____

Initial

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

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) *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.*
(b) *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. Description of record or relevant part of the record: _____

2. Reference number, if available _____

3. Any further particulars of record: _____

Initial

E. Fees

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (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 therefore.*

Reason for exemption from payment of fees:

F. Form of access to record

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

Disability: _____ Form in which record is required: _____

Mark the appropriate box with an "X".

NOTES:

- (a) Your indication as to the required form of access depends on the form in which the record is available.

- (b) 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.
- (c) 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 casual images -

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

view the images copy of the images transcription of the images

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

Printed copy of record printed copy of information copy in computer-readable form (stiffy or compact disc) derived from the record

* If you requested a copy of transcription of a record (above), do you wish the copy of transcription to be posted to you?

A postal fee is payable.

Yes

Initial

<input type="checkbox"/> No

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

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

Initial

Signed at _____ this _____ day of _____.

SIGNATURE OF REQUESTER /

PERSON ON WHOSE BEHALF REQUEST IS MADE

Initial