

The background of the page is a composite image. On the left, there is a vertical strip showing a close-up of a red and white striped structure, possibly a lighthouse or a modern building facade. The rest of the background is a dark blue, textured surface that looks like draped fabric or a close-up of a material with a fine, wavy pattern.

**Information Manual prepared in terms  
of section 51 of the Promotion of  
Access to Information Act 2 of 2000 as  
Amended (PAIA 31 of 2019)**

**INFORMATION MANUAL FOR MOMENTUM  
METROPOLITAN HOLDINGS LIMITED**  
**Prepared in terms of section 51 of the  
Promotion of Access to Information Act, Act  
2 of 2000 as Amended (PAIA 31 of 2019)**

## **1. Introduction**

The Promotion of Access to Information Act, no 2 of 2000 as amended through the Promotion of Access to Information Amendment Act 31 of 2019 (“the Act”) gives effect to the constitutional right of access to any information in records held by public (government) or private (non-government) bodies that is required for the exercise of protection of any rights. Where a valid request is made in terms of the Act, Momentum Metropolitan is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

### **The Constitution of the Republic of South Africa, 1996**

Section 14 of the Constitution of the Republic of South Africa, 1996, provides the right to privacy. POPIA gives effect to the constitutional right to privacy provided in section 14 of the Constitution: -

- i) By safeguarding a person’s personal information when processed by public and private bodies.
- ii) In a manner which balances the right to privacy with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution, particularly the right to access to information; and
- iii) Subject to justifiable limitations, including but not limited to effective, efficient, and good governance and the free flow of personal information, particularly trans-border transfers.

Section 9 of PAIA recognises that the right of access to information is subject to certain justifiable limitations aimed at, amongst others:

- a) the reasonable protection of privacy.
- b) commercial confidentiality; and
- c) effective, efficient, and good governance.

### **The Protection of Personal Information Act 4 of 2013**

Section 55(2) of POPIA requires Momentum Metropolitan and its subsidiaries to register its Information Officers and Deputy Information Officers with the Regulator before taking up their respective duties in terms of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

Regulation 4 (1) (c) of the POPIA Regulations confirms the publication requirement of PAIA when it stipulates that “...a manual is developed, monitored, maintained and made available as prescribed in sections 14 and 15 of PAIA.” The requirement for a manual is then extended to include POPIA requirements when section 17 of POPIA provides that a “...responsible party must maintain the documentation of all processing operations under its responsibility as referred to in section 14 or 51 of the Promotion of Access to Information Act”.

## 2. Purpose of this PAIA manual

The purpose of this manual is to provide assurance to the regulator and the public on the processes at Momentum Metropolitan Holdings Ltd and its subsidiaries (MM) to avail information to requesters, and that Momentum Metropolitan complies with the requirements of both PAIA and POPIA.

The manual is useful for the public to: -

- Understand how to make a request for access to a record held at MM.
- Access all the relevant contact details of the persons who will assist the public with records they intend to access.
- Know the remedies available from MM regarding request for accessing information before approaching the Information Regulator or Courts.
- A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- If MM 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.
- If MM has planned to transfer or process personal information outside the Republic of South Africa, the recipients or categories of recipients to whom the personal information may be supplied.
- Know whether Momentum Metropolitan has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

It is important to note that the Act recognises certain limitations to the right of access to information, 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 of the Republic of South Africa.

## 3. Applicability to Momentum Metropolitan Holdings Limited

Momentum Metropolitan Holdings Limited is a South African-based financial services group. Our client-facing and specialist brands enable businesses and people from all walks of life to achieve their financial goals.

We help people grow their savings, protect their assets, and invest for the future. We also help companies and organisations care for and reward their employees and members. Momentum Metropolitan provides practical financial solutions for people, communities, and businesses.

Momentum Metropolitan Holdings Limited is a registered company in terms of the Companies Act, act 71 of 2008 as Amended and is listed on the Johannesburg Stock Exchange.

The Momentum Metropolitan group of companies falls within the definition of a **private body**; therefore, the sections in the Act, pertaining to private bodies will be applicable.

This manual applies to Momentum Metropolitan and all its South African based registered companies, insofar companies are its subsidiaries and are legal entities.

For ease of reference a non-exhaustive list of entity names/trading names are provided in paragraph 13 of this manual. Access to the records of any subsidiary company of Momentum Metropolitan Holdings Limited not listed in this manual may be requested from the Information Officer.

This manual is available for inspection, free of charge, at the physical address of Momentum Metropolitan Holdings Limited (MMH).

#### **4. PAIA Guidelines: The Information Regulator of South Africa**

##### **The Information Regulator (South Africa)**

The Information Regulator is required in terms of the Act to compile a guide in every official language, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide should be directed to:

##### **Postal Address:**

The Information Regulator (South Africa)  
PO Box 31533  
Braamfontein  
2017

Telephone Number: +27(0) 10 023 5200

Email Address: General enquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Email address: Complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

Website: <https://inforegulator.org.za/acts> (For the PAI Act and guides to PAIA)

#### **5. The Momentum Metropolitan Information Officers**

##### **Contact details of Momentum Metropolitan Holdings Ltd:**

Postal Address:	Physical Address:
PO Box 7400	Momentum Building
Centurion	268 West Avenue
0046	Centurion
	0157

##### **Information Officer:**

E-mail Address:

##### **DOUW LOTTER**

[DLotter@mmltd.co.za](mailto:DLotter@mmltd.co.za)

Telephone Number:

+27 (0)12 671 8911

Website:

<https://www.momentummetropolitan.co.za/en>

##### **Head of Momentum Metropolitan:**

##### **JEANETTE MARAIS**

Email Address:

[jeanette.marais@mmltd.co.za](mailto:jeanette.marais@mmltd.co.za)

Telephone Number:

+27 (0)12 671 8911

Website:

<https://www.momentummetropolitan.co.za/en>

### Availability of this manual

This manual is available in English at:

- Momentum Metropolitan’s physical address
- Websites
- On request from the Information officer

## 6. General subjects and categories on which records are held at Momentum Metropolitan.

**NOTE: Momentum Metropolitan does not provide information on categories of records which are available without a person having to request access and/or are automatically available.**

<b>Products and Services</b>
Long-term insurance products Savings products Unit Trust products Investment and risk products to groups and schemes Short-term insurance products Linked Investment services Administration of Retirement Annuities and Pension Funds Actuarial and consulting services to the retirement industry Trust Services Managed care services to the healthcare industry Health Care products Administration of medical schemes
<b>Company Records</b>
Finance and supporting documentation. Actuarial Client Care Product Management All records kept in terms of law related to managing legal entities of MM. Distribution Marketing Information Technology Human Resources
<b>Subjects on which records are held</b>
Shareholders Board Members Directors Employees* Officials Consultants Investors Service providers Subsidiary companies Advisors Independent brokers

Clients  
Banking Institutions  
External companies/contractors  
Policyholders

**The following records are held in respect of the abovementioned subjects**

Confidential  
Personal  
Commercial  
Financial  
Group/company incorporation  
Group/company financial  
Group/company departments  
Strategy  
Contractors  
Investors  
Subsidiary companies  
Advisers  
Consultants  
Information Technology  
Clients\*\*  
Products and services  
Contracts  
Rules of Funds  
Scientific  
Research  
Operational  
Trade  
Business  
Internal group/company divisions  
Group/company structure  
Policyholders  
Shareholders  
External companies  
Brokers  
Directors  
Employees  
Banking Institutions  
Official/Legal  
Policy documents

**The accessibility of the documents listed below may be subject to the grounds of refusal: -**

**Employee Records:**

"Employee" refers to any person who works for or provides services to or on behalf of Momentum Metropolitan and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Momentum Metropolitan and includes, without limitation,

directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers. Employee Records may include the following:

- Personal records provided by employees.
- Records provided by a third party relating to employees.
- Conditions of employment and other employee related contractual and quasi-legal records.
- Correspondence relating to employees; and
- Training schedule/s and material.

### **Client Related Records**

A "client" refers to any natural or juristic entity that receives services from Momentum Metropolitan.

Client Records may include the following:

- Records provided by a client to an intermediary.
- Records provided by a third party.
- Records generated by or within Momentum Metropolitan, relating to clients, including transactional records.

### **Momentum Metropolitan Company Records**

These records include but are not limited to the records that Momentum Metropolitan holds of their own affairs. Company records may include the following:

- Financial records
- Internal correspondence
- Information technology
- Operational records
- Product records
- Statutory records
- Communications
- Internal Policies and Procedures
- Human Resources records
- Administration records, Service level agreements, contracts, and other agreements

### **Client Care Records**

- Policy/contract documents
- Applications
- Amendments
- Financial transactions
- Alterations
- General information

### **Alternate Records**

- Company secretarial records
- Databases
- Marketing records
- Treasury-related records
- Securities and equities
- Records held by an official of Momentum Metropolitan

These records include but are not limited to the records which pertain to Momentum Metropolitan's own affairs.

### Other Records

Further records are held pertaining to:

- Shareholders
- Directors
- Employees
- Officials
- Intermediaries
- Service Providers

### 7. Categories of Data Subjects on which Momentum Metropolitan hold records

Category of data subject	Categories of information and records*
Employees of Momentum Metropolitan	Name, ID number, physical address, health information, disability information, employee benefit information, bank details, tax number, letter of appointment, vehicle registration information, performance records, payslips, training records, CV, records of qualifications, psychometric assessment results, credit check results, criminal record check results, CCTV footage, next of kin information, beneficiary information, sexual health, sexual orientation, trade union membership, religious or philosophical beliefs, biometric information (photos)
Clients of Momentum Metropolitan	Name, ID or registration number, address, financial information, credit check results, health information, application form, policy documents, VAT number, tax number, tax certificates, CCTV footage, biometric information (photos), call recordings, vehicle, and driver registration information, payment records, geo-location, policy information, contact person information if the client is a juristic person.
Business partners that Momentum Metropolitan partner with for delivering certain products	Name, registration number, contact details, cashbacks, CCTV footage
Third parties with whom Momentum Metropolitan conduct business services with	Name, registration number, financial information, contract details, CCTV footage
Contractors at Momentum Metropolitan	Name, surname, physical address, registration number, financial information, contract, contractor name, ID number of contractors, CCTV footage, vehicle and driver registration information, biometric information (photos)
Suppliers and Vendors of Momentum Metropolitan	Name, registration number, financial information, contract, tender documents, CCTV footage

## **8. Description of records available in accordance with other legislation.**

A requester may also request information that is available in terms of other legislation. Please refer to **Annexure B** for such legislation and records.

## **9. Categories of Data Subjects, the information relating to Data Subjects, and Purposes that Momentum Metropolitan processes Personal Information**

In terms of POPIA, data may only be processed for a specific purpose. Momentum Metropolitan has various products and services and the reason for processing data differs will depend and differ based on the nature of the data that is collected, the data subject and the specific product and or service applicable. The purpose is disclosed either explicitly or implicitly when the data is collected. The [Momentum Metropolitan Privacy Policy](#) elaborates on how data is collected in Momentum Metropolitan.

Below follows the categories of Data Subjects, the information held relating to Data Subjects, and purposes that Momentum Metropolitan processes Personal Information.

### **Client Data**

Client data is collected at various collection points as part of engagements with clients and provides Momentum Metropolitan the ability to provide products and services to our clients. By means of example, the data may be collected as part of an application process, during a claims process in assessing a client's financial needs, in administering a client's health plan, assessing a client's risk profile or investment needs or for research purposes. Momentum Metropolitan may also acquire data about our clients from third parties and process the data provided from credit bureaus or other industry bodies, a client's employer, health care providers or other providers to\*:

- conduct underwriting
- perform a risk assessment on a client
- consider claims
- provide financial advice
- process medical expenses/claim on behalf of a medical scheme
- process a product/service application
- conduct research

**\*Note: the list above may not be an exhaustive list.**

### **Employee Data**

Momentum Metropolitan processes employee data for business administration purposes, such as payroll purposes. Employee data is also processed to the extent required by legislation. For example, the disclosure of employee's financial information to the Commissioner for the South African Revenue Services (SARS) in terms of the Income Tax Act 58 of 1962 and employees' special personal information in terms of the Employment Equity Act 55 of 1998.

### **Momentum Metropolitan Company Data**

These records include, but are not limited to, the records that pertain to Momentum Metropolitan's own affairs. These include the following:

- Financial records and reports
- Operational Records

- Communication
- Product and services records
- Administrative records (E.g., Legal Agreements, contracts, service-level agreements)
- Information Technology
- Statutory records and reports
- Internal policies, procedures, and standards
- Human Resources data and records
- Company Intellectual Property

### **Third Party and External Records**

These records include data acquired either in the public domain or from third party providers directly and include but may not be an exhaustive list, to be able to process payments or perform functions on Momentum Metropolitan's behalf, because of an outsourced service or as part that is provided by the third party.

In performing these tasks Momentum Metropolitan may process, collect, store, collate or disclose personal or special personal information. This may include the following information:

- Employee, client (being juristic or non-juristic entities) or private body records that are held by external third parties, other than subsidiaries of the Momentum Metropolitan group.
- Financial records, correspondence, contractual records, payment records, records provided by other parties or records that third parties provided to Momentum Metropolitan or its subsidiaries that are held within the Momentum Metropolitan group that may pertain to other parties.
- Momentum Metropolitan may keep records pertaining to other parties, including contractors, suppliers' subsidiaries, holdings, joint-venture entities, service providers or entities that Momentum Metropolitan may have a shareholding in.

## **10. Recipients to whom Personal Information may be supplied to**

A requester is any party who request access to a record that is held by Momentum Metropolitan. A requester is entitled to request access to their own information or information pertaining to third parties, where the requester has a legitimate interest to protect or is appropriately authorised.

Further to this, and subject to the nature of the information requested, Momentum Metropolitan may supply information or records to the following categories of recipients:

- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data (such as the National Credit Regulator in terms of the National Credit Act 34 of 2005) – please reference list above for more examples.
- Any court, administrative or judicial forum, arbitration, statutory commission or ombud making a request for data held by Momentum Metropolitan in terms of the applicable rules (such as the Competition Commission of the Competition Act 89 of 1998)
- The South African Revenue Service, or another similar authority.
- The Department of Labour, or other similar authority.
- A contracted third party who requires the information to provide healthcare services to a member or their dependents on their health plan.
- Anyone making a successful application for access in terms of PAIA
- Auditing and accounting bodies (both internal and external)
- Research or academic institutions (where applicable)
- Information regarding a data subject's creditworthiness with any credit bureau or credit provider, industry association or other association where Momentum Metropolitan operates in,

provided it is in line with the provisions in POPIA, the relevant POPIA codes of conduct and the National Credit Act 34 of 2005.

## **11. Transborder flows of Personal Information**

Momentum Metropolitan may transfer personal information to third parties who are outside the borders of South Africa. When transferring the data to alternative jurisdiction's, it is done for certain products or services. Personal Information may also be stored (processed) in the cloud or on data servers that are located outside the borders of South Africa. Momentum Metropolitan will only do so in line with the provisions set out in POPIA and after a full assessment has been performed on the provider and the country has been fully assessed, with sufficient security safeguards and measures in place.

## **12. Measures implemented by the Responsible Party to ensure the confidentiality, integrity, and availability of the information to be processed.**

### **12.1. Information Security**

The confidentiality and protection of client's data is a high priority for Momentum Metropolitan. Information Security deals with Momentum Metropolitan's Information, IT and Cyber security capability and practices.

Information security is implemented in Momentum Metropolitan through robust, repeatable, and tested processes with will define responsibilities and controls in place. Policies, Standards controls, roles and responsibility, reporting structures and escalation structures have been put in place with reporting structures to ensure that the structure is consistently evaluated and reported on

### **12.2. Specific measures implemented by Momentum Metropolitan to ensure information security.**

Please note that the below, is not an exhaustive list of measures that are implemented.

- Firewall protection, malware protection, network encryption and virus protection are in place.
- Ransomware protections are in place.
- Laptop and mobile Data encryption is in place.
- Computer and laptop portal blocking is in place.
- Lock boxes for hard copy data storage are in place.
- Secure hard copy disposable facilities with shredding infrastructure are in place.
- Secure processes for secure back up of data are in place.
- Momentum Metropolitan enforce strong passwords and two-tier authentication processes.
- Anti-phishing and anti-spam software are in place.
- A clean desk policy is enforced.
- Wi-Fi security is in place.
- Network and data access control through a managed active directory is in place.
- A managed disposal of data no longer needed is in place.
- A managed disposal of old IT equipment is in place.

## **13. Accessing records held by Momentum Metropolitan**

Records held by Momentum Metropolitan will be accessed only once the prerequisite requirements for access have been met by a requester. A requester is any person making a request for access to a record of or held by Momentum Metropolitan. 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.

Momentum Metropolitan will voluntarily provide the requested information or give access to any record regarding the requester's personal information. The prescribed fee for reproduction of the information requested could be charged.

b) Other requester

This requester (other than a personal requester) is entitled to request access to information on third parties. However, Momentum Metropolitan 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.

#### 14. Request procedure for accessing records.

- a) A requester requiring access to information held by a Momentum Metropolitan entity must complete the prescribed **Form C (Annexure C)** which is published on Momentum Metropolitan's website, or an applicable website of any Momentum Metropolitan entity, or available at request from the Information Officer.
- b) Submit the completed form to the Information Officer at the postal or physical address, or electronic mail address recorded in paragraph 2 of this manual and where applicable pay a request fee and a deposit, where so advised.
- c) The prescribed form must be completed with enough particularity to at least enable the Information Officer to identify:
  - i. The record or records requested.
  - ii. The identity number of the requester.
  - iii. The form of access required if the request is granted.
  - iv. The e-mail, postal address, or fax number of the requester.
- d) 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.
- e) The requester must state that he/she requires the information to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- f) MM 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 could not be complied with.
- g) The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- h) If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer.
- i) Where applicable, the requester must pay the prescribed fee if applicable before any further processing can take place.

## **15. Decision on providing information.**

- a) MM 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.
- b) The 30-day period within which MM must decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large volume of information, or the request requires a search for information held at another office of MM and the information cannot reasonably be obtained within the original 30-day period. The Information Officer will notify the requester in writing should an extension be sought.

## **16. Grounds for refusal of access to records**

### **Momentum Metropolitan may refuse a request for information based on the following:**

- a) Mandatory protection of the privacy of a third party who is a natural person, that would involve the unreasonable disclosure of personal information of that natural person.
- b) Mandatory protection of the commercial information of a third party, if the record contains:
  - i. Trade secrets of that third party.
  - ii. Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and
  - iii. Information disclosed in confidence by a third party to MM, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- c) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation.
- d) Mandatory protection of the safety of individuals and the protection of property.
- e) Mandatory protection of records which would be regarded as privileged in legal proceedings.
- f) The commercial activities of MM, which may include:
  - i. Trade secrets of MM.
  - ii. Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of MM.
  - iii. Information which, if disclosed, could put MM at a disadvantage in negotiations or commercial competition.
  - iv. A computer program which is owned by MM, and which is protected by copyright.
- g) The research information of MM or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- h) requests for information that is clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## **17. Remedies available when Momentum Metropolitan refuses a requestor**

- a) Internal Remedies  
Momentum Metropolitan does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision of the Information Officer will have to exercise external remedies at their disposal.
- b) External Remedies  
A requester or a third party, who is dissatisfied with an Information Officer's refusal to disclose information, or the disclosed information may within 30 days of notification of the decision, applies to the Constitutional Court, the High Court or another court of similar status for relief.

## 18. Fees

- a) The Act provides for two types of fees, namely:
  - A request fee, which will be a standard fee; and
  - An access fee will be calculated considering reproduction costs, search and preparation time and cost, as well as postal costs.
- b) When the request is received by the Information Officer, the officer will by notice require the requester, other than a personal requester, to pay the regulated prescribed request fee (if any) before further processing of the request.
- c) The Information Officer can withhold a record until the requester has paid the fees as indicated.
- d) A requester whose request for access to a record has been granted, must pay an access fee for reproduction, for search, preparation and for any time reasonably required more than the prescribed hours to search for and prepare the record(s) for disclosure including arrangements to make it available in the requested format.

**NOTE: Not requesting a fee will be at the discretion of the Information officer.**

## 19. Updating of the manual

This manual is prepared by the Information officer, Douw Lotter, and will be updated as any changes to relevant legislation, processes, or persons responsible occur.

The current manual has been updated and published in November 2023.

-----

## 20. Annexure A

A comprehensive list of all Momentum Metropolitan companies is available from the Momentum Metropolitan company secretariat. Kindly refer to the Momentum Metropolitan Holdings Website for the details of the company secretary. The annexure below lists all active companies that are 100% owned.

<b>Active companies that are 100% owned by Momentum Metropolitan Holdings</b>
129 Rivonia Road Proprietary Limited
Amandla Ilanga SPV (RF) Proprietary Limited
CDC Parallel Investments Proprietary Limited
Equilibrium Investment Management Proprietary Limited ( <i>previously Momentum Investment Consulting Proprietary Limited</i> )
ERIS Investments Holdings Proprietary Limited
Eris Properties East Africa Proprietary Limited
ERIS Property Holdings Proprietary Limited
Guardrisk Allied Products & Services Proprietary Limited
Guardrisk Group Proprietary Limited
Guardrisk Insurance Company Limited
Guardrisk Life Limited
Guardrisk Microinsurance Limited ( <i>previously Momentum Structured Insurance Limited</i> )
Guardrisk Premium Finance Proprietary Limited
Hammersdale PFS Proprietary Limited
Kambanjani EPG Proprietary Limited
MET Collective Investments (RF) Proprietary Limited
Metropolitan Capital Proprietary Limited
Metropolitan Franchise Proprietary Limited ( <i>previously Momentum Insurance Solutions Proprietary Limited (previously Alexander Forbes Direct Pty Ltd)</i> )
Metropolitan International Holdings Proprietary Limited
Metropolitan International Support Proprietary Limited
MMI Short Term Insurance Administration Proprietary Ltd
Momentum Ability Limited
Momentum Alternative Insurance Limited
Momentum Alternative Investments Proprietary Limited
Momentum Asset Management Nominees Proprietary Limited
Momentum Asset Management Proprietary Limited
Momentum Collective Investments (RF) Proprietary Ltd

<b>Active companies that are 100% owned by Momentum Metropolitan Holdings</b>
Momentum Connect Proprietary Limited
Momentum Consult Proprietary Limited
Momentum Consultants and Actuaries Proprietary Limited
Momentum Healthcare Distribution Proprietary Limited
Momentum Insure Company Limited ( <i>previously Momentum Short term Insurance Company Limited</i> )
Momentum Investments Management Proprietary Limited
Momentum Metropolitan ESD Trust
Momentum Metropolitan Finance Company Proprietary Limited
Momentum Metropolitan Infrastructure & Operations Proprietary Limited
Momentum Metropolitan Isabelo (RF) Proprietary Limited
Momentum Metropolitan Lending Proprietary Limited
Momentum Metropolitan Life Limited
Momentum Metropolitan Strategic Investments Proprietary Limited
Momentum Metropolitan Umhlanga Proprietary Limited
Momentum Multiply Nominees Proprietary Limited
Momentum Multiply Proprietary Limited
Momentum Outcome-Based Solutions Proprietary Limited
Momentum Property Investments Proprietary Limited
Momentum Securities Nominees (RF) Proprietary Limited
Momentum Securities Proprietary Limited
Momentum Thebe Ya Bophelo Proprietary Limited
Momentum Trust Limited
Momentum Wealth Nominees Proprietary Limited
Momentum Wealth Proprietary Limited
New Smal Construction co Proprietary Limited
Umgeni Development 3 Proprietary Limited
Umgeni Development No 4 Proprietary Limited
Von Brandis Square Development Co Proprietary Limited
Vulindlela Centre Proprietary Limited
Workers Health Investments Proprietary Limited
Zuri Property Solutions Proprietary Limited

## 21. Annexure B

Description of the records which are available in accordance with any other legislation.

**\*Note: The below is not an exhaustive list of legislation and records related to legislation that is available.**

<b>*Legislation</b>	<b>*Available records held at Momentum Metropolitan</b>
Basic Conditions of Employment Act 75 of 1997	Employee and contractor contracts, Leave policy, etc.
Collective Investment Schemes Act 45 of 2002	Application forms, withdrawal forms etc. Fund fact sheets
Companies Act 71 of 2008, as Amended	Audited Financial statements
Compensation of Occupational Injuries and Diseases Act 130 of 1993	Workman's compensation application forms Rules
Competition Act 89 of 1998	Momentum Metropolitan Dawn Raid Policy, Momentum Metropolitan Code of Conduct, Momentum Metropolitan Conflict of Interest Policy
Consumer Protection Act 68 of 2008	Momentum Metropolitan Application forms, contracts etc advises the public among others, of Momentum Metropolitan promoting fair business practices and protecting consumers from unconscionable, unfair, unreasonable, unjust, or improper trade practices and deceptive, misleading, unfair or fraudulent conduct.
Copyright Act 98 of 1978	Reference to trademarks and intellectual property rights as indicated on Momentum Metropolitan designs, documents, services et.
Electronic Communications and Transactions Act 25 of 2002	Details of application of electronic transactions, signatures related to Application forms, withdrawal forms etc
Employment Equity Act 55 of 1998	BBEE Certificates, legally required submissions, standards, and applications
Financial Intelligence Centre Act 38 of 2001as Amended	Momentum Metropolitan Risk Management and Compliance programmes
Financial Institutions Protection of Funds Act 28 of 2001	Advice documents, Fund Fact sheets to confirm safe custody and administration of funds and trust property by Momentum Metropolitan.
Financial Markets Act 19 of 2012	Personal account trading policy: Prohibit insider trading, and other market abuses.
Income Tax Act 58 of 1862 and Value Added Tax Act 89 of 1991	Value Added Tax Registration IRP2/3/5's to employees and investors VAT invoicing

<b>*Legislation</b>	<b>*Available records held at Momentum Metropolitan</b>
Labour Relations Act 66 of 1995	Momentum Metropolitan Code of Conduct, Momentum Metropolitan Grievance and Disciplinary Policy, etc
Long-Term Insurance Act 52 of 1998	Financial Service Provider certificates, Product descriptions, product rules and advice records etc.
Medical Schemes Act 131 of 1998	Applications forms, claim forms, administration rules etc.
National Credit Act 34 of 2005, as Amended	Momentum Metropolitan guidance note on application of NCA. Reports to NCA.
Occupational Health and Safety Act 85 of 1993	Training notes and guidance notes to employees to provide for the health and safety of employees at work and for the health and safety of persons.
Pension Funds Act 24 of 1956	Policyholder Protection Rules Pension Fund Regulations
Protection of Personal Information Act 4 of 2013	Momentum Metropolitan Privacy Policy, details of Information officers, Deputy Information officers, Appointment certificates, POPIA and PAIA manuals
Short-term Insurance Act 53 of 1998, as Amended	Financial Service Provider certificates, Product descriptions, product rules and advice records etc.
Skills Development Levies Act 9 of 1999	Legally required submissions, standards, and applications
Trade Marks Act 194 of 1993	Reference to trademarks and intellectual property rights as indicated on Momentum Metropolitan designs, documents, services and information on registered trademarks held by Momentum Metropolitan.
Trust Property Control Act 57 of 1998	Momentum Metropolitan Trust trading guidelines, application forms, i.e., services rendered to trust property owners.
Unemployment Insurance Act 63 of 2001	Information on salary deductions, contributions, and applications to Fund

**22. Annexure 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

Tel: +27 (0)11 669 1000

Email: [dataprivacy@mmltd.co.za](mailto:dataprivacy@mmltd.co.za)

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:			
Physical Address:			
Email Address:			
Contact Numbers:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			

Postal Address			
Physical Address:			
Email Address:			
Contact Numbers:	Tel. (B):		Facsimile:
	Cellular:		

**PARTICULARS OF RECORD REQUESTED**

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 number, if available:
Any further particulars of record:

**TYPE OF RECORD** (mark the applicable box with an X)

- 1. Record is in written or printed form.
- 2. Record comprises virtual images (including photographs, slides, video recordings and computer-generated images, sketches, etc).
- 3. Record consists of recorded words or information which can be reproduced in sound.
- 4. Record is held on a computer or in an electronic format.

**FORM OF ACCESS** (mark the applicable box with an X)

- 1. Printed copies of the information (including copies of virtual images, transcriptions and information held in electronic form).
- 2. Written or printed transcription of virtual images (including photographs, slides, video recordings, computer generated images and sketches).
- 3. Transcription of a soundtrack (written or printed document).
- 4. Copies of information on a flash drive (including virtual images and soundtracks).
- 5. Copies of information on a compact disk (CD) (including virtual images and soundtracks).
- 6. Copy of record stored on a cloud storage server.

**MANNER OF ACCESS** (mark the applicable box with an X)

- 1. Personal inspection of information at the registered address of Momentum Insure (including listening to recorded words, information which can be reproduced in sound or information held on a computer or in electronic format).
- 2. Postal service to postal address.
- 3. Courier service to street address.
- 4. Email of information (*including soundtracks if possible*).
- 5. Cloud share / file transfer.

\* If you requested a copy or transcription of a record, do you wish the copy or transcription to be couriered to you? Yes  No

**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.

Indicate which right is to be exercised or protected:
Explain why the record requested is required for the exercise or protection of the said right:

**FEES**

- A request for access to a record, other than a record containing personal information about you, will be processed only after a request fee has been paid.
- You will be notified of the amount to be paid as a request fee.
- The fee payable for access to a record depends on the form in which access is required and the time reasonably required to search for and prepare a record.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

--

**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 advised in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

--

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Signature of requester/person on whose behalf request is made.

**FOR OFFICIAL USE**

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

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