First Realty Central Proprietary Limited t/a Chas Everitt
2003/000806/07
and its Franchisees/Licensees

Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

Version 5
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1. INTRODUCTION

1.1. First Realty Central Proprietary Limited t/a Chas Everitt is the franchisor and licensor of the brand "Chas Everitt" and as such, has licenced a number of independently owned real estate agencies to trade under the name and style of "Chas Everitt" (collectively "Chas Everitt" or "Company"). All Chas Everitt entities are duly registered with the Property Practitioners Regulatory Authority.

1.2. Chas Everitt provides the following services -

- the listing, promotion, sale and letting of immovable property across Southern Africa;
- immovable property marketing, sales consultation and viability studies;
- commercial, agricultural and residential immovable property evaluations;
- commercial, agricultural and residential immovable property broking;
- commercial and residential immovable property management and letting; and
- real estate agency and agent franchise and licensing services.

1.3. This document is Chas Everitt's 'Access to Information Manual' as contemplated in section 51 of PAIA. Its purpose is to help you access information in our possession. The provisions of PAIA require us to make this manual available to you so that you -

- know what type of information we have; and
- can request access to it.

This manual exists to tell you what information we have and help you get access to it.

2. OUR DETAILS

2.1. Our details are as follows:

Enterprise Name:	First Realty Central Proprietary Limited
Registration Number:	2003/000806/07
Registered Address:	126 Kayburne Avenue Randpark Ridge Randburg
Telephone:	+27 118012500
Information Officer:	Zelda Lombaard - zelda@everitt.co.za
Deputy Information Officer:	Barry Fourie – barry.fourie@everitt.co.za
Email:	**paia@everitt.co.za**
Office Hours:	08.00 am – 16.30 pm
Website:	www.chaseveritt.co.za

These are all our details, but please rather contact us by email at paia@everitt.co.za whenever possible.

3. FURTHER GUIDANCE

3.1. Requesters are referred to the 'Guide' compiled by the Information Regulator, which is available in a range of official languages and contains information for the purposes of exercising constitutional rights. Please contact the Information Regulator or visit their website for more information on how you can get access to information under PAIA, and to access the Guide.

3.2. The contact details of the Information Regulator are:

- **Postal address**: P.O Box 3153, Braamfontein, Johannesburg, 2017
- **Physical address**: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
- **Phone number**: 010 023 5200 / Toll free: 080 001 7160
- **Website**: www.inforegulator.org.za
- **General e-mail:** enquiries@inforegulator.org.za
- **PAIA Complaints email:** PAIAComplaints@inforegulator.org.za
- **POPIA Complaints email:** POPIAComplaints@inforegulator.org.za

For further guidance on how you can get access to information, please visit: https://inforegulator.org.za/

4. RECORDS WE HOLD TO COMPLY WITH THE LAW

4.1. For purposes of PAIA, the Company holds records across various subjects and categories in electronic and/or physical form, which are created and retained in compliance with applicable South African legislation, some of which are automatically available and others accessible only upon request in accordance with this Manual.

4.2. Please note that records that are 'not automatically available,' must be requested using the process outlined in the 'How to request access' section of this manual. In accordance with Section 52(2) of the Promotion of Access to Information Act, Chas Everitt has voluntarily published a notice detailing categories of records that are automatically available to data subjects and the public. These records can be accessed without having to submit a formal PAIA request. The notice is published on our website at **https://www.chaseveritt.co.za/** and is incorporated into this manual, allowing data subjects to easily access, inspect, or copy this information.

We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.

4.3. The following legislation applies across multiple categories of records, depending on the nature, purpose and content of the record:

- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2013;
- Prevention of Organised Crime Act 121 of 1998;
- Prevention of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004;
- Prevention & Combating of Corrupt Activities Act 12 of 2004;
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000;
- Protected Disclosures Act 26 of 2000;
- Prescription Act 18 of 1943;

These Acts are therefore read together with the category-specific legislation listed below.

4.3.1. Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission ("CIPC").

Type of Record	Availability	Applicable Legislation
Registration and incorporation documents	Automatically available from CIPC	Companies Act 71 of 2008; Companies Act 61 of 1973; Promotion of Access to Information Act ("PAIA") 2 of 2000
PPRA registration and compliance records	Not automatically available	Property Practitioners Act 22 of 2019; PAIA 2 of 2000
Directors and principal records	Not automatically available	Companies Act 71 of 2008; Protection of Personal Information Act ("POPIA") 4 of 2013; PAIA
BBBEE certificates and verification records	Not automatically available	Broad-Based Black Economic Empowerment Act 53 of 2003; PAIA

4.3.2. Business and Operational records

Business and Operational records include any documents that have economic value to the business.

Type of Record	Availability	Applicable Legislation
Seller and landlord mandates	Not automatically available	Property Practitioners Act 22 of 2019; Consumer Protection Act ("CPA") 68 of 2008; PAIA; POPIA
Property listings and listing documentation	Not automatically available	Property Practitioners Act; CPA; PAIA
Marketing and advertising material	Not automatically available	CPA; Competition Act 89 of 1998; PAIA
Commission records	Not automatically available	Property Practitioners Act; Companies Act 71 of 2008; PAIA

4.3.3. Financial records

Financial records are all our records related to our finances.

Type of Record	Availability	Applicable Legislation
Trust account and business account records *(including trust	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA
Audit and annual financial compliance reports	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA

Accounting and financial management records	Not automatically available	Companies Act 71 of 2008; Income Tax Act 58 of 1962; PAIA
Banking records	Not automatically available	Companies Act 71 of 2008; Electronic Communications and Transactions Act 25 of 2002; PAIA
Banking and payment details	Not automatically available	Companies Act 71 of 2008; PAIA
Commission and remuneration payment records	Not automatically available	Property Practitioners Act 22 of 2019; Companies Act 71 of 2008; PAIA
Invoices and receipts	Not automatically available	Companies Act 71 of 2008; Tax Administration Act 28 of 2011; Value Added Tax Act 89 of 1991 (where applicable); PAIA
Tax and statutory financial records	Not automatically available	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value Added Tax Act 89 of 1991; Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; Compensation for Occupational Injuries and Disease Act 130 of 1993; PAIA

4.3.4. Insurance records

Insurance records are all our records related to our insurable assets.

Type of Record	Availability	Applicable Legislation
Insurance policies covering company-owned movable and immovable assets	Not automatically available	Companies Act 71 of 2008; PAIA
Public liability and business insurance policies	Not automatically available	Companies Act 71 of 2008; PAIA
Records of insurance claims relating to company assets	Not automatically available	Companies Act 71 of 2008; PAIA
Register of insured movable and immovable assets	Not automatically available	Companies Act 71 of 2008; PAIA

4.3.5. Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

Type of Record	Availability	Applicable Legislation

Personnel personal and employment records *(including identity	Not automatically available	Protection of Personal Information Act 4 of 2013; PAIA 2 of 2000
Employment contracts, remuneration, leave and payroll records *(including salaries or wages	Not automatically available	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997; Income Tax Act 58 of 1962; PAIA
Health, safety and incapacity records	Not automatically available	Occupational Health and Safety Act 85 of 1993; Compensation for Occupational Injuries and Disease Act 130 of 1993; PAIA
Performance management, evaluations and disciplinary records *(including disciplinary codes and	Not automatically available	Labour Relations Act 66 of 1995; PAIA
Training, accreditation and skills development records	Not automatically available	Property Practitioners Act 22 of 2019; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; PAIA
Whistleblowing and protected disclosures	Not automatically available	Protected Disclosures Act 26 of 2000; PAIA
Personnel operating manuals and internal HR policies	Not automatically available	Companies Act 71 of 2008; PAIA
Records retained for statutory and prescriptive purposes	Not automatically available	Companies Act 71 of 2008; Prescription Act 18 of 1943; PAIA

4.3.6. Policies and directives

Policies and directives consist of internal and external governance documents that guide the Company's employment practices, client interactions, operational procedures and information systems.

Type of Record	Availability	Applicable Legislation
Internal policies relating to employees and the Company	Not automatically available	Labour Relations Act 66 of 1995; BCEA 75 of 1997; PAIA
External policies relating to clients and third parties	Not automatically available	CPA; PAIA
Information technology systems and information governance policies	Not automatically available	POPIA 4 of 2013; ECTA 25 of 2002; RICA 70 of 2002; PAIA

4.3.7. Agreements or contracts

Agreements or contracts include legally binding documents and related records concluded by the Company in the course of rendering estate agency services.

Type of Record	Availability	Applicable Legislation
Standard agreements and mandates	Not automatically available	Property Practitioners Act 22 of 2019; PAIA

Contracts concluded with customers	Not automatically available	Property Practitioners Act; CPA; PAIA
Rental agreements	Not automatically available	Rental Housing Act 50 of 1999; CPA; PAIA
Bond related agreements (where applicable)	Not automatically available	National Credit Act 34 of 2005; PAIA
Third party contracts (JV, VAR, service providers)	Not automatically available	Companies Act 71 of 2008; PAIA
NDAs, letters of intent and MOUs	Not automatically available	Companies Act 71 of 2008; PAIA

4.3.8. Regulatory and Compliance documents

Regulatory and compliance records include records required to demonstrate compliance with applicable legislation governing estate agency services.

Type of Record	Availability	Applicable Legislation
FICA RMCP and compliance records	Not automatically available	Financial Intelligence Centre Act 38 of 2001; PAIA
Client verification and reporting records (FICA)	Not automatically available	FICA; PAIA
Complaints records	Not automatically available	Consumer Protection Act 68 of 2008; Property Practitioners Act 22 of 2019; PAIA
Equality, discrimination and transformation complaints	Not automatically available	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000; PAIA
Fidelity Fund Certificates for the firm, principals and agents	Not automatically available	Property Practitioners Act 22 of 2019; PAIA
PPRA registration, approvals and compliance correspondence	Not automatically available	Property Practitioners Act 22 of 2019; PAIA

4.3.9. Customer information

Customer information includes personal, transactional and operational records relating to clients, leads, prospects, sellers, buyers, landlords and tenants to whom the Company provides estate agency services.

Type of Record	Availability	Applicable Legislation
Client personal and contact details	Not automatically available	POPIA; PAIA
Client identification and verification records	Not automatically available	Financial Intelligence Centre Act 38 of 2001; POPIA; PAIA
Client communications	Not automatically available	POPIA; PAIA
Listings, advertisements, valuations and mandates	Not automatically available	Property Practitioners Act 22 of 2019; PAIA
Transactional records (sales and leases)	Not automatically available	Property Practitioners Act; PAIA

Sales and performance reports	Not automatically available	Companies Act 71 of 2008; PAIA
Reports submitted to the FIC (if any)	Not automatically available	FICA 38 of 2001; PAIA
Marketing records	Not automatically available	POPIA; Consumer Protection Act 68 of 2008; PAIA

4.4. Certain marketing and informational content is publicly available on the Company's website and does not require a PAIA request.

5. HOW TO REQUEST ACCESS

5.1. We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record for Chas Everitt, please complete Form 2 which is available from -

- The Information Regulator website at **https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf**

5.2. Please submit the completed form to our information officer together with the relevant request fee (details here: **how-much-it-will-cost-you**) at our information officer's email address, or our physical address, in terms of our details provided above. Please ensure that the completed form -

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, or postal address,
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).

5.3. If you do not use the standard form we may -

- reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

You may request information by completing a request for access form and submitting it to our information officer together with a request fee.

6. GROUNDS FOR REFUSAL

6.1. We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's personal privacy;
- another person's or entity's commercial information (especially if access would put us in breach of a duty of confidence);

- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- financial, commercial, scientific or technical information;
- sensitive research information.

6.2. We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

We may have to refuse you access to a record to protect others.

7. HOW WE WILL GIVE YOU ACCESS

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

8. HOW MUCH IT WILL COST YOU

8.1. You must pay us a request fee as required by law when submitting a request for access to information. Please refer to 'Form 03: Outcome of request and of fees payable [Regulation 8]' which is available on the website of the Information Regulator at **www.inforegulator.org.za** under the section 'PAIA /Forms'.

8.2. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

9. HOW WE PROCESS AND PROTECT PERSONAL INFORMATION

9.1. We process the personal information of various categories of people for various purposes as set out in this clause.

9.2. Categories of people

We process the personal information of the following categories of people:

- customers or clients;
- prospects or leads;
- employees;
- recruiters and medical practitioners providing services related to employees;
- contractors, vendors, or suppliers;
- children and their guardians;
- debtors and creditors;
- dealers; and
- directors and shareholders.

9.3. Purposes

We process the personal information to:

- provide our goods or supply our services;
- better understand our data subjects' needs when doing so;
- keep our data subject records up-to-date;
- manage employees in general;
- manage supplier contracts in general;
- manage dealer relationships in general;
- manage customers in general;
- manage customer credit in general;
- market to customers in various countries;
- educate children in general;
- enforce debts;
- market goods and services to prospects;
- run promotional competitions for businesses;
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

9.4. Categories of personal information

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- demographic details, such as races and age groups;
- health information;
- biometric information;
- account numbers;
- background information;
- contract information;
- credit information;
- market intelligence information;
- learner information; and
- debt and debtor information.

9.5. Third-party disclosures

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- law enforcement or regulatory bodies, attorneys, originators, contractors, vendors, or suppliers;
- agents, distributors, or other resellers;
- operators, other responsible parties, or co-responsible parties; and
- third party vendors (such as software developers) to help us maintain our services.

9.6. Cross-border transfers

We send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's, or recipients who can guarantee the protection of personal information to the same standard we must protect it.

9.7. Security

The Company implements reasonable technical and organisational measures to safeguard the security, confidentiality, integrity and availability of personal information in its possession or under its control. These measures include secure system hosting, access controls, restricted employee access on a need-to-know basis, data retention and disposal controls, business continuity arrangements, and procedures for identifying, responding to and managing security incidents. Such measures are implemented in accordance with applicable data protection legislation and are reviewed at least annually, and where necessary, updated to address changes in legal, regulatory, technological and operational requirements.

We do our best to keep all data in our possession secure and up-to-date.

Further information regarding the Company's information security safeguards and privacy practices is contained in its Privacy Policy, which is available on the Chas Everitt website or upon request.

9.8. Data subject requests

A data subject has the right to:

- Request what personal information the company holds about them and the purpose for which it is being processed.
- Be informed of how their personal information is being processed, kept and how to keep it up to date

We give effect to data subjects rights. Send the completed Section 23 form to the designated Information Officer, along with the applicable request fee, as outlined in the manual.

10. REMEDIES

If your request for access is denied, you may -

- apply to a court with appropriate jurisdiction, or
- lodge a complaint with the Information Regulator,

for the necessary relief.

11. AVAILABILITY OF THIS MANUAL

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: **https://www.chaseveritt.co.za/**

12. UPDATES TO THIS MANUAL

This manual will be updated whenever we make material changes to the current information.

SECTION 23 POPIA REQUEST FORM

Request for Access to Personal Information

In terms of Section 23 of the Protection of Personal Information Act, 4 of 2013 ("POPIA")

1. Requester Details (Data Subject)

Full Names	
ID/Passport Number	
Contact Number	
Email Address	
Postal Address	

2. Proof of Identity

(Attach a certified copy of your identity document/passport to verify your identity.)

3. Nature of the Request

(Please tick the appropriate box and provide details where necessary)

☐ I request confirmation as to whether the organisation holds personal information about me.

☐ I request access to a record or description of the personal information held about me.

☐ I request information about the categories of third parties who have, or have had, access to my personal information.

4. Description of the Personal Information Requested

*(Provide sufficient detail to enable the responsible party to locate the record/information.)*_

_____

_____

_____

5. Preferred Method of Access

☐ Email

☐ Printed copy (collection/post)

☐ Other (please specify): _____

6. Declaration

I declare that the information provided in this request is accurate and that I am entitled to request access to the personal information under section 23 of POPIA. I understand that the responsible party may request additional information to verify my identity and may charge a reasonable fee (*if applicable*) as prescribed.

Signature: _____ Date: _____

7. For Office Use Only

Date Received	
Reference Number	
Identity Verified	
Date Responded	
Outcome	

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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**")*

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	

FORM OF ACCESS *(Mark the applicable box 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	

MANNER OF ACCESS *(Mark the applicable box 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 street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
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)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *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 requested is required for the exercise or protection of the aforementioned right:	

FEES	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.* *d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
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
[Regulation 8]

Note:

1. *If your request is granted the—*
   (a) *amount of the deposit, (if any), is payable before your request is processed; and*
   (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(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.	

OR

2. You requested:

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	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
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)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

_____
Information officer