

MANUAL

**As required in terms of Section 51 of the
PROMOTION OF ACCESS TO INFORMATION ACT
No. 2 of 2000**

**This manual contains information required
to request access to the records held by Old Mutual (South Africa) Limited
which includes, inter alia, the following companies:**

AGILITY BROKER SERVICES (PTY) LTD

ACSIS LTD (and its subsidiaries)

BLACK BROKER HOLDINGS (PTY) LTD (and its subsidiaries)

CELESTIS BROKER SERVICES (PTY) LTD

MASTHEAD DISTRIBUTION SERVICES (PTY) LTD

MS LIFE ASSURANCE COMPANY LTD

OLD MUTUAL ALTERNATIVE RISK TRANSFER LTD

OLD MUTUAL CAPITAL HOLDING (PTY) LTD

OLD MUTUAL FINANCE (PTY) LTD

OLD MUTUAL HEALTH INSURANCE LIMITED

**OLD MUTUAL INVESTMENT ADMINISTRATORS (PTY) LTD (and its
subsidiaries)**

**OLD MUTUAL INVESTMENT GROUP (SOUTH AFRICA) (PTY) LTD (and its
subsidiaries)**

**OLD MUTUAL PROPERTY (PTY) LTD (and its subsidiaries) formerly known as
Old Mutual Investment Group Property Investments (Pty) Ltd**

OLD MUTUAL INVESTMENT SERVICES (PTY) LTD (and its subsidiary)

**OLD MUTUAL LIFE ASSURANCE COMPANY (SOUTH AFRICA) LTD (and its
subsidiaries)**

OLD MUTUAL LIFE HOLDINGS (SOUTH AFRICA) LTD

OLD MUTUAL SPECIALISED FINANCE (PTY) LTD (and its subsidiaries)

OLD MUTUAL UNIT TRUST MANAGERS LTD

OLD MUTUAL PORTFOLIO HOLDINGS (SOUTH AFRICA) (PTY) LTD

Access to the records of any subsidiary company of Old Mutual (South Africa) Ltd not listed in this manual may be requested from the Chief Information Officer, Old Mutual, at the address contained in this manual.

CATEGORIES OF RECORDS AND SUBJECTS IN RESPECT OF WHICH RECORDS ARE HELD:

<i>Products and Services –</i>	
▪ Long-term insurance products	▪ Administration of Retirement Annuities and Pension Funds
▪ Savings products	▪ Trust services
▪ Unit trust products	▪ Money transfer services
▪ Investment and risk products to groups and schemes	▪ Actuarial and consulting services to the group retirement industry
▪ Short-term Insurance products	▪ Health Care products
▪ Linked Investment services	▪ Lending Products
▪ Managed care services to the healthcare industry	▪ Administration of medical schemes
<i>Company Records -</i>	
▪ Finance and supporting documentation	▪ Distribution
▪ Actuarial	▪ Marketing
▪ Client care	▪ Information technology
▪ Product management	▪ Human resources
▪ All records kept in terms of the Company Laws of South Africa	
<i>Subjects on which records are held -</i>	
▪ Shareholders	▪ Subsidiary companies
▪ Board members	▪ Advisers
▪ Directors	▪ Independent Brokers
▪ Employees	▪ Clients
▪ Officials	▪ Banking institutions
▪ Consultants	▪ External companies / contractors
▪ Investors	▪ Policyholders
<i>The following records are held in respect of the above-mentioned subjects -</i>	
▪ Confidential	▪ Scientific
▪ Personal	▪ Research
▪ Commercial	▪ Operational
▪ Financial	▪ Trade
▪ Group/company incorporation	▪ Business
▪ Group/company financial	▪ Internal group/company divisions
▪ Group/company departments	▪ Group/company structure
▪ Strategy	▪ Policyholder
▪ Contractor	▪ Shareholder
▪ Investor	▪ External companies
▪ Subsidiary companies	▪ Broker
▪ Adviser	▪ Directors
▪ Consultant	▪ Employee
▪ Information technology	▪ Banking institutions
▪ Client	▪ Official/legal
▪ Product and services	▪ Policy documents
▪ Contracts	
▪ Rules of Funds	

Records are held in terms of the following legislation -	
▪ Long-term Insurance Act, 52 of 1998	▪ Employment Equity Act, 55 of 1998
▪ Pension Funds Act, 24 of 1956	▪ Prevention of Organised Crime Act, 121 of 1998
▪ Medical Schemes Act, 131 of 1998	▪ Financial Intelligence Centre Act 38 of 2001
▪ Collective Investment Schemes Control Act, 45 of 2002	▪ Security Services Act 36 of 2004
▪ Inspection of Financial Institution's Act, 80 of 1998	▪ Income Tax Act, 58 of 1962
▪ Labour Relations Act, 66 of 1995	▪ Value-Added Tax Act, 89 of 1991
▪ Tax on Retirement Funds Act, 38 of 1996	▪ Short-term Insurance Act, 53 of 1998
▪ Basic Conditions of Employment Act, 75 of 1997	▪ Unemployment Insurance Act, 30 of 1966
▪ Financial Services Board Act, 97 of 1990	▪ Financial Advisory And Intermediary Services Act, 37 of 2002
▪ Companies Act, 61 of 1973	▪ National Credit Act, 34 of 2005

NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

No Notice in terms of Section 52(2) of the Act has been published. Certain records are freely available on Old Mutual's website www.oldmutual.co.za.

PROCEDURE TO BE FOLLOWED TO REQUEST ACCESS TO THE RECORDS:

- Requestors are to complete the prescribed FORM C as contained in the Regulations to the Act.
- The completed FORM C may be **posted or faxed** to the Chief Information Officer Old Mutual at the address below or **posted or faxed** to any of the specific subsidiary company Information Officers listed below should the requestor know the specific subsidiary company.
- The relevant Information Officer will process the request and inform the requestor of the fees, (if any) that he/she has to pay and of the further steps that will follow in the processing of the request.
- *Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.*

**THE CHIEF INFORMATION OFFICER
 OLD MUTUAL (SA) LTD
 PO BOX 66
 CAPE TOWN
 8000
 Tel. No. (+27 21) 509 2474
 Fax No. (+27 21) 509 4646**

Subsidiary Company Information Officers

THE INFORMATION OFFICER: OLD MUTUAL LIFE ASSURANCE COMPANY (SOUTH AFRICA) LTD Tel. No. (+27 21) 509 2474 Fax No. (+27 21) 509 4646	THE INFORMATION OFFICER: OLD MUTUAL HEALTH INSURANCE LTD Tel. No. (+27 21) 509 2021 Fax No. (+27 21) 509 5944
THE INFORMATION OFFICER: OLD MUTUAL UNIT TRUST MANAGERS LTD Tel. No. (+27 21) 509 2570 Fax No. (+27 21) 504 7457	THE INFORMATION OFFICER: OLD MUTUAL PROPERTY (PTY) LTD Tel. No. (+27 21) 530 4500 Fax No. (+27 21) 530 5908
THE INFORMATION OFFICER: OLD MUTUAL FINANCE (PTY) LTD Tel. No. (+27 21) 503 4113 Fax No. (+27 21) 503 4297	THE INFORMATION OFFICER: OLD MUTUAL INVESTMENT SERVICES (PTY) LTD Tel. No. (+27 21) 504 7167 Fax No. (+27 21) 504 7333
THE INFORMATION OFFICER: CELESTIS BROKER SERVICES (PTY) LTD Tel. No. (+27 21) 659 6518 Fax No. (+27 21) 686 9760	THE INFORMATION OFFICER: OLD MUTUAL SPECIALISED FINANCE (PTY) LTD Tel. No. (+27 21) 509 2570 Fax No. (+27 21) 504 7457
THE INFORMATION OFFICER: OLD MUTUAL INVESTMENT ADMINISTRATORS (PTY) LTD Tel. No. (+27 21) 509 6157 Fax No. (+27 21) 509 5662	THE INFORMATION OFFICER: OLD MUTUAL ALTERNATIVE RISK TRANSFER LTD Tel. No. (+27 21) 504 7167 Fax No. (+27 21) 504 7333
THE INFORMATION OFFICER: OLD MUTUAL FUND ADMINISTRATION SERVICES (PTY) LTD Tel. No. (+27 21) 509 6157 Fax No. (+27 21) 509 6966	THE INFORMATION OFFICER: OLD MUTUAL INVESTMENT GROUP (SOUTH AFRICA) (PTY) LTD Tel. No. (+27 21) 509 2570 Fax No. (+27 21) 504 7457

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE (SEC 10 OF THE ACT):

The Human Rights Commission will compile a guide containing such information as may reasonably be required by any person who wishes to exercise any right contemplated in the Act. The South African Human Rights Commission can be contacted at the following address:

Private Bag 2700, HOUGHTON, 2041.
Tel. : (+27 11) 484 8300
Fax : (+27 11) 484 0582
Website : www.sahrc.org.za