



## **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 of:**

**METROPOLITAN HOLDINGS LIMITED  
Metropolitan Life Limited  
Metropolitan Odyssey Limited  
Commercial Union Life Assurance Company of SA Limited  
Metropolitan Health (Pty) Ltd  
Metropolitan Health Holdings (Pty) Ltd  
Metropolitan Asset Managers Ltd  
Metropolitan Collective investments Ltd  
Robrian Investments (Pty) Ltd  
Metropolitan Investments (Transkei) (Pty) Ltd  
Metropolitan Finance (Pty) Ltd  
Adis Africa (Pty) Ltd  
Metropolitan Property Services (Pty) Ltd  
The Virtual Services Group (Pty) Ltd  
Homes Trust Motor Finance Company (Pty) Ltd**

**and all subsidiary companies of the above**

<b>CATEGORIES OF RECORDS AND SUBJECTS ON WHOM RECORDS ARE HELD:</b>
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<b><i>Products and Services –</i></b>	
▪ Long-term insurance products	▪ Retirement annuities, 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
▪ All records kept in terms of legislation applicable to any of the above products or services and the Financial Services Industry in general	
<b><i>Company Records -</i></b>	
▪ Finance	▪ Distribution
▪ Actuarial	▪ Marketing
▪ Client care	▪ Information technology
▪ Product management	▪ Human resources
▪ All records kept in terms of the Company Laws of South Africa	
<b><i>Subjects on whom records are held -</i></b>	
▪ Shareholders	▪ Subsidiary companies
▪ Board members	▪ Advisers
▪ Directors	▪ Brokers
▪ Employees	▪ Clients
▪ Officials	▪ Banking institutions
▪ Consultants	▪ External companies / contractors
▪ Investors	▪ Policyholders
▪ Third Parties	▪ Associate companies
<b><i>Which records are held i.r.o. the abovementioned subjects?</i></b>	
▪ 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	▪ Statutory required reports
▪ Contractor	▪ Policyholder
▪ Investor	▪ Shareholder
▪ Subsidiary companies	▪ External companies
▪ Adviser	▪ Broker
▪ Consultant	▪ Directors
▪ Information technology	▪ Employee
▪ Client	▪ Banking institutions
▪ Product and services	▪ Official/legal
▪ Contracts	▪ Policy documents
▪ Rules of Funds	▪ Medical

<b>Records held in terms of the following legislation -</b>	
▪ 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
▪ Unit Trust Control Act, 54 of 1981	▪ Financial Markets Control Act, 55 of 1998
▪ Inspection of Financial Institution's Act, 80 of 1998	▪ Insider Trading Act, 135 of 1998
▪ Stock Exchange Control Act, 1 of 1985	▪ Income Tax Act, 58 of 1962
▪ Labour Relations Act, 66 of 1995	▪ Value-Added Tax, 89 of 1991
▪ Basic Conditions of Employment Act, 75 of 1997	▪ Unemployed Insurance Act, 30 of 1966
▪ Companies Act, 61 of 1973	▪ Custody and Administration of Securities Act, 30 of 1966
▪ Consumer Affairs (Unfair business practises Act), 71 of 1988	▪ Trade Marks Act, 194 of 1993
▪ Compensation of Occupational Injuries and Diseases Act, 130 of 1993	▪ Pension fund regulations
▪ Administration of Estates Act, 66 of 1965	▪ Participation Bonds Act, 55 of 1981
▪ Trust Property Control Act, 57 of 1988	▪ National Payment System Act, 78 of 1998
▪ Usury Act, 73 of 1965	▪ Financial Advisory and Intermediary Services Act, 52 of 2002

**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 however freely available on Metropolitan's website [www.metropolitan.co.za](http://www.metropolitan.co.za).

**THE 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. (Regulation 10, Act no. 2 of 2000). Should assistance be required in obtaining and or completing a form, please do not hesitate to contact the information officer denoted below.

**THE GROUP COMPLIANCE/INFORMATION OFFICER  
METROPOLITAN  
P O BOX 2212  
BELLVILLE  
7535**

**Fax no. : (+27 21) 940 6973  
Phone no. : (+27 21) 940 5609**

- **Note :** The form is also available on our website at [www.metropolitan.co.za](http://www.metropolitan.co.za)

- ❑ The completed application form may be posted or faxed to the **Group Compliance/Information Officer: Metropolitan** at the address given.
- ❑ The 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 fees applicable to any application for information, is displayed on the South African Human Rights Commission's website at [www.sahrc.org.za](http://www.sahrc.org.za)

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

The Human Rights Commission must 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](http://www.sahrc.org.za)