

**PROMOTION OF ACCESS TO INFORMATION  
MANUAL**  
for  
**Motus Financial Services**

Prepared in accordance with section 51 of the  
**Promotion of Access to Information Act 2 of 2000**  
("PAIA")  
and incorporating compliance with  
**Protection of Personal Information Act**  
("POPIA")

**This manual applies to Motus Financial Services**  
(collectively referred to in this manual as "MFS")

<b>SECTION A: Acronyms, Definitions, &amp; Interpretations</b>	<b>1</b>
A1: Acronyms	1
A2: Definitions & Interpretations	1
<b>SECTION B: Preamble</b>	<b>2</b>
B1: Overview	2
B2: Review	2
B3: Access	2
<b>SECTION C: Foreword</b>	<b>3</b>
C1: Motus Holdings	3
C2: Motus Aftermarket Parts	3
<b>SECTION D: Administration</b>	<b>4</b>
D1: The Head of MFS	4
D2: The Information Officer	4
D3: Head Office Contact Details	4
D4: The Information Regulator	4
<b>SECTION E: Records Held &amp; Available</b>	<b>4</b>
E1: Records available in terms of any other Legislation	5
E2: Categories & Description of Records Held	5
E3: Categories of Records available without Formal Request	6
E4: Off-site storage of Documents	7
<b>SECTION F: Regulatory Bodies</b>	<b>7</b>
<b>SECTION G: The Processing of PI under POPIA</b>	<b>9</b>
G1: The Purpose of Processing	9
G2: Categories of Data Subjects and Related PI	9
G3: Recipients to whom PI may be Supplied	10
G4: Sharing Personal Information	11
G5: Planned trans-border flows of Personal Information	11
G6: Security Safeguards	11
<b>SECTION H: Data Subjects' access to Personal Information</b>	<b>12</b>
H1: Request procedure in terms of PAIA	12
H2: Completion of Access Request Form	12
H3: Right of Refusal	12
H4: MFS Response	13
<b>SECTION I: Fees Payable</b>	<b>144</b>
<b>SECTION J: Other Information as Prescribed</b>	<b>155</b>
<b>SECTION Z: Document Information</b>	<b>166</b>
Z1: Version Control	166
Z2: Document Acceptance	166
<b>Annexure A: Request for Access to Record(s)</b>	<b>177</b>

## A1: Acronyms

<b>B-BBEE</b>	Broad-Based Black Economic Empowerment
<b>MFS</b>	Motus Financial Services a division of Motus Corporation (Pty) Ltd
<b>PI</b>	Personal Information
<b>SENS</b>	Stock Exchange News Service
<b>SHRC</b>	South African Human Rights Commission
<b>PAIA</b>	<i>Promotion of Access to Information Act 2 of 2000</i> and any Regulations published thereunder, as amended from time to time
<b>POPIA</b>	Protection of Personal Information Act 4 of 2013 and any regulations, guidelines or codes of conduct published thereunder, as amended from time to time
<b>UIF</b>	Unemployment Insurance Fund
<b>FSCA</b>	Financial Sector Conduct Authority
<b>FSP</b>	Financial Services Provider

## A2: Definitions &amp; Interpretations

<b>Data Subject</b>	The person to whom the personal information relates
<b>Employee</b>	Any person who works for or provides services to or on behalf of Motus, and receives or is entitled to receive remuneration
<b>Guide</b>	The guide published by the SAHRC in terms of section 10 of PAIA, as amended and updated by the Information Regulator from time to time ( " <i>Guide on How to Use the Promotion of Access to Information Act 2 of 2000</i> ")
<b>Information Officer</b>	The person authorised by the Head of Motus and to whom the duties and responsibilities required of the Information Officer in both PAIA and in POPIA have been delegated.
<b>Information Regulator</b>	The juristic person established under section 39 of POPIA
<b>Motus</b>	Motus Holdings Limited, including all wholly or partially owned South African subsidiaries and divisions
<b>Operator</b>	A person who processes personal information for a responsible party in terms of a contract or mandate, but does not come under the direct authority or control of the responsible party.
<b>Personal Information</b>	Has the same meaning as set out in Section 1 of POPIA
<b>Requestor</b>	Any person or entity requesting access to a record that is under the control of MFS
<b>Special Personal Information</b>	Has the same meaning as set out in Section 1 of POPIA
<b>The Head of MFS</b>	The Chief Executive Officer of MFS
<b>The Manual</b>	This manual which is published in accordance with section 51 of PAIA and "this manual" shall have the same meaning
<b>The Minister</b>	The Cabinet Member responsible for the administration of justice, presently the Minister of Justice and Constitutional Development.

## B1: Overview

This manual has been compiled in accordance with the requirements of PAIA and contains the information specified in section 51(1) of PAIA, which is applicable to private bodies. It draws on the guidelines provided by Motus on the minimum required details as expected by the Regulator with regards to compliance to PAIA.

The information contained within, which may not necessarily be in this order, includes:

- (a) The contact details of the head of the private body
- (b) A reference to the “*Guide on how to use the Promotion of Access to Information Act 2 of 2000*” that the South African Human Rights Commission has compiled in compliance with Section 10 of PAIA
- (c) The latest notice published by the Minister under section 52(2) of PAIA
- (d) A description of the records of the private body which are available in terms of any legislation other than PAIA
- (e) A description of the subjects on which the private body holds records and the categories of records held on each subject in sufficient detail to facilitate a request for access to a record
- (f) In compliance with POPIA:
  - (i) The purpose of the processing,
  - (ii) A description of the categories of data subjects and of the information or categories of information relating to those data subjects,
  - (iii) The recipients or categories of recipients to whom the personal information may be supplied,
  - (iv) Planned trans-border flows of personal information, and
  - (v) A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the private body (as the responsible party) to ensure the confidentiality, integrity and availability of the information which is to be processed;

## B2: Review

The manual will be reviewed and, if necessary, updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

## B3: Access

This manual can be accessed in any of the following manners:

- (a) On our websites ([www.liquidcapital.co.za](http://www.liquidcapital.co.za); [www.m-sure.co.za](http://www.m-sure.co.za); [www.motorhappy.co.za](http://www.motorhappy.co.za); [www.58fleet.co.za](http://www.58fleet.co.za);)
- (b) At our head office for public inspection during normal business hours, or
- (c) By requesting a copy by email from the duly appointed Information Officer as provided for in Section D2 below.

## C1: Motus Holdings

Motus Holdings Limited is a diversified business in the automotive sector, incorporated in 2017 and based in Bedfordview, (South Africa), with unrivalled scale and scope in South Africa. It was unbundled from Imperial Holdings and listed on the JSE in November 2018, and has a selected international presence - primarily in the United Kingdom and Australia. Motus' unique business model is fully integrated across the automotive value chain through its four key business segments namely:

- (a) Import and Distribution
- (b) Retail and Rental
- (c) Motor-related Financial Services, and
- (d) Aftermarket Parts

## C2: Motus Financial Services

MFS develops and distributes various vehicle related financial products and services through importers and distributors, dealers, vehicle finance houses, call centres, and digital channels. It manages and administers service, maintenance, and warranty plans; and develops and sells value added products and services. MFS also provides fleet management services to corporate customers, including fleet maintenance, fines management, and licensing and registration services.

## D1: The Head of MFS

MFS is a private body as defined in PAIA and POPIA and is headed by its Chief Executive Officer.

- **Name:** Kerry Cassel
- **Designation:** Chief Executive Officer
- **Email address:** compliance@motusfs.co.za
- **Telephone:** (011) 663 7000

## D2: The Information Officer

Mrs. Cassel has appointed Mr. Rodger Bryant as the Information Officer for MFS. As such, he has delegated to Mrs. Radebe, the duties of Information Officer as contemplated in both PAIA and POPIA.

- **Name:** Rodger Bryant
- **Designation:** Chief Data Officer
- **Email address:** compliance@motusfs.co.za
- **Telephone:** (011) 663 7000

Any person seeking access to a record in the possession or under control of MFS in terms of Section 53 of PAIA, or a data subject requesting access to personal information in terms of Section 23 of POPIA, may address the request to the appointed Information Officer.

## D3: Head Office Contact Details

### (a) Physical Address

Motus Financial Services  
5 Boeing Road East  
Elma Park  
Edenvale  
1610

### (b) Postal Address

PO Box 851  
Edenvale,  
1610

### (c) Other contact platforms

- **Telephone:** (011) 663 7000
- **Facsimile:** None
- **Email address:** compliance@motusfs.co.za
- **Website:** n/a

## D4: The Information Regulator

The SAHRC has compiled a guide which may assist a person who wishes to exercise any rights contemplated in PAIA.

- **Postal Address:** 33 Hoofd Street | Forum III | 3<sup>rd</sup> Floor | Braampark | Braamfontein | Johannesburg | 2017
- **Telephone Number:** (010) 023-5207
- **Email address:** infoereg@justice.or.za
- **Website:** www.justice.gov.za/infoereg

A request for access to records may be made by natural or a juristic person requiring the records for the exercise or protection of any right. If a public body lodges a request the public body must be acting in the public interest.

Requests in terms of PAIA shall be made:

- in the prescribed form (see Annexure A),
- follow the prescribed procedures and
- against payment of prescribed fees as described in paragraph 10s 7 and 10 of this manual (whichever is applicable)
-

## E1: Records available in terms of any other Legislation

Certain records held by MFS are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation are set out herein and may, in certain instances, only be accessed by the persons specified in the relevant legislation.

<ul style="list-style-type: none"> <li>▪ Administrative Adjudication of Road Traffic Offences Act 46 of 1998</li> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Basic Conditions of Employment Act 75 of 1997</li> <li>▪ Bills of Exchange Act 34 of 1964</li> <li>▪ Broad-Based Black Economic Empowerment Act 53 of 2003</li> </ul>
<ul style="list-style-type: none"> <li>▪ Companies Act 71 of 2008</li> <li>▪ Compensation for Occupational Injuries and Diseases Act 130 of 1993</li> <li>▪ Competition Act 89 of 1998</li> <li>▪ Constitution of the Republic of South Africa Act 108 of 1996</li> <li>▪ Consumer Protection Act 68 of 2008</li> <li>▪ Copyright Act 98 of 1978</li> <li>▪ Criminal Procedure Act 51 of 1977</li> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Electronic Communications and Transactions Act 25 of 2000</li> <li>▪ Employment Equity Act 55 of 1998</li> <li>▪ Environment Conservation Act 73 of 1989</li> </ul>
<ul style="list-style-type: none"> <li>▪ Financial Advisory and Intermediary Services Act 37 of 2002</li> <li>▪ Financial Intelligence Centre Act 38 of 2001</li> <li>▪ Financial Markets Act 19 of 2012</li> <li>▪ Financial Sector Regulation Act 9 of 2017</li> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Income Tax Act 58 of 1962</li> <li>▪ Insurance Act 18 of 2017</li> </ul>
<ul style="list-style-type: none"> <li>▪ Labour Relations Act 66 of 1995</li> </ul>	<ul style="list-style-type: none"> <li>▪ Medical Schemes Act 131 of 1998</li> </ul>
<ul style="list-style-type: none"> <li>▪ National Building Regulations and Building Standards Act 103 of 1997</li> <li>▪ National Credit Act 34 of 2005</li> <li>▪ National Environmental Management Act 107 of 1998</li> <li>▪ National Environmental Management: Air Quality Act 39 of 2008</li> <li>▪ National Road Traffic Act 93 of 1996</li> <li>▪ National Water Act 36 of 1998</li> </ul>	<ul style="list-style-type: none"> <li>▪ Occupational Health and Safety Act 85 of 1993</li> </ul>
<ul style="list-style-type: none"> <li>▪ Patents Act 57 of 1978</li> <li>▪ Pension Funds Act 24 of 1956</li> <li>▪ Prescription Act 68 of 1969</li> <li>▪ Prevention and Combating of Corrupt Activities Act 12 of 2004</li> <li>▪ Prevention of Organised Crime Act 121 of 1998</li> <li>▪ Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000</li> <li>▪ Protected Disclosures Act 26 of 2000</li> <li>▪ Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004</li> <li>▪ Protection of Personal Information Act 4 of 1993</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002</li> </ul>
<ul style="list-style-type: none"> <li>▪ Skills Development Act 97 of 1998</li> <li>▪ Skills Development Levies Act 9 of 1999</li> <li>▪ South African Reserve Bank Act 90 of 1989</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tax Administration Act 28 of 2011</li> <li>▪ The South African National Roads Agency Limited and National Road Act 7 of 1998</li> <li>▪ Trade Marks Act 194 of 1993</li> <li>▪</li> </ul>
<ul style="list-style-type: none"> <li>▪ Unemployment Insurance Act 63 of 2001</li> <li>▪ Unemployment Insurance Contributions Act 4 of 2002</li> </ul>	<ul style="list-style-type: none"> <li>▪ Value Added Tax Act 89 of 1991</li> </ul>

## E2: Categories & Description of Records Held

The following is a list of the subjects on which MFS holds records and the categories into which these records fall. The procedure in terms of which such records may be requested from MFS is set out in **Section H** of this manual.

The records listed below will not, in all instances, be provided to a requester who requests them in terms of PAIA. The Requester has to show that he or she **has the right**, in terms of PAIA, to be given access to the records in question.

Category	Description
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Applicable statutory documents</li> <li>▪ Statutory returns to relevant authorities</li> </ul>
<b>Corporate Governance</b>	<ul style="list-style-type: none"> <li>▪ Codes of Conduct</li> <li>▪ Corporate Social and Investment records</li> <li>▪ Minutes of meetings (<i>Executive Committee &amp; Other Committees</i>)</li> <li>▪ Legal compliance records</li> <li>▪ Policies</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>▪ Accounting records (<i>Debtors, Creditors, Insurance, Travel</i>)</li> <li>▪ Asset registers</li> <li>▪ Auditors' reports</li> <li>▪ Bank statements (<i>And related records &amp; documents</i>)</li> <li>▪ Insurance records &amp; documentation</li> <li>▪ Financial statements (<i>Interim &amp; Annual</i>)</li> <li>▪ Fleet Additions &amp; Disposals (<i>Registration &amp; Licensing docs, Offers to Purchase, Proof of Payments</i>)</li> <li>▪ SA Returns (<i>Tax &amp; Statistic SA</i>)</li> <li>▪ Tax records (<i>Company, PAYE &amp; VAT</i>)</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>▪ Conditions of employment (<i>Leave, salaries, overtime, bonuses, medical aid &amp; other benefits</i>)</li> <li>▪ Employee information (<i>Tax, CV's &amp; related information, Loans, Correspondence, Statistics</i>)</li> <li>▪ Employee records (<i>Staff listings, Personal details, Disciplinary records, Evaluation records</i>)</li> <li>▪ Fund information (<i>Group life assurance, Disability income protection, UIF, Provident funds</i>)</li> <li>▪ Policies &amp; Codes (<i>Disciplinary, Conduct, Performance, Use of company resources, B-BBEE, Insurance Sector Education Training Authority</i>)</li> <li>▪ Procedures (<i>Appeals, Grievance, Disciplinary, Industrial Relations</i>)</li> <li>▪ Recruitment &amp; Retention (<i>Advertising of roles, Appointments, Contracts, Promotions</i>)</li> <li>▪ Remuneration (<i>Policies, Records, Payslips</i>)</li> <li>▪ Training (<i>Learnership programs, Agreements, Records, Statistics, Schedules &amp; Material</i>)</li> <li>▪ Workplace plans (<i>Skills plans, Succession planning</i>)</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>▪ Computer Software</li> <li>▪ Support &amp; Maintenance agreements</li> <li>▪ Records regarding systems &amp; programs (<i>Access, Breach, Down-time, Recoveries, Tests</i>)</li> </ul>
<b>Marketing &amp; Advertising</b>	<ul style="list-style-type: none"> <li>▪ Firm publications</li> <li>▪ Logos and other Artwork</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>▪ Supplier information (<i>Lists, Details, Agreements</i>)</li> <li>▪ Access control records (<i>Authorisations, History</i>)</li> <li>▪ Fleet management (<i>Vehicle &amp; Fuel card assignments</i>)</li> <li>▪ Property lease agreements</li> </ul>
<b>Risk Office</b>	<ul style="list-style-type: none"> <li>▪ Occupational Health &amp; Safety audit records</li> <li>▪ Trademark certificates</li> </ul>

### E3: Categories of Records available without Formal Request

No notices relating to MFS have been published by the Minister in terms of section 52(2) of PAIA.

Certain records are available without the formal request procedures set out in PAIA and detailed in Section E2 of this manual. This information may be inspected, collected, purchased or copied (at the prescribed fee for reproduction) at the MFS Head Office.

These records include:

Category	Description
<b>MFS Business Review</b>	<ul style="list-style-type: none"> <li>A detailed description of the business of MFS</li> <li>Executive management team</li> </ul>
<b>Health &amp; Sustainability Approach</b>	<ul style="list-style-type: none"> <li>Sustainable development best practice</li> <li>Environmental Stewardship</li> <li>Defensible health and safety practices</li> </ul>
<b>Customer Care</b>	<ul style="list-style-type: none"> <li>Differentiated customer experience information</li> <li>Employer of choice information</li> <li>High quality products and services information</li> <li>Driving IT Optimisation information</li> </ul>
<b>Government Stance</b>	<ul style="list-style-type: none"> <li>Ensuring regulatory compliance</li> <li>Accelerating transformation in South Africa</li> </ul>
<b>Marketing</b>	<ul style="list-style-type: none"> <li>News and other Marketing Information</li> <li>Product and Promotional Information</li> </ul>

#### E4: Off-site storage of Documents

Certain records have been stored by the organisation in off-site facilities. These facilities have controlled access points to which specific individuals within the organisation are privy to. are available without the formal request procedures set out in PAIA and detailed in Section F of this manual. Some information can also be accessed on the MFS website.

Entity	On-Site Facility	Off-site Facility
MFS	Yes	Yes
58 Fleet	Yes	Yes
Liquid Capital	Yes	Yes
M-Sure	Yes	Yes
MotorHappy	Yes	Yes

## (a) Associations

The operations of MFS are overseen and regulated by the following Associations

- (i) FSCA - Financial Sector Conduct Authority
- (ii) FAIS Ombud - The Office of the Ombud for Financial Services Providers
- (iii) MIOSA - Motor Industry Ombudsman of South Africa
- (iv) PA - Prudential Authority
- (v) FIC - Financial Intelligence Centre

## G1: The Purpose of Processing

MFS processes personal information for various lawful purposes:

- permitted by Section 11(1) of POPIA, and
- authorised in
  - Part B of Chapter 3 of POPIA governing the processing of Special Information, and
  - Part C of Chapter 3 of POPIA governing the processing of Children's information.

### (a) Employees, Customers and Suppliers

MFS processes personal information in order to fulfil its responsibilities to customers, employees, suppliers and other natural or juristic persons across its various businesses.

The personal information is processed in order to:

- (i) Maintain their records
- (ii) Respond to their enquiries and complaints
- (iii) Inform them of new products, services or offerings

### (b) Ordinary course of Business

This information is processed for various purposes during the ordinary course of business, some which are to:

- (i) To transact with customers, suppliers and business partners;
- (ii) To comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions and rules), voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests
- (iii) Including those for:
  - Recruitment, employment and/or internship purposes
  - General administration, financial and tax purposes
  - Legal, compliance or contractual purposes
  - Health and safety purposes

### (c) Ease and efficiency of Operations

The manner in which efficiencies are built into the organisation's processes require that MFS processes personal information in order to

- (i) Assist in the improvement of the quality of its products and/or services
- (ii) Secure and manage access to MFS's premises and facilities
- (iii) Identify offerings which might be of interest to data subjects and to inform them about MFS's offerings

### (d) Financial Management

The processing of financial information assists MFS to:

- (i) Detect, prevent and report theft, fraud, money laundering and other crimes. This may include the processing of special personal information, e.g. alleged criminal behaviour, or the supply of false, misleading or dishonest information
- (ii) Enforce and collect on any agreement when MFS needs to recover debts

## G2: Categories of Data Subjects and Related PI

<b>Customers, Potential Customers and Previous Customers</b>	name   identity number or passport number   date of birth   citizenship   residence status   telephone number(s)   email address(es)   income tax numbers   physical and postal addresses   financial information   banking information.
	Customer vehicle information
	Customer contact information
<b>Employees (previous and existing)</b>	Personal information and special personal information including:  name   identity number or passport number   date of birth   citizenship   residence status   telephone number(s)   email address(es)   income tax numbers   physical and postal addresses   financial information   banking information   medical information   beneficiary information
	Pension and Provident Fund information
	Payroll records
	Access records: Physical & Electronic
	Time and Attendance records
	Video records
	Performance records
	Disciplinary procedures
	Employment contracts
	Disability information
	Training records
	Employment history, background checks and criminal checks
	Personal information of <b>supplier/service provider representatives</b> including:  name   identity number   physical and postal addresses   telephone number(s)   email address(es)   bank details
	<b>Suppliers &amp; Service Providers</b>
name   identity number   physical and postal addresses   telephone number(s)   email address(es)	
<b>Job applicants</b>	Curriculum vitae and application forms
	Background and Criminal Record checks
	Employee education and Psychometrics records
	Access records: Physical & Electronic
<b>Visitors</b>	Video records

### G3: Recipients to whom PI may be Supplied

MFS may share the personal information of data subjects for any of the purposes outlined above with the following:

- (a) Motus, its South African subsidiaries and their divisions, and any subsidiaries based in jurisdictions outside of South Africa;
- (b) Motus-authorized dealerships, rental companies, and vehicle importers;

- (c) Any operators who perform services on behalf of MFS or responsible parties for whom MFS acts as an operator;
- (d) Other industry regulators in order to comply with any regulation passed under the relevant legislation, or any legal process
- (e) The Financial Sector Conduct Authority and the regulators appointed for the various financial sectors
- (f) Any applicable:
  - (i) medical aid funds,
  - (ii) pension funds,
  - (iii) provident funds,
  - (iv) credit bureau, and/or
  - (v) recruitment companies

## G4: Sharing Personal Information

In the event that MFS is the responsible party for personal information that is to be shared, before that personal information is shared, the following process will be followed:

- (a) MFS will conclude a written contract with the operator
- (b) MFS will require that the operator
  - (i) establish and maintain appropriate technological and organisational measures
  - (ii) to protect against
    - o unauthorised access, or
    - o unauthorised processing of the personal information, and
    - o against loss of,
    - o damage to, and
    - o the unauthorised destruction of personal information.

## G5: Planned trans-border flows of Personal Information

MFS will only transfer personal information across South African borders to foreign countries, if

- (a) it is necessary to comply with legislation,
- (b) the transfer is necessary for the conclusion or performance of a contract of which data subjects may be parties,
- (c) it protects the legitimate interest of the data subject, or
- (d) is necessary for MFS to pursue its legitimate interests, or that of a third party to which the data is supplied.

Before transferring personal information across a South African border to a foreign country MFS will take steps to ensure that recipients of trans-border personal information are bound by laws or agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

If MFS relies on the legitimate interest of a data subject, prior to transferring personal information cross border, it will conduct a legitimate interest assessment.

## G6: Security Safeguards

MFS complies with POPIA in protecting the integrity and confidentiality of personal information. In doing so, it has due regard to generally accepted information security practices and procedures.

### H1: Request procedure in terms of PAIA

Any individual or interested party (hereafter called the Requestor) may, in terms of Section 50 of PAIA, request access to records held by MFS. To request access to a record held by MFS:

- (a) A Requestor must complete the form annexed to this manual marked "A".
- (b) The Requestor must provide sufficient detail on the prescribed form to allow MFS to identify
  - (i) The record(s) that have been requested and
  - (ii) The identity of the requester.
- (c) If a request is made on behalf of another person or entity, the Requestor must submit details and proof of the capacity in which the request is being made, which must be reasonably satisfactory to MFS.
- (d) The Requestor is also required to:
  - (i) indicate the form of access to the relevant records that is required,
  - (ii) provide applicable contact details in the Republic of South Africa.
  - (iii) identify the right that is being sought to be exercised by accessing the records held by MFS, and
  - (iv) explain why the particular record or records requested is or are required for the exercise or protection of that right.

### H2: Completion of Access Request Form

In order to allow for a timely response by MFS to requests for access to information, the following guidelines should be followed:

- (a) The access request form must be completed IN FULL and in BLOCK letters
- (b) Proof of identity will be required to authenticate the identity of the Requester  
(A certified copy of the Requester's ID must be supplied)
- (c) Provide explanation of which requested record is required for the exercise or protection of that right
- (d) Should a question not apply or should there be nothing to disclose, "N/A" must be stated in response to that question.
- (e) Should there be insufficient space of a printed form, additional information may be provided on a separate page to be attached to the form.

### H3: Right of Refusal

MFS may, and must, in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include that:

- (a) Access that would result in the unreasonable disclosure of personal information about a third party,
- (b) It is necessary to protect
  - (i) the commercial information of a third party or of MFS itself,
  - (ii) the confidential information of a third party,
  - (iii) the safety of individuals or property
- (c) A record constitutes privileged information for the purpose of legal proceedings, and
- (d) It is necessary to protect the research information of a third party or Motus itself.
- (f) Access to documents may also be refused based on professional privilege.

## H4: MFS Response

- (a) MFS is required to inform the Requester in writing of its decision in relation to a request. Should the Requester wish to be informed of its decision in another manner as well, this must be set out in the request and the relevant details included.
- (b) MFS will make a decision in relation to a request for records within 30 days of receiving it, unless third parties are required to be notified of the request or the 30-day period is extended as provided for in PAIA. MFS will notify the requester if the 30-day period for processing a request is to be extended.
- (c) Where a request is refused, the Requester may lodge a complaint in writing with the Information Regulator, or apply to the High Court within 180 days of being informed of the refusal of the request. The Requestor may apply for an order compelling the record(s) requested to be made available or make an application for another appropriate order. The Court will determine whether the records should be made available or not.

The South African Human Rights Commission is responsible for administering the constitutional right of access to information. It has published a Guide on how to use the Promotion of Access to Information Act 2 of 2000. This includes the fees payable by Requestors to enable the access to information.

To ensure that the fees payable for a request are current, the Requestor is referred to the Guide that can be accessed at [https://www.gov.za/sites/default/files/gcis\\_documents/SAHRC-PAIA-guide2014.pdf](https://www.gov.za/sites/default/files/gcis_documents/SAHRC-PAIA-guide2014.pdf).

The information officer, whose contact details are available at Section D of this manual, will be able to assist if so required.

The Minister has not prescribed that any further information must be contained in this manual.

Z1: Version Control

Version	Date	Author	Action
1.0	1 May 2021	Chief Data Officer	First PAIA Manual

Z2: Document Acceptance

For Motus Financial Services	Name	Signature	Date
Chief Data Officer	Rodger Bryant		
Chief Executive Officer	Kerry Cassel		

**REQUEST FOR ACCESS TO A RECORD HELD BY  
MOTUS FINANCIAL SERVICES (MFS)**

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

and

Section 23 of the Protection of Personal Information Act 2013 (Act 4 of 2013)  
("PoPIA")

### 1. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

Postal address	Physical address	Information Officer contact details	
The Information Officer	The Information Officer	Name	Rodger Bryant
PO Box 851	Motus Financial Services		
Edenvale	5 Boeing Road East	Tel No.	(011) 663 7000
1610	Edenvale	eMail	compliance@motusfs.co.za
	1610		

### 2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

<ul style="list-style-type: none"> <li>The particulars of the person who requests access to the records must be recorded below.</li> <li>Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.</li> <li>Proof of capacity in which the request is made, if applicable, must be attached.</li> </ul>			
Full names and surname			
Identity number			
Postal address			Fax number
eMail address			
Capacity in which request is made, when made on behalf of another person			
<b>Important:</b>			
If authorised under a resolution or power of attorney, provide the resolution or power of attorney with this request			

### 3. PARTICULARS OF PERSON ON WHOSE BEHALF A REQUEST IS MADE

This section must be completed only if a request for information is made on behalf of another person.	
Full names and surname	
Identity number	
Telephone number	
eMail address	

#### 4. PARTICULARS OF RECORD

<ul style="list-style-type: none"> <li>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.</li> <li>If the space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</li> </ul>		
Description of record or relevant part of the record	Personal Information?	Reference number, if available
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Any further particulars of record		

#### 5. FEES

<ul style="list-style-type: none"> <li>A request for access to a record, other details of whether Motus has processes the requesters personal information, will be processed only after the prescribed fee has been paid.</li> <li>You will be notified of the amount of the prescribed fee.</li> <li>The prescribed 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.</li> <li>If you request us to confirm if we hold personal information about you (or the person represented by you) as permitted in section 23(1) of PoPIA we will do so at no charge.</li> <li>If we are not the responsible party but we hold information about you (or the person represented by you), we will refer you to the responsible party.</li> <li>If we are the responsible party and you request a description of the personal information held by us, or of third parties who have access to the information, you will be charged the prescribed fee which must be paid before your request is processed.</li> <li>You will be notified of the amount of the prescribed fee.</li> <li>If you qualify for exemption of the payment of any fee, please state the reason therefor.</li> </ul>
Reason for exemption from payment of fees

**6. FORM OF ACCESS TO RECORD**

If you are prevented by a disability from reading, reviewing or listening to the record in the form of access provided for hereunder, state your disability and indicate in which form the record is required.

Disability	Form in which record is required

NOTES:

- Your indication as to the required form of access depends on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case you will be informed whether access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the type of form in which access is requested.

**Mark the appropriate box with an X**

If the record is in written or printed form:

Copy of record\*       Inspection of record

If record consists of visual images:  
This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images       Copy of the images\*       Transcription of the images\*

If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (audio file)       Transcription of soundtrack\* (written or printed document)

If record is held on a computer or in an electronic or machine-readable form:

Printed copy of record       Printed copy of information derived from the record \*       Copy in computer-readable form\* (flash or compact disk)

\*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.

Yes       No

**7. 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.

Is the information requested personal information of the requestor or the person on whose behalf the request is made?

Yes       No

If the request for any record is not for personal information, indicate which right is to be exercised or protected

If the request for any record is not for personal information, explain why the requested record is required for the exercising or protecting the aforementioned right

**8. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

You will be notified in writing addressed to the email address indicated by you, whether your request has been approved or denied. If you wish to be informed thereof 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 \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature Of Requester/Person On Whose Behalf  
Request Is Made

## Annex B1: Entities within MFS

	ENTITY	ENTITY REGISTRATION NUMBER
1.	58 Fleet Proprietary Limited	2016/438375/07
2.	Anvil Premium Finance Proprietary Limited	1998/001411/07
3.	Ariva Rentals Proprietary Limited	2011/009222/07
4.	Auto Renewal Technologies Proprietary Limited	2014/011006/07
5.	Banoscene Proprietary Limited	2015/319160/07
6.	Konvoi Proprietary Limited	2017/217199/07
7.	Liquid Capital Proprietary Limited	2001/012511/07
8.	Motor Compliance Solutions Proprietary Limited	2001/000890/07
9.	Motor Happy Proprietary Limited	2014/020352/07
10.	M-Sure Proprietary Limited	2002/022941/07
11.	M-Sure Mobility Fund Proprietary Limited	2013/171924/07
12.	Paint Tech Maintenance Proprietary Limited	2010/003758/07
13.	SA Vehicle Maintenance Proprietary Limited	2000/009578/07