

NEW APOSTOLIC CHURCH BURIAL FUND
('the Fund')

**PROMOTION OF ACCESS TO INFORMATION MANUAL IN TERMS OF SECTION 51
OF THE PROMOTION TO ACCESS TO INFORMATION ACT, No. 2 of 2000 ('PAIA')**

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1. Introduction

- 1.1 The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), ('PAIA') gives effect to the constitutional right of access to information contained in section 32 of the Constitution of the Republic of South Africa.
- 1.2 In terms of PAIA, organisations are required to compile a Manual as a guide to requesters of information.
- 1.3 The New Apostolic Church Burial Fund, ('the Fund') is a private body as defined in Protection of Personal Information Act, 2013 ('POPIA') and is accordingly subject to the provisions of POPIA and the Promotion of Access to Information Act, 2000 ('PAIA').
- 1.4 The Fund is duly registered in terms of section 5 of the Friendly Societies Act, 1956 (Act No. 25 of 1956) ('the Act') as a Friendly Society.

Board of Trustees

- 1.5 The business of the Fund is managed by a Committee of Management is appointed in terms of the rules of the Fund and the powers of the Committee of Management are set out in the rules of the Fund.

Object of the Fund

- 1.6 The revised rules of the Fund were registered by the Financial Sector Conduct Authority ('the FSCA') on 18 September 2019 and in terms hereof, the objects of the Fund are set out in rule 4. These are to -

'To provide for funeral benefit costs for MEMBERS and their DEPENDANTS through an underwritten funeral benefit POLICY contracted between the FUND and the UNDERWRITER. The UNDERWRITER will pay benefits directly to MEMBERS and the benefits provided by the FUND consists only of paying the premiums in terms of the POLICY on behalf of the MEMBERS.'

2. Legal status of the Fund its contact details

- 2.1 The Fund is provisionally registered with the FSCA under FSCA reference number 13/8/747.
- 2.2 The registered address of the Fund is:
The New Apostolic Church Administration Office,
Victoria Road,
SOUTHFIELD,
CAPE TOWN
7880
- 2.4 The Principal Officer of the Fund is -
MJ Joseph
- 2.5 The Information Officer of the Fund is-
GR de Vries

3. Purpose of and updating of this Manual

- 3.1 This Manual is compiled by the Fund in terms of section 14 of PAIA as amended and the Regulations framed thereunder.
- 3.2 The purpose of the Manual is to facilitate requests for access to records of the Fund as provided for in sections 23, 24 and 25 of PAIA and explains how -
- 3.2.1 to access, or
- 3.2.2 object to, or
- 3.2.3 request correction; or

3.2.4 delete - personal information held by the Fund.

3.3 In addition the Manual has been compiled in order to foster a culture of transparency and accountability within the Fund, by giving effect to the right to access information that is required for the exercising and protection of an individual or organisation's rights.

3.4 This Manual does not comprehensively deal with every possible procedure provided for in PAIA nor is it by any means exhaustive thereof. The Fund will notwithstanding, in terms of section 19 of PAIA and Regulation 5 and 7 framed under PAIA and Regulations 2 and 3 framed under POPIA provide such assistance to parties applying for access to information or personal information held by the Fund as may be required in completing the necessary forms.

3.5 The Fund makes no representation and gives no undertaking or warranty that the information in this Manual or any information provided by it to a requestor is-

3.5.1 complete or accurate, or

3.5.2 that such information is fit for any purpose whatsoever.

3.6 All users of any such information use such information entirely at their own risk, and the Fund will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this Manual or of any information provided by the Fund or from any error or omission therein.

3.7 The Fund will update the Manual at least every 12 (twelve) months or at such other intervals as the Fund may deem necessary.

4. Guide of how to use the PAIA Manual

4.1 The Information Regulator has published a Guide to provide information that is needed by any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act of 2000.

- 4.2 The guide will specifically assist a person on how to access their personal information in terms of section 23 of POPIA and under Regulations set out by PAIA.
- 4.3 You can inspect the Guide at our registered offices (see above) in two official languages chosen by the Fund or in all official languages at the offices of the Information Regulator, during normal working hours.
- 4.4 Anyone can also ask our Information Officer or the Information Regulator for copies of it (using a Form One included herein).
- 4.5 The Guide, in all official languages, and Form One is available on the website of the Information Regulator: <https://info regulator.org.za/>.

5. Records available in terms of any other legislation as may be contemplated in section 51(1) of PAIA

- 5.1 Friendly Societies Act, No. 25 of 1956;
- 5.2 Labour Relations Act, No. 66 of 1995;
- 5.3 Basic Conditions of Employment Act, 75 of 1997;
- 5.4 Income Tax Act, No. 58 of 1962;
- 5.5 Tax Administration Act, No. 28 of 2011;
- 5.6 Financial Sector Regulation Act, No. 9 of 2017;
- 5.7 Insurance Act, No. 18 of 2017;
- 5.8 Long-term Insurance Act, No. 52 of 1998;
- 5.9 Short-term Insurance Act, No. 53 of 1998;
- 5.10 Financial Advisory and Intermediary Services Act, No. 37 of 2002;
- 5.11 Trust Property Control Act, No. 57 of 1988;
- 5.12 Divorce Act, No. 70 of 1979;
- 5.13 Financial Intelligence Centre Act, No. 38 of 2001;
- 5.14 Maintenance Act, No. 99 of 1998;
- 5.16 Promotion of Access to Information Act, No. 2 of 2000;
- 5.17 Protection of Personal Information Act, No. 4 of 2013;
- 5.18 Companies Act, No 71 of 2008;
- 5.19 Value Added Tax Act, No. 89 of 1999;
- 5.20 Criminal Procedure Act, No. 51 1977;
- 5.21 Electronic Communications and Transactions Act, 25 of 2002;

- 5.22 Collective Investment Schemes Control Act, No. 45 of 2002;
- 5.23 Constitution of the Republic of SA, Act. No. 108 of 1996;
- 5.24 Civil Unions Act, No. 17 of 2006;
- 5.25 Marriage Act, No. 68 of 1961;
- 5.26 Recognition of Customary Marriages Act, No. 120 of 1998;
- 5.27 Auditing Profession Act, No. 26 of 2005; and
- 5.28 Conduct of Financial Institutions Act (when enacted).

6. Records available in terms of any subordinate legislation as may be contemplated in section 51(1) of PAIA

- 6.1 FSCA Directives, Conduct Standards, Information Circulars; Interpretation Rulings; Guidance Notes; Compliance Extensions; Notices; PF Circulars, Board Notices, Governance Principles for SA (King IV); Financial sector Code; Bargaining Council Collective Agreements; Reserve Bank Directives

7. Automatic availability of Records in terms of the Friendly Societies Act, 1956 and Regulation 5(1) of PAIA

- 7.1 In terms of section 46 of the Act, the Fund shall, on demand and on payment of such fees as may be determined by the Fund, provide a member with: -
 - 7.1.1 a copy of the rules of the Fund;
 - 7.1.2 the last revenue account and the balance sheet as are required in terms of section 15(1) of the Act¹;
- 7.2 Any member may inspect without charge at the registered offices of the Fund: -
 - 7.2.1 copies of the documents referred to in paragraphs 7.1.1 and 7.1.2 above and may make extracts therefrom;
 - 7.2.2 the latest report by the valuator (if applicable);

¹ S 46(1)(a) and (b)

7.2.3 the last statement and report thereon prepared in terms of section 24 of the Act;

7.3 Any person may at the office of the FSCA upon payment of prescribed fees, a document referred to in section 46 of the Act and make a copy of make extracts therefrom or may obtain from the FSCA a copy thereof or extract therefrom².

7.3 The FSCA may without charge furnish any applicant therefore with the particulars of the address of the registered office and the name(s) of the Principal Officers of the Fund.

7.4 Any person may obtain a copy of the proceedings of a Tribunal relating to a determination of a matter before it including the apportionment of actuarial surplus and evidence given from the FSCA on payment of a fees as the FSCA may determine.

7.5 any member of public may obtain a readable copy of the record of the proceedings relating to the adjudication of a complaint and the evidence given on payment of fee determined by the adjudicator.

8. Records which must be formally requested using the PAIA request using Form 2 of Annexure A

Benefit payments (withdrawal, retirement, severance, death and disabilities)
• Claim forms including payment instructions
• Benefit calculations/statements
• Tax applications
• Tax directives
• IT 88 directives
• Duplicates of tax certificates
• Letter of confirmation of payment
• Copy of EFT payment reference
• Beneficiary nomination form (death claims)
• Insurance benefit statement by insurer (death claims)
• Copy of death certificate

² S 46(2)

Member data
• Membership data
• Contribution records
• Member individual investment choice option forms
• Flexible benefit member option forms
Section 21/ 37 transfers/liquidations
• Calculations
• Option forms (where applicable)
• Tax application forms
• Tax directives
• Tax certificates (Duplicate - where applicable)
• Letter of confirmation of payment (liquidation only)
• Copy of section 21/37 applications lodged (excluding details not applicable to the requester)
• Copy of section 21/37 approvals certificates
Accounting records
• Cashbooks and bank reconciliations
• General ledgers
• Trial balances
• Documentation of audit and working papers
• Bank statements
• EFT files (ACB whilst still applied)
• Deposit slips (where applicable)
General records
• Minute books
• Board of management registers
• Board of management details
• Policy documents relating to fund insurance benefits
• Documentation relating to the review of insurance
• Agendas of all meetings
• Investment manager mandates or policies of insurance depending on the nature of the investment
• Statements detailing the asset values for the Fund
• Communication sent to members of the Fund
• Contracts with service providers
• Correspondence to board of management members regarding Fund matters
• Correspondence to members
• Confirmation as to appointments of Fund
• Copies of Pension Fund Adjudicator complaints lodged against the Fund and Fund' response thereto
• Copies of reconsiderations lodged with the Financial Sector Tribunal

•	Copies of litigation in a court with jurisdiction
•	Communication with SARS and FSCA
•	Participating employer details
•	Housing loan forms, record of payments, settled claims and approvals
•	Investment strategy documents
•	Claim forms and confirmation letters for funeral benefit
•	Surplus apportionment exercise documents

9. Processing of personal information

The Fund processes personal information in accordance with POPIA, subject to the Fund's Privacy and Data Protection Policies. The Fund processes personal information for the following purposes:

- 9.1 fund administration purposes;
- 9.2 maintaining member and other beneficiary records;
- 9.3 processing benefit claims from members and beneficiaries;
- 9.4 financial administration and taxation purposes;
- 9.5 investment purposes;
- 9.6 detecting and preventing fraud money laundering;
- 9.7 recovering debts;
- 9.8 for transacting with service providers.

10. Procedure for requesting information held by the Fund

- 10.1 A request for information held by the Fund in terms of section 50 and 53(1) of PAIA and Regulation 7(1) must be made at the address or email address of the Fund using **Form 2** contained in the Regulations to PAIA and annexed as **ANNEXURE A** hereto;
- 10.2 The requester must provide sufficient details on the prescribed form in order to allow the Fund to identify the record or records that have been requested and the identity of the requester. If the requester is making a request on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request which must be reasonably satisfactory

to the Fund. The requester must indicate the form of access required to the records and must provide his/her contact details in South Africa.

- 10.3 The requester must identify the right that he/she or it is seeking to exercise by accessing the Fund's records and explain why the particular record or records requested is or are required for the exercise or protection of that right.
- 10.4 The Fund may on grounds set out in Chapter 4 and Part 3 of PAIA refuse access to Fund records and these may include
 - 10.4.1 that it would result in unreasonable disclosure of personal information about as third party;
 - 10.4.2 that refusal is necessary in order to protect commercial information about a third party or of the Fund itself;
 - 10.4.3 that it is necessary to protect the confidential information of a third party;
 - 10.4.4 that it is necessary to protect the safety of individuals or property;
 - 10.4.5 that a record constitutes privileged information for the purposes of legal proceedings;
 - 10.4.6 that it is necessary to protect the research of a third party or of the Fund themselves;
 - 10.4.7 professional privilege.
- 10.5 The Information Officer of the Fund must inform the requester in writing using **Form 3** (available on the Information Regulator's website) of PAIA Regulations, 2021 of its decision regarding the request. If the requester prefers to be in another manner this must be set out in the request and the relevant details must be included in order to allow the Fund to inform the requester in the preferred manner.
- 10.6 The Fund will make a decision within 30 days of receipt of a request unless the third parties are required to be notified in terms of section 13 of PAIA or the 30-day period is extended as provided for in PAIA and the Fund will notify the requester accordingly.
- 10.7 Should a request be refused; the requester may apply to the Information Regulator using a **Form 5** (available on the Information Regulator's website) to lodge a

complaint. The Regulator will response in accordance with the Regulations requirements, to acknowledge receipt of the complaint. The regulator will inform the complainant whether the Regulator will investigate the complaint further or whether it will be referred to the Enforcement Committee established in terms of section 50 of POPIA.

11. Request for correction or deletion of personal information or destruction or deletion of record of personal information held by the Fund in terms of POPIA Regulations

- 11.1 A member has the right, in terms of section 24 of POPIA, to request, where necessary, the correction, destruction, or deletion of his or her personal information.
- 11.2 A member requesting a correction or deletion of his or her personal information in terms of section 24(1) of POPIA has the right to request for correction or deletion of personal information at any time and free of charge, if the personal information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully or if the Fund is no longer authorised to retain such personal information.
- 11.3 A request for a correction or deletion of personal information, must be submitted to the Fund using **Form 2** (contained in the Regulations to POPIA and annexed as **ANNEXURE C** hereto) free of charge and reasonably accessible to a member by hand, fax, post, email, SMS, WhatsApp message or in any manner expedient to a member.
- 11.4 The Fund must, within thirty (30) days of receipt of the outcome of the request for correction or deletion of personal information, notify a member, in writing, of the action taken as a result of the request.
- 11.5 A member who wishes to object to the processing of personal information in terms of section 11(3)(a) of POPIA, must submit the objection to the Fund at any time during office hours, free of charge using Form 1 (contained in POPIA Regulations, available on the Information Regulator's website) and reasonably accessible to a member by hand, fax, post, email, SMS, or WhatsApp and or in any manner expedient to a member.



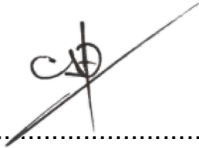

12. Fees payable

12.1 Generally, fees need to be paid both for making a request and to cover the cost of providing access to records in terms of a request. Please see **ANNEXURE B FEES** below for more information on the fees payable as regulated by PAIA Regulations, 2021.

13. Electronic communication

13.1 Regulation 15 of PAIA provides that provisions of the Electronic Communications and Transactions Act, 2002, are applicable to all forms, records, documents or any information, which are electronically communicated.

14. Approval of PAIA Manual by the Committee of Management of the New Apostolic Church Burial Fund and its Information Officer -

	1 July 2025
.....
CHAIRPERSON: TRUSTEES	DATE
	1 July 2025
.....
PRINCIPAL OFFICER	DATE
	1 July 2025
.....
TRUSTEE	DATE
	1 July 2025
.....
INFORMATION OFFICER	DATE

ANNEXURE A

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

In terms of PAIA Regulations

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 (<i>when made on behalf of another person</i>)	
Postal Address	
Street Address	

E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
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 <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	

Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>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.</i>	
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:	

FEEES	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>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.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

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

ANNEXURE B FEES

In terms of PAIA Regulations

REQUEST FEE		
The deputy information officer who handles the request must complete Part A of the SAPS512(b) Notice of Fee Payable-form and provide it to the requester, informing him or her of the Request Fee payable before the request will be processed any further.		
Item	Description	Amount
1.	The Request Fee payable by a requester	R 140,00
ACCESS/REPRODUCTION FEE		
When access is granted, the deputy information officer who handles the request must complete Part A of the SAPS 512(e) Decision on Request for Access to a Record-form and notify the requester, amongst other, the access fee which is payable.		
Item	Description	Amount
2.	Photocopy of A4-size page or part thereof	R 2,00
4.	Printed copy of A4-size page or part thereof	R 2,00
5.	For a copy in a computer-readable form on:	
	(1) Flash drive (to be provided by the requester)	(1) R 40,00
	(2) Compact disc:	
	(a) If provided BY the requester	(2)(a) R 40,00
	(b) If provided TO the requester	(2)(b) R 60,00
6.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R 24,00
8.	Copy of an audio record on:	
	(1) Flash drive (to be provided by the requester)	(1) R 40,00
	(2) Compact disc:	
	(a) If provided BY the requester	(2)(a) R 40,00
	(b) If provided TO the requester	(2)(b) R 60,00
9.	To search for and prepare the record for the disclosure for each hour or part of an hour, excluding the first hour (i.e. the first hour is free of charge), reasonably required for such search and preparation.	R 145,00

	To NOT EXCEED a total cost of:	R 435,00
10.	Deposit if search exceeds 6 hours NOTE: the amount payable as a deposit must not exceed one third of the amount payable, if the request is granted.	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE C

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.

4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference
Number....

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY

Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
Name of public or private body <i>(if the responsible party is not a natural person):</i>	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. <i>(Please provide detailed reasons for the request)</i>

* *Delete whichever is not applicable*

Signed at this day of20.....

.....

Signature of Data subject