



# Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA  
REPUBLIEK VAN SUID-AFRIKA

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No. 24402

## MANUAL

*IN ACCORDANCE WITH*

**THE PROMOTION OF ACCESS TO  
INFORMATION ACT (NO. 2 OF 2000)**



**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

INDEX

Company Name	Gazette No.	Date	Page No.
RAAM Provident Fund	24402	18-2-2003	3

**RAAM PROVIDENT FUND**

("Fund")

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF  
ACCESS TO INFORMATION ACT 20/2000 ("Act")**

The Fund is a pension fund as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

**A. CONTACT DETAILS**

1. Head of the Fund:

**Sabier Patel**

2. Registrar of Pension Funds PF Number of the Fund:

34029

The registered address of the Fund:

Real Africa House. Albion Spring. 183 Main Road,  
Rondebosch. 7700

3. The postal address of the Fund:

PO Box 44946, Claremont. 7735

4. The contact telephone number for the Fund:

021 – 689 7007

5. The contact facsimile number for the Fund:

021 – 689 7017

6. The e-mail address of the Head of the Fund:

sabier@raam.co.za

**B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE**

In terms of section 10 of the Act, the Human Rights Commission is required to compile a guide to the Act to assist people to exercise their rights under the Act. This guide will become available not later than August 2003. The Human Rights Commission may be contacted at:

Address Private Bag 2700 Houghton 2041,  
Telephone: (011) 484 8300  
Facsimile: (011) 484 0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za).

**C. FUND RECORDS AVAILABLE IN TERMS OF THE PENSION  
FUNDS ACT 24 of 1956**

(a) Copies of the following records of the Fund are available on request by a member of the Fund after payment of any fees determined by the rules of the Fund:

(i) The registered rules of the Fund (including amendments);

- (ii) The last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.
- (b) The following records are available on request by a **member** for inspection at the registered address of the Fund (see A3 above) at no charge:
- (i) the documents referred to in C(a) above;
  - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension Funds Act, 1956;
  - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
  - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
- (c) **Any person** (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar a copy thereof or extract therefrom. The Registrar may be contacted at:
- Address: 446 Rigel Avenue Pretoria  
Telephone (012) 428 8000  
Facsimile: (012) 3470221  
Website: [www.fsb.co.za](http://www.fsb.co.za).

## D. INFORMATION TO FACILITATE A REQUEST FOR ACCESS TO FUND RECORDS

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employer(s) that participate in the Fund as well as from the Fund's administrators and other advisors/service providers.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund
- The head of the Fund must notify the requester by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## E. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). A copy is also available from the Human Rights Commission (see contact details in B above).

## **F. DESCRIPTION OF RECORDS HELD BY THE FUND**

### **Claims (Withdrawals, Retirements, Deaths & (where applicable) Disabilities)**

- Claim Notification Forms
- Calculations (where available), or computerised statement of claim
- Tax Application (where applicable)
- Tax Directive (where applicable)
- IT 88 notifications
- Tax Certificate (Duplicate -where applicable)
- Client / broker payment instruction (where applicable).
- Section 37D- deduction instruction (where applicable).
- Copy of any other court order against benefits
- Payment letter
- Copy of cheque (or cheque/EFT payment reference)
- Beneficiary nomination form (death only)
- Potential beneficiary schedule (if completed by member)
- Potential beneficiary data affidavits (where applicable)
- Insurance received -statement by insurer (deaths only)
- Copy of death certificate
- Statement by Employer (disability only)
- Statement by Employee (disability only)
- Acceptance / Declination Letter (disability only)

### **Member Data**

- New entrant data
- Contribution records
- Member investment choice investment option forms (where applicable)
- Installation & Acquisition data
- Statement of member fund value
- Additional benefit calculations
- Member investment choice investment switch forms (where applicable)
- Flexible benefit member option forms (where applicable)
- Housing loan application and confirmation (where applicable)

### **Section 14 Transfers / Liquidations**

- Calculations
- Option forms (where applicable)
- Tax application forms (where applicable)
- Tax directives (where applicable)
- Tax certificates (duplicate -where applicable)
- Payment letter (liquidations only)
- Copy of Section 14 application lodged (transferor fund)
- Copy of Section 14 (1) (e) certificate (transferee and transferor funds)

### **Pensioners (where applicable):**

- Special tax directives or court orders
- Commutation of pensions –calculations
- Annuity option forms
- Trustee instruction regarding payments
- Certificate of existence



**Disability (if applicable):**

- Medical Reviews -correspondence (where applicable)
- Certificate of continued disability
- Payment/Benefit confirmation
- EFT payment reference
- Recovery Documentation
- Letter of Suspension/Reinstatement from underwriter

**Accounting records****If audit exempt:**

- Abbreviated financial returns prescribed by Pension Funds Act

**If subject to audit:**

- Cashbooks and reconciliations to bank
- General Ledgers.
- Trial Balances
- Annual financial statements
- Audit files with working papers
- Bank statements of fund bank accounts
- EFT files (ACB whilst still applied)
- Deposit slips (where applicable)
- Trustees' annual reports

**Miscellaneous**

- Copies of signed rules and amendments
  - Confirmation of registration and tax approval
  - Minute books
  - Trustees registers
  - Original or copies of any insurance policy documents relating to risk benefits and investments
  - Documentation relating to the review of insurances on an annual basis
  - Agendas for all meetings to be held (if applicable secretarial services are performed)
  - Investment manager mandates or policies of insurance depending on the nature of the investment
  - Copies of statements detailing the asset values for a fund
  - Copies of communication sent to members of the fund
  - Copy of service agreement between fund and Administrator and any other service provider
  - Correspondence to the trustees in respect of fund matters
  - Correspondence to members/beneficiaries/pensioners, where applicable
  - Fund statutory valuation reports, where applicable
  - Copies of Pension Funds Adjudicator complaints lodged
  - Certain communication with the Adjudicator, SARS and FSB
  - Copy of investment strategy
  - Original or copy of fidelity and professional indemnity policy (where applicable)
  - Housing loan documents (where applicable) including any suretyship granted to a bank
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