



Please complete in BLOCK LETTERS using black or blue ink.

This form is issued without admission of liability and must be signed by the applicant and forwarded to the addresses below as an attachment.

Old Mutual

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GUIDELINES

COMPLETE PART A - Creating a secure File Transfer Protocol Account
READ PART B - Important Definitions
UNDERSTAND PART C - Old Mutual Web File Transfer Protocol Password Policy
UNDERSTAND PART D- Terms and Conditions

PART A - CREATING A SECURE FTP USER ACCOUNT

NOTE: New User Accounts can only be requested by the Technical Contact of the Business Account

Business Account Name:

OM_Africa: [Grid]

Home Folder (Official Use) OM_Africa: [Grid]

New FTP Users Name: [Grid]

Email: [Grid]

Tel: [Grid] CELL: [Grid]

New Users Signature: [Signature Box]

Date [D D M M Y Y Y Y]

(Official Use) OM_Africa:

TC Name: [Grid]

TC Signature: [Signature Box]

Date [D D M M Y Y Y Y]

Folder Access (Please Tick): Read [] Write [] List [] Create Folders [] Rename [] Delete []

Your signature serves as proof that you have read and accept the terms of use as stated.

PART B – DEFINITIONS

Secure FTP Business Account – Is a folder that is created for the Cost Centre Owner allowing him to exchange data with an outside entity. This folder only secures communications between Old Mutual and one other outside company. If it is necessary to exchange data with second party, a second Business Account must be requested.

Technical Contact - Is the contact person assigned to the Business Account by the cost center owner. The Technical Contact is the only person that can log calls with the GTS Helpdesk for troubleshooting, account lockouts, password resets and account deletions. The Technical Contact can also be the Cost Centre Owner. This is the 1st User Account created with the business account. For every extra User Account required after the creation of the Business Account, a new User Account form needs to be submitted.

User Account – Each person who logs onto the SFTP server requires a User Account. A User Account can only be associated to one Business Account (folder). You can have multiple User accounts to a Business Account, for each person who requires access. Sharing of user accounts is not permitted as it undermines the security and auditing functionality of the system.

File Extensions – By default only doc, xls, ppt and txt files are allowed to be copied to the SFTP server. If you require other formats such as pdf (adobe) or AVI (movie) please add the name of the extension to the "File Extensions Required" field when creating Business Account. The file extension options are per Business account and changes can be requested by the Technical Contact at any time.

PART C – OLD MUTUAL WS-FTP® PASSWORD POLICY

Introduction

Passwords are the most dominant and first line of defense for most IT systems.

Objective of this Policy

To provide a policy for the construction and use of passwords in such a manner that they may be relied upon to provide a secure means of validating users before access to Old Mutual's secure payroll data transfer capability.

1. Must be **longer than 8** characters.
2. Must contain **one or more numerals**, "0,1,2,3,4,5,6,7,8,9".
3. Passwords **not to be one of the last 12 (twelve) passwords** used previously.
4. Passwords to be **changed at least every 3 months**.
5. Must not be names, common acronyms, initials, birthdays, or phone numbers.
6. **Must not be shared with another user.**
7. Passwords must be changed if suspected that another user knows it.
8. When passwords are created for the first time or if a password is reset by **Old Mutual Group Technology Services**, the user will be forced to change the password next time he/she logs in.
9. It is the responsibility of the fund administrator to request a password reset for a new user should the user at a client change and the client has failed to notify the OM Business contact of such a user change.

PART D – SECURE FTP SERVICES | TERMS AND CONDITIONS

General

1. Any reference herein to "Old Mutual" shall be deemed to include Old Mutual PLC, as well as all the legal entities in which Old Mutual plc has a direct controlling interest or an indirect controlling interest through another company or through other companies (the "Old Mutual Group").
2. I guarantee that the information provided in my application for a Secure FTP Account is accurate, truthful and correct. I further guarantee that the information provided/that I may in future provide in my application for any of the Secure FTP services is/will be accurate, truthful and correct.
3. I acknowledge that the user number issued to me for purposes of providing me with access to Old Mutual's Secure FTP services is Old Mutual's property and may be revoked or suspended by Old Mutual at any time.
4. I further acknowledge that my aforesaid user number (and consequently also my access to Old Mutual's Secure FTP services) shall be revoked should I breach any of these terms or conditions or any of the terms and conditions pertaining to a particular restricted internet service.

5. I agree that Old Mutual:
 - 5.1 May at any time and without notice to me, change or terminate any of the services and tools provided;
 - 5.2 Shall be entitled to change these terms and conditions at its discretion. The changed/new terms and conditions shall be communicated in writing by Old Mutual. Should I use or transact on Old Mutual's website after amendments have been made to these pages, I shall be regarded as having read and agreed to the amended terms. Should I not agree to the changed terms and conditions I shall be entitled to terminate my Old Mutual Secure FTP services by giving written notice of termination to Old Mutual.
6. I acknowledge that Old Mutual does not and has not given or made any guarantees or representations of any kind regarding the accuracy, applicability or content of the information, services and/or tools provided on the website. Although reasonable care is exercised by Old Mutual in the compilation of such information, services and tools, Old Mutual does not accept liability for any loss, damage or expense that may be incurred as a direct or indirect consequence of reliance placed thereon and we suggest that, before taking any decisions based thereon, you first consult your Old Mutual Employee Benefits administrator.

User Responsibilities

7. I shall keep my user number and PIN confidential and shall not allow others access thereto or the use thereof.
8. Should I become aware of any breach or attempted breach of Old Mutual's data security I shall inform Old Mutual's management without delay and in writing.
9. I agree to have a personal email address at all times and that all communications from Old Mutual with regard to services provided or updates to the Secure FTP services will be communicated to me via this personal email address. I agree to notify Old Mutual of any changes to my personal email by advising the Old Mutual Employee Benefits administrator in writing Liability
10. I agree to bear full responsibility for all activities that take place on my Secure FTP services account, should I:
 - 10.1 Notwithstanding the undertaking in 7 above, share my access rights with any other person by disclosing or allowing others to gain knowledge of my user number and password; or
 - 10.2 Leave my browser unattended while in an active browser session; or
 - 10.3 Fail to log off after each session and clear my browser history; or
 - 10.4 In any other manner conduct or access my Secure FTP services carelessly or negligently.
11. I acknowledge and accept that any use of my Secure FTP services is at my own risk. Without limiting the generality of the aforesaid, I acknowledge that Old Mutual will not, under any circumstances, be liable to me for any loss or damages (including consequential, direct, indirect, special, punitive or incidental damages) arising from:
 - 11.1 Any defect or fault in my hardware and/or software; or
 - 11.2 Any failure or fault in connectivity to the internet; or
 - 11.3 The unavailability of the Old Mutual website or contact centre for any reason whatsoever; or
 - 11.4 Any failure on the part of Old Mutual to carry out instructions given online under circumstances where such failure is the result of a cause beyond Old Mutual's control; or
 - 11.5 The circumstances listed in 10.1 to 10.4 above.
12. Should Old Mutual institute legal proceedings against me as a result of my breach of these terms and conditions or the terms and conditions pertaining to a business service/restricted internet service or in regard to my use of the Old Mutual website, Old Mutual shall be entitled to recover from me all costs incurred in this regard, including attorney-and-down-client costs.

Use of Personal Details

13. I agree that my personal details may be disclosed to organisations within the Old Mutual Group and that my ID number and email address will be used to authenticate me for any telephonic contact with the Old Mutual Secure Services contact centre.
14. I hereby authorise Old Mutual to verify any of the information supplied in my application and to this end authorise third parties in possession of relevant information to disclose such information to Old Mutual for verification purposes.

Jurisdiction and Applicable Law

15. Any transaction concluded via Old Mutual's internet services or any claim that may arise in consequence of the use of Old Mutual's internet services shall be governed by the law of the Republic of South Africa and the state of Namibia.

