



**OMBANK**



# PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act of 2000 (as amended) (PAIA) and The Protection of Personal Information Act, 4 of 2013 (POPIA)

**Date of Compilation: March 2025**

Insure | **Bank** | Invest

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## 1. PURPOSE OF PAIA MANUAL

OM Bank promotes the right to privacy as set out in the Protection of Personal Information Act, 2013. OM Bank also recognizes the right to access information that it may hold where that information is required to exercise or protect any rights in terms of the Promotion of Access to Information Act, 2003.

This manual has been drafted with the intent to enable and facilitate the process for access to information requests to OM Bank. It contains the requirements to request access to records held by OM Bank Limited and/or records held by OM Bank as a subsidiary of the Old Mutual Group. This PAIA Manual is useful for the public to:

- 1.1. check the categories of records held by OM Bank which are available without a person having to submit a formal PAIA request;
- 1.2. have a sufficient understanding of how to make a request for access to a record of OM Bank, by providing a description of the subjects on which OM Bank holds records and the categories of records held on each subject;
- 1.3. know the description of the records of OM Bank which are available in accordance with any other legislation;
- 1.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.6. know if OM Bank will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.9. know if OM Bank has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 1.10. know whether OM Bank has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



## 2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF OM BANK

- 2.1. OM Bank Information Officer  
Name: Pheona Haertel  
Email: [privacy@ombank.com](mailto:privacy@ombank.com)
- 2.2. OM Bank Deputy Information Officer  
Name: Ray Defteros  
Email: [privacy@ombank.com](mailto:privacy@ombank.com)
- 2.3. Information Co-ordinator  
Name: Wesley Gounden  
Email: [privacy@ombank.com](mailto:privacy@ombank.com)
- 2.4. Old Mutual Chief Privacy Officer  
Tel: 021 509 9111  
Email: [paia@oldmutual.com](mailto:paia@oldmutual.com)
- 2.5. National or Head Office Postal Address:  
Old Mutual  
PO BOX 66  
Cape Town, 8000



## 3. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE INFORMATION REGULATOR'S GUIDE

- 3.1. The Information Regulator has published a PAIA Guide to provide information in an easy to understand document to any person who wishes to exercise any of the rights set out in PAIA and POPIA. The Guide is an easy to understand document

- 3.2. The Guide is available in English, Sesotho and Afrikaans.
- 3.3. The aforesaid Guide contains the description of:
  - 3.3.1. the objects of PAIA and POPIA;
  - 3.3.2. the postal and street address, phone and fax number and, if available, email address of:
    - 3.3.2.1. the Information Officer of every public body, and
    - 3.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 3.3.3. the manner and form of a request for:
    - 3.3.3.1. access to a record of a public body contemplated in section 11; and
    - 3.3.3.2. access to a record of a private body contemplated in section 50;
  - 3.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
  - 3.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 3.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
    - 3.3.6.1. an internal appeal;
    - 3.3.6.2. a complaint to the Regulator; and
    - 3.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - 3.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 3.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 3.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
  - 3.3.10. the regulations made in terms of section 92.
- 3.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 3.5. The Guide can also be obtained:
  - 3.5.1. upon request to the Information Regulator;
  - 3.5.2. from the website of the Information Regulator ([www.justice.gov.za/inforeg/](http://www.justice.gov.za/inforeg/)).
- 3.6. A copy of the Guide is available for public inspection during normal office hours.



#### **4. CATEGORIES OF RECORDS OF OM BANK WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

In terms of Section 52 of PAIA, the following categories of OM Bank records are available without a person having to request access:

1. Annual financial reports
2. Interim audited report
3. Product information
4. Advertising pamphlets and brochures
5. Newsletters
6. Memorandum of Incorporation (MOI)



## 5. DESCRIPTION OF THE RECORDS OF OM BANK WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

| CATEGORY OF RECORDS  | APPLICABLE LEGISLATION  |
|--|---|
| <p>Memorandum of incorporation Shareholder</p> <p>Records Secretarial Records</p> <p>Audit Records</p> <p>Banking Records</p> <p>Directors Details</p>   | Companies Act 71 of 2008  |
| PAIA Manual  | Promotion of Access to Information Act 2 of 2000  |
| <p><b>The following information about customers:</b></p> <p>Name and surname, contact number, identity number, date of birth, phone number, age, address, country of residence, banking details, credit score, occupation</p> <p>Transactional details</p>   | <p>National Credit Act, 34 of 2005</p> <p>Banks Act 94 of 1990</p> <p>Long Term Insurance Act 52 of 1998</p> <p>Short-term Insurance Act 53 of 1998</p>               |
| <p><b>The following information about Employees:</b></p> <p>Employee name and surname, contact number, identity number, passport number, phone number, age, address, banking details)</p> <p>Family Records (i.e. next of kin name and surname, contact number)</p> <p>Medical Details</p> <p>Professional History (Occupation, Qualifications)</p> <p>Demographic details (Age, Income, Gender, Location)</p> <p>Financial Records (Salary, Banking Details, SARS related information)</p> <p>Behavioural data (Criminal checks, performance, disciplinary)</p> | <p>Employment Equity Act 55 of 1998</p> <p>Basic Conditions of Employment Act 75 of 1997</p> <p>Labour Relations Act 66 of 1995</p> <p>Income Tax Act, 58 of 1962</p> |
| <p>Identity of prospective or existing client and occupation</p> <p>Ownership and Control Structure of the Client/Entity</p> <p>Information regarding the business relationship (nature and purpose of business)</p> <p>The source of income/ funds/wealth that the client expects to use during the business relationship</p> <p>The anticipated level and nature of the activity that is to be undertaken during the business relationship</p> <p>The nature and extent of the activity/business activity that the client may be involved in</p>               | <p>Financial Intelligence Centre Act 38 of 2001</p> <p>Prevention of Organised Crime Act, 121 of 1998</p>   |

|   |  |
|---|--|
| <p>Record statistics and information regarding the occurrence and causes of accidents and occupational diseases</p> <p>Employee identification details and documents</p> <p>Employee to submit to medical examination</p> <p>A register or other record of wages, time worked, payment for piece work and overtime and all other prescribed particulars</p> <p>Any document that is seen as evidence: e.g., sworn statement, etc.</p>   | <p>Compensation for Occupational Injuries and Diseases Act 130 of 1993</p> |
| <p>Clients' identification details and document</p> <p>Demographic records Demographic details (Age, Income, Gender, Location)</p> <p>Financial records</p> <p>Records of premature cancellations of transactions or financial products by clients</p> <p>Records of complaints received together with an indication whether or not any such complaints have been resolved</p> <p>Full and proper accounting records</p> <p>Records of all funds received and payments made and of all assets, liabilities and financial transactions</p> | <p>Financial Advisory and Intermediary Services Act 37 of 2002</p>         |
| <p>Address of the Employer, and its branches</p> <p>Names, identification numbers and monthly remuneration of employees and the address at which the employee is employed</p> <p>Employee Identification details and documents</p> <p>Financial Records (Salary, Banking Details, SARS details)</p> <p>Amount of benefits for purposes of section 13(3)</p> <p>Benefits the applicant is entitled to</p>  | <p>Unemployment Insurance Act 63 of 2001</p>                               |



## 6. DESCRIPTION OF THE SUBJECTS ON WHICH OM BANK HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

| CATEGORIES OF RECORDS HELD                                    |                              |
|---|------------------------------|
| Short-term banking products                                   | Long-term insurance products |
| Savings products  | Trust services               |
| Short-term Insurance products                                 | Lending products             |
| Investment and risk products to groups and schemes            |                              |
| COMPANY RECORDS   |                              |
| Finance and supporting documentation                          | Distribution                 |
| Actuarial   | Marketing                    |
| Client care   | Information Technology       |
| Product management  | Human Resources              |
| All records kept in terms of the Company Laws of South Africa |                              |

## SUBJECTS ON WHICH RECORDS ARE HELD

|  |                                    |                                 |
|--|------------------------------------|---------------------------------|
| Advisor                                | Employer                           | Offender/Suspected Offender     |
| Banking Institutions                   | Event Delegate                     | Official                        |
| Beneficiary                            | External Juristic                  | OM Bank Employee                |
| Board Member                           | Home Buyer/Tenant                  | Policyholder                    |
| Candidate                              | Independent Broker                 | Premium Payer                   |
| CGIC Buyer                             | Independent Contractor             | Prospect                        |
| Child                                  | Individual Acting On Behalf Of     | Referee                         |
| Complainant/Enquirer                   | Individual Captured by CCTV Images | Rewards Member                  |
| Consultant                             | Interested Individual              | Shareholder                     |
| Contracting Party                      | Intermediary                       | Social Responsibility Recipient |
| Co-Signatory                           | Investor                           | Subsidiary Company              |
| Customer (including Banking Customers) | Life Covered                       | Vendor                          |
| Director                               | Member                             | Witness                         |
| Donor                                  | Next of Kin                        |                                 |

## THE FOLLOWING RECORDS ARE HELD IN RESPECT OF THE ABOVEMENTIONED DATA SUBJECTS

|                             |                                  |
|-----------------------------|----------------------------------|
| 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                    | Policyholder                     |
| Contractor                  | Shareholder                      |
| Investor                    | External Companies               |
| Subsidiary Companies        | Broker                           |
| Adviser                     | Directors                        |
| Consultant                  | Employee                         |
| Information Technology      | Banking Institutions             |
| Client                      | Official/Legal                   |
| Product and Services        | Policy Documents                 |
| Contracts                   | Rules of Funds                   |



## 7. PROCESSING OF PERSONAL INFORMATION

| PURPOSE OF THE PROCESSING                   |  |
|---|--|
| Application for Employment                  | Legal Proceedings                        |
| Claim Checks                                | Market Research and Statistical Analysis |
| Claims Management                           | Marketing                                |
| Compliance Assessment                       | Operations                               |
| Compliance with Legislation                 | Personal Information Maintenance         |
| Credit Reference Checking                   | Provision of Products and Services       |
| Debt Tracing and Recovery                   | Record Keeping                           |
| Employment Management and Administration    | Social Responsibility                    |
| Fraud, Crime and Money Laundering Detection | Underwriting                             |
| Identify Verification                       |  |

### 7.1 . OM Bank may process your personal information for a variety of reasons, including to:

- assess and process your application for a product or service;
- conduct affordability assessments, credit assessments and credit scoring;
- conduct and facilitate onboarding, account opening and authentication;
- conduct security and identity verification, and checking the accuracy of customer personal information;
- open, manage and maintain customer accounts or relationships;
- provide, deliver and facilitate provision or delivery of products and services to you;
- enable you to participate in and make use of value-added solutions;
- enable you to participate in customer rewards programmes;
- process your payment instructions;
- communicate with you and carry out your instructions and requests;
- respond to your enquiries, communications and complaints;
- send administrative and service communications to you;
- request feedback on our products and services;
- send you marketing, promotional communications; and promotional competitions;
- enforce and collect on an agreement where a customer is in default or breach;
- protect and enforce our rights and remedies in the law;
- protect our services and detect, prevent and report theft, fraud, money laundering, corruption and other crimes;
- meet record-keeping obligations;
- fulfil reporting requirements and information requests;
- conduct market and behavioral research to identify trends;
- determine the effectiveness of our marketing and promotional campaigns;
- develop, implement, monitor and improve our business processes, policies and systems;
- determine what products / services you hold with the Old Mutual Group;
- any other related purpose /reason.

### 7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

| CATEGORIES OF DATA SUBJECTS |                                 |
|-----------------------------|---------------------------------|
| Shareholders                | Clients                         |
| Board Members/Directors     | Banking Institutions            |
| Employees                   | External companies/Contractors  |
| Officials                   | Suppliers and Service Providers |
| Consultants                 | Policyholders                   |

|  |   |
|--|---|
| Offenders and suspected offenders              | Pension Fund Members and Beneficiaries                                  |
| Investors                                      | Individuals captured by CCTV images                                     |
| Complainants, enquirers                        | Individuals who have indicated interest in our products and/or services |
| Employers and employees of other organisations | Prospective employees/candidates  |
| Witnesses                                      | Co-Signatories and Individuals Acting on Behalf Of                      |
| Subsidiary Companies                           | Next of Kin   |
| Advisers                                       | Buyers  |
| Independent Brokers                            | Children  |
| Lives Covered                                  | Prospective Employee Referees   |
| Donors   | Rewards Members   |
| Home Buyers and Tenants                        | Social Responsibility Recipients  |
| Premium Payers                                 |   |

| CATEGORY AND TYPE OF PERSONAL INFORMATION PROCESSED         |   |
|---|---|
| Personal Information Category                               | Personal Information Type   |
| Identifier  | Name<br>Address Information/Details<br>Contact Number<br>Email Address<br>Identifying<br>Number<br>Location Information/Data<br>Online identifier<br>Other Particular Assignment to Data Subject<br>Symbol                                  |
| Physiological/Physical/Mental                               | Age<br>Date of Birth<br>Gender<br>Pregnancy<br>Status   |
| Economic  | Education Information<br>Employment<br>Information Financial<br>Information   |
| Cultural/Social   | Colour<br>Correspondence Sent<br>Culture<br>Language<br>Marital Status<br>National<br>Origin<br>Personal Opinions, Views or Preferences of the Data Subject<br>Social Origin<br>Views/opinions of another individual about the Data Subject |
| CATEGORY AND TYPE OF SPECIAL PERSONAL INFORMATION PROCESSED |   |
| Personal Information Category                               | Personal Information Type   |
| Physiological/Physical/Mental                               | Health<br>Sexual Orientation  |

|                               |  |
|-------------------------------|--|
| Biometric/Genetic Information | Biometric Information/Data<br>Genetic Information/Data   |
| Economic                      | Trade Union Membership   |
| Cultural/Social               | Criminal Information<br>Ethnic Origin<br>Political Persuasion/Opinions<br>Race<br>Religious or Philosophical Beliefs |

### 7.3 The recipients or categories of recipients to whom the personal information may be supplied

We sometimes wish to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary, we are required to comply with all aspects of the POPIA.

What follows is a description of the types of organisations we may choose to share some of the personal information we process with for one or more reasons. Where necessary or required we share information with:

|   |   |
|---|---|
| Family, associates and representatives of the person whose personal information we are processing | Current, past and prospective employers |
| Employment and recruitment agencies   | Educators and examining bodies          |
| Financial organisations   | Claims investigators                    |
| Credit reference agencies   | Suppliers and service providers         |
| Healthcare, social and welfare organisations  | Private investigators                   |
| Healthcare professionals  | Industry bodies                         |
| Central government  | Ombudsman and regulatory authorities    |
| Police forces and courts, where necessary   | Survey and research organisations       |
| Operators   | Debt collection and tracing agencies    |
| Business associates and other professional advisers   | Other companies in the Old Mutual Group |
| Professional advisers and consultants   | Auditors                                |
| Claimants, beneficiaries, assignees and payees  | Pension fund administrators             |
| Press and the media   | Trade unions                            |
| Persons making an enquiry or complaint  | Security organisations                  |

### 7.4 Planned transborder flows of personal information

From time to time we may wish to share personal information of data subjects with third parties in other countries. We are required to ensure that when we need to do this, we comply with the POPIA.

Such sharing will only be done if one of the following requirements are met:

- (a) the third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that:
  - (i) effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in the Protection of Personal Information Act; and
  - (ii) includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- (b) the data subject consents to the transfer;
- (c) the transfer is necessary for the performance of a contract between the data subject and the company in question, or for the implementation of pre-contractual measures taken in response to the data subject's request;
- (d) the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data

subject between the company in question and a third party; or

(e) the transfer is for the benefit of the data subject, and:

- (i) it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
- (ii) if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

## 7.5 General description of Information Security Measures to be implemented by OM Bank to ensure the confidentiality, integrity and availability of the information

Information is one of our most valuable assets. Safeguarding and preserving the confidentiality, integrity, and availability of our customer and employee information is imperative to our operations and is treated as critical to our business strategy.

As a responsible business continuously investing in the improvement of our information security posture and ensure that we remain resilient as threat vectors evolve. We are committed to cultivating an information security culture throughout our organization supported by processes, procedures and policies that continually enhance the security of our environment and the data we process throughout our organisation by:

- Making sure information security controls are adequately implemented and applying monitoring of the control environment.
- Making sure that information is protected with appropriate access, disclosure, disruption, modification, or destruction.
- Making sure access is restricted based on function with permission granted and modified based on changes in function with access revoked on termination of employment.



## 8. AVAILABILITY OF THE MANUAL

8.1 A copy of the Manual is available:

- 8.1.1 on the OM Bank app
- 8.1.2 at the head office of OM Bank for public inspection during normal business hours;
- 8.1.3 to any person upon request and upon the payment of a reasonable prescribed fee, where applicable; and
- 8.1.4 to the Information Regulator upon request.

8.2 A fee for a copy of the Manual, as contemplated in Annexure B of the PAIA Regulations, shall be payable per each A4- size photocopy made.



## 9. HOW TO REQUEST ACCESS TO RECORDS

1. Requestors are to complete the prescribed Form 2. See Annexure A for Form 2.
2. The completed Form 2 may be posted or emailed to the OM Bank Information Officer at the following addresses:

| Method         | Details  |
|----------------|--|
| Email address  | <a href="mailto:privacy@ombank.co.za">privacy@ombank.co.za</a>   |
| Postal address | OM Bank<br>PO BOX 66<br>Cape Town<br>8000                        |
| Street address | OM Bank<br>Mutualpark<br>Jan Smuts<br>Drive<br>Pinelands<br>7405 |
| Phone number   | 08600MBANK   |

3. 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 PAIA



## **10. MANUAL UPDATES**

The Information Officer will on a regular basis update this manual.

Issued by the OM Bank

OM Bank Information Officer

Version 1, March 2025



## 11. ANNEXURES

### ANNEXURE A

### FORM 2

#### Request for Access to Record (PAIA Regulation 7)

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

**TO:** The OM Bank Information Officer

**Address:** Mutualpark  
Jan Smuts Drive  
Pinelands  
7405  
South Africa

**E-mail Address:** privacy@ombank.co.za

Mark with an "X":

Request is made in my own name

Request is made on behalf of another person

| PERSONAL INFORMATION  |           |  |
|---|-----------|--|
| <b>REQUESTER</b>  |           |  |
| Full Names  |           |  |
| Identity Number   |           |  |
| Capacity in which request is made (if <i>made on behalf of another person</i> ) |           |  |
| Postal address  |           |  |
| Street address  |           |  |
| Email address   |           |  |
| Contact number  | Landline: |  |
|   | Cellular: |  |
| <b>DATA SUBJECT</b>   |           |  |



|                                    |           |  |
|------------------------------------|-----------|--|
| <i>(if different to Requester)</i> |           |  |
| Full Names                         |           |  |
| Identity Number                    |           |  |
| Postal address                     |           |  |
| Street address                     |           |  |
| Email address                      |           |  |
| Contact number                     | Landline: |  |
|                                    | Cellular: |  |

**PARTICULARS OF RECORDS REQUESTED**

*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).*

|  |  |
|--|--|
| Description of record or relevant part of the record |  |
| Reference number, if applicable                      |  |
| Any further particulars of record                    |  |

**TYPE OF RECORD**

*Mark the applicable box with an "X"*

|   |  |
|---|--|
| Record is in written or printed form  |  |
| Record comprises virtual images <i>(this includes photographs, slides, videos, 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   |  |



| <b>FORM OF ACCESS</b><br><i>Mark with the applicable box with an "X"</i>   |  |
|--|--|
| Printed copy of the 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 (written or printed document)  |  |
| Copy of record on flash drive (including virtual images and soundtracks)   |  |
| Copy of record on compact disc (including virtual images and soundtracks)  |  |
| Copy of record saved on cloud storage server   |  |

| <b>MANNER OF ACCESS</b><br><i>Mark the applicable box with an "X"</i>  |  |
|--|--|
| Personal inspection of the record at the registered address of OM Bank <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<br><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**

*If the provided space is inadequate, please continue on a separate page and attach it to this form. The requestor must sign all the additional pages.*

|   |  |
|---|--|
| 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 |  |

**FEES**

- a) A request fee must be paid before the request will be considered
- b) You will be notified of the amount of the access fee to be paid
- c) 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
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

|        |  |
|--------|--|
| Reason |  |
|--------|--|

**CORRESPONDENCE PREFERENCE**

*You will be notified in writing whether your request has been approved or denied, and if approved, what fees are payable, if any. Please indicate your preferred manner of correspondence (mark with an "X").*

|                          |      |                          |       |
|--------------------------|------|--------------------------|-------|
| <input type="checkbox"/> | Post | <input type="checkbox"/> | Email |
|--------------------------|------|--------------------------|-------|

|                       |                      |
|-----------------------|----------------------|
| <b>Postal Address</b> | <b>Email Address</b> |
|                       |                      |



OMBANK

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of 20\_\_\_\_\_

\_\_\_\_\_  
Signature of requestor / person on whose behalf request is made