

MANUAL

Prepared in terms of Section 51 of

The Promotion of Access to

Information Act 2 of 2000

For

Citadel Investment Services Limited

(Registration number: 1996/006847/06);

Citadel Direct (Proprietary) Limited

(Registration number: 1998/020731/07);

and

Citadel Private Clients (Pty) Limited

(Registration number: 1998/016676/07)

("the Companies")

Introduction

The Companies all perform investment advisory and management services. This is the manual required in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") to assist persons in obtaining information from the Companies, as provided for in the Act.

Contact details: head of private body for the purposes of the Act

Citadel Investment Services Limited

Designation: Head: Group Communications

Postal address:
Private Bag X9
Lynnwood Ridge
0040

Registered Address:
Eastwood Office Park
LizJohn Street
Protea House
Block B
Lynnwood Ridge X13

Citadel Direct (Proprietary) Limited

Designation: Head: Group Communications

Postal address:
Private Bag X9
Lynnwood Ridge
0040

Street Address:
Eastwood Office Park
LizJohn Street
Protea House
Block B
Lynnwood Ridge X13

Telephone number: 012 470 2500
Fax number: 012 470 2600
E-mail address:

Citadel Private Clients (Proprietary) Limited

Designation: Chief Executive Officer

Postal address:
Private Bag X9
Lynnwood Ridge
0040

Street Address:
Eastwood Office Park
LizJohn Street
Protea House

Block B
Lynnwood Ridge X13

Telephone number: 012 470 2500
Fax number: 012 470 2600
E-mail address: .

South African Human Rights Commission guide on how to use the Act

This guide will be available from the South African Human Rights Commission, not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:
Postal address:
Private Bag 2700
Houghton
2041

Telephone: 011 484 8300
Fax: 011 484 0582
Website: www.sahrc.org.za

Description of records available in terms of other legislation

The following records are available in terms of legislation, other than the Act:

- All records required to be available in terms of the company laws of South Africa.
- All records kept in terms of legislation applicable to the business conducted by the Companies and the financial services industry in general.

Access to records

Records regarding the following subjects are held:

- Records required in terms of company law
- Records required in terms of other legislation applicable to the business of the Companies
- The services offered by the Companies
- Clients
- Investments and investment management
- Research conducted
- Employees.

The following categories of records may be held in relation to the above subjects:

- Confidential

- Personal
- Commercial
- Financial
- Group/company incorporation
- Legal
- Trade
- Business
- Investor.

How to request information

- The prescribed application form must be completed. If the requester needs help on where to obtain the application form, or any other matter, the requester can contact the head of the Company for the purposes of the Act (see contact details above).
- Sufficient detail must be provided on the request form to enable the head of the private body to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected 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 another 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 private body.
- The completed application form must be sent to the postal or e-mail address or fax number set out above, for the Company concerned, and marked for the attention of the head of the Company for the purposes of the Act (see designation set out above).
- The application will be processed and the requester will be informed of the fees (if any) which must be paid and of the different procedures that must be followed until the application is finalised.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

Availability of the manual

A copy of this manual is available at the Companies' offices, on the Companies' websites, through the South African Human Rights Commission and in the government gazette.

Acknowledgement:

In compiling this manual reference has been made to the blueprint for private bodies for the manual required in terms of section 51 of the Act, provided by the South African Human Rights Commission.

