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**NAME OF COMPANY:** This manual applies to the Western Union companies conducting business in the Republic of South Africa: Western Union Financial Services International (Incorporated in France) (Registration **2001/002548/10.**) and Western Union South Africa (PTY) Limited (Registration **2012/186667/07**)

**MANUAL**

**in terms of**

**Section 51 of**

**The Promotion of Access to Information Act**

**2/2000**

**(the "ACT")**

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## **1. INTRODUCTION**

The Western Union Group is a leader in global money movement and payment services, providing people and businesses with fast, reliable and convenient ways to send money and make payments around the world.

Western Union Financial Services International Incorporated in France (External Profit Company) is a subsidiary within the Western Union Group of Companies and provides services such as consulting, training and technical assistance services, excluding regulated financial activities, to other Western Union subsidiaries and third parties.

Western Union South Africa (PTY) Limited was incorporated in South Africa to support the Western Union business. The Company operates in South Africa.

## **2. COMPANY CONTACT DETAILS**

Branch Representatives: Mr Umang Vaish

Office Manager: Ms. Julia Bergstedt

Postal Address: Cube WS, Unit 9 – The Straight, The Straight Avenue, Pine Slopes, Fourways, Sandton, 2194, South Africa

Street Address: Cube WS, Unit 9 – The Straight, The Straight Avenue, Pine Slopes, Fourways, Sandton, 2194, South Africa

Telephone Number: +27 011 549 3302

Email: [umang.vaish@wu.com](mailto:umang.vaish@wu.com)

## **3. HUMAN RIGHTS COMMISSION ("HRC") GUIDE**

The South Africa Human Rights Commission ("SAHRC") has compiled a guide, as contemplated in section 10 of the Act, which will contain information for the purposes of exercising Constitutional Rights.

The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600
Fax Number:	+27-11-403 0625
Website:	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

## **4. APPLICABLE LEGISLATION**

### LIST OF APPLICABLE LEGISLATION

- Basic Conditions of Employment Act 75 of 1997
- Bills of Exchange Act 34 of 1964
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Businesses Act 71 of 1991

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- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa 108 of 1996
- Consumer Protection Act 68 of 2008
- Currency and Exchanges Act 9 of 1933
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Employment Tax Incentive Act 26 of 2013
- Financial Intelligence Centre Act 38 of 2001
- Financial Services Ombud Schemes Act 37 of 2004
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Minimum Wage Act 9 of 2018
- National Payment System Act 78 of 1998
- Occupational Health and Safety Act 85 of 1993
- Prescription Act 68 of 1969
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Access to Information Act 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
- Protection of Personal Information Act 4 of 2013
- Public Holidays Act 36 of 1994
- Securities Transfer Tax Act 25 of 2007
- Skills Development Levies Act 9 of 1999
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

*\* Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.*

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## **5. SCHEDULE OF RECORDS**

### **INFORMATION AUTOMATICALLY AVAILABLE**

- Pamphlets \ Brochures
- Posters
- Reports
- Marketing and Promotional Material
- Website address:

### **INFORMATION AVAILABLE IN TERMS OF THE ACT - ON REQUEST**

#### **Statutory Business Records**

- Index of Members
- Memorandum of Incorporation
- Register of Directors and Officers

#### **Accounting Records**

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements, cheque books, cheques
- Customer and supplier statements and invoices
- Cash books and petty cash books
- Fixed asset register
- Tax returns and assessments
- VAT returns
- Lease or instalment sale agreements
- Budgets and business plans
- Insurance records
- Investment records
- Auditor's reports
- Systems documentation

#### **Information Technology**

- Agreements
- Client Database
- Hardware
- Internet
- Licenses
- Operating systems
- Software packages

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- Systems support, programming and development
- Telephone lines, leased lines and data lines

### **Insurance**

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

### **Legal, Agreements and Contracts**

- Agreements with contractors, suppliers and clients
- Agreements with customers
- Agreements with shareholders, officers or directors

### **Personnel Records**

- Disciplinary records
- Employee evaluation and performance records
- Employee information records
- Employment applications
- Employment contracts
- Employment equity plan
- Health and safety records
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Medical aid records
- Organisational design
- Payroll
- Personnel File
- Pension Fund information
- Policies and procedures
- Recruitment and appointments
- Salary and wage registers
- Salary slips and wage cards
- Staff records after employment
- UIF, PAYE and SDL returns
- Workmen's Compensation Documents

### **Sales and Marketing**

- Public relations policies and procedures

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## **6. FORM OF REQUEST**

To facilitate the processing of your request, kindly:

- 6.1** Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za).
- 6.2** Address your request to the Mr Umang Vaish Regional Director
- 6.3** Provide sufficient details to enable the COMPANY to identify:
  - (a) The record(s) requested;
  - (b) The requester (and if an agent is lodging the request, proof of capacity);
  - (c) The form of access required;
  - (d) (i) The postal address or fax number of the requester in the Republic;  
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **7. PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1** A requestor is required to pay the prescribed fees (R50.00 as a guide) before a request will be processed;
- 7.2** If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3** A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4** Records may be withheld until the fees have been paid.
- 7.5** The fee structure and prescribed form C is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za)

## **APPROVAL OF INFORMATION MANUAL**

This information manual has been prepared in accordance with Section 51(1) of the Promotion of Access to Information Act, No.2 of 2000 and is hereby approved:

Signed at JOHANNESBURG this 3<sup>rd</sup> DEC '2021 (date)

  
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Umang Vaish  
Information Officer

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