



REQUIREMENTS NOTICE

Requirements to be adhered to when a request under the Promotion of Access to Information Act No. 2 of 2000 (PAIA) is made by you, the customer

In terms of Section 53 (1) of the PAIA you are required to complete the Prescribed Form.

The completed Form can be sent for the attention of the "Information Officer" for the purpose of the PAIA as follows:

Postal Address:

The Information Officer (PAIA)
Lycamobile South Africa (Pty) Limited
Block A Unit 4 (A4) – Deco Phase II – Stand 434
Cnr New Market Road and Witkoppen Road
Hoogland Ext 59
Randburg
Johannesburg

or Fax: +27 xxx xxx xxxx

or E-Mail: PAIA@lycamobile.co.zam

The following documents must be attached to the Prescribed Form:

- Copy of the identification document you used when registering your SIM Card at the Point of Sale
- Proof of ownership in respect of the mobile number on which your information is requested
- Consent Letter (where the request is made by you on behalf of another person)

The Information Officer will then check your completed Prescribed Form for compliance with the PAIA and then send it for processing. Once the request has been processed, you will be contacted to arrange for payment of the prescribed processing fee.

In terms of the PAIA, there is a period of 30 days within which your request will be processed and the information submitted to you if your application has been approved.

The record will only be sent through to you once this payment has been made.



Payment can be made into Lycamobile's bank account as follows:

Account Holder Name: Lycamobile South Africa (Pty) Limited
Registration Number: 2012/081978/07
Account Number: 40-9193-3149
Branch: CRESTA
Branch Code: 632005

Please reference on the payment your name and your mobile number.

Kindly remember to fax through proof of payment to Lycamobile upon which the record(s) requested will be send to you.