

## “INTRODUCTION/CONSENT LETTER”

We require this form to be signed for the following reasons:

1. Officially appointing a Mila Azania Holdings consultant.
2. Provide you with details of when your personal information will be used or obtained.
3. Provide you with a summary of our services.
4. Provide you with information should you have a complaint in the future.
5. Consent to Mila Azania Holdings and its affiliates conducting background checks on you and your company.

### About Mila Azania Holdings

Mila Azania Holdings is a registered private company which offers services such as:

- Project Order Funder
- Project Management

We are engaged in various industries such as:

- |                      |                      |
|----------------------|----------------------|
| • Manufacturing      | • Construction       |
| • Mining             | • Project Management |
| • Telecommunications | • Wholesale          |

### About Your Consultant

Your Mila Azania Holdings consultant is **Nkgopoleng Sebake** \_\_\_\_\_

A representative of Mila Azania Holdings since **October 2025** \_\_\_\_\_

And has a mandate to render services relating only to the products as indicated above. We only accept responsibility for the activities performed by the consultant within the scope of his/her mandate to provide services in respect of the above. If you are offered anything outside this mandate, please contact our compliance department immediately. Your consultants' details are as follows:

Office Physical address: **Menlyn Maine Office**

210 Amarand Avenue

Pegasus Building

Pretoria

0181

Office contact number: 012 111 1447

Cell Number:

Email address:

## Your Complaints Process

If you have a complaint in respect of the services rendered to you, or if you are uncertain about the extent of the Consultant's authority, please direct your queries to our compliance division on 061 587 8542 or email **Anele Myeni – Legal Manager** on [anele@milaazania.co.za](mailto:anele@milaazania.co.za) for full details on our complaints handling procedure. Should your complaint not be handled to your satisfaction, you may forward the matter to the Office of the Director. Standard procedure at the Office of the Director requires you provide evidence of your attempt to resolve the matter with our compliance division.

**Mzamo Myataza**

**Email.** [mzamo@milaazania.co.za](mailto:mzamo@milaazania.co.za)

**Tel/Cell:** 012 111 1447

**Address:** 210 Amarand Avenue, Menlyn Maine, Pretoria, 0181

## Declaration

This declaration contains the consents, guarantees and undertakings that you, the client, agree to. You agree that the information below will apply to all products (and services) whereby you have entered into an agreement with us for the duration of the agreement.

### Your personal information

- We need to collect and process some of your personal information in terms of various laws and to provide products or services to you, to confirm, update and enhance our records from time to time to provide you with these goods and services.
- Acceptance of these terms is voluntary, but it is a requirement for the provision of products or services to you.
- If you do not accept these terms, we cannot activate and service your agreements with Mila Azania Holdings and its affiliates.
- As this information forms the basis of our assessment and terms, we offer you, it must be correct, complete and up to date.
- If any information you give us is wrong, incomplete, or outdated, we may cancel your agreement with us or decline a future agreement.
- We will comply with all relevant regulations in dealing with your information and always keep it secure and confidential.
- Where you have provided us with the Personal Information of a third party, you guarantee that such third party has given you consent to provide us with their Personal Information.
- You further agree to provide all documentation and information required in terms of Mila Azania Holdings business rules.
- You also confirm that all information you have provided to us is true and correct.

In terms of the Protection of Personal Information Act, we are required to:

- Keep your information secure, confidential and only for as long as required.
- Only process information as permitted by law.
- Provide you with access to update or rectify any of your information.
- Notify you if any of your information has been compromised.

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08/2024

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**DO NOT SIGN BLANK OR INCOMPLETE FORMS.**

### **Authorisation to collect, share and process information**

You hereby authorize us, our consultants, the owner of the business (if different from you) and our service providers, as long as required and potentially after your death, to:

- Collect any personal, financial, business and product information, any information related to your credit and other potentially relevant information about you directly from all available sources internally within Mila Azania Holdings, as well as external sources and contracted service providers including but not limited to your business account(s), business credit, credit bureaus, industry databases including those accessed for fraud detection, servicing and internal processing purposes;
- For external sources, you agree that this authorization is considered a legally binding personal instruction to the parties concerned to provide any relevant information requested directly to us; and
- Process and share this information internally and externally (e.g to companies that require such information for the successful completion of a project) only as required in order to: continually assess risks; service your product; provide services and products to you; meet our responsibilities to you; inform you of new services and products; make sure our business suits your needs; monitor and analyse your conduct for quality control, fraud, compliance and other risk related purposes; for security, administrative and legal purposes; carry out statistical, research and other analyses to identify potential market trends and develop new products and services; and
- Communicate any product offerings, enhancements to products and any special offers which may be to your benefit; and
- Comply with applicable contractual or regulatory requirements.
- Use certain information/data/media collected by our consultants during verifications to be used for marketing purposes on different platforms as part of our marketing strategies by our marketing division/partners/subsidiaries or any third-party we are in business with which we trust and have vetted and deemed trustworthy.

### **Declaration by data subject/individual**

I, the undersigned, hereby consent that, and authorise Mila Azania Holdings ("the Company") and its affiliates

a) To contact, request and obtain credit information (for the avoidance of doubt this includes any and all information held on my profile by registered Credit Bureau including payment [profile information] from ThisIsMe (Pty) Ltd (a registered credit bureau with NCR Registration NCRCB47) to verify my identity, perform an assessment of my behaviour, profile, payment patterns, indebtedness, whereabouts, and creditworthiness or another related purpose in any format(including in pdf, xml, or raw data string) available from registered Credit Bureau and continuously access my information through ThisIsMe (Pty) Ltd for as long as I may have a relationship with the Company.

b) To contact, request and obtain information through ThisIsMe (Pty) Ltd from data suppliers (including but not limited to the South African Police Service (SAPS), the department of Home

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Affairs, the Government of the Republic of South Africa, and any other relevant fraud prevention organisations) in order to verify my particulars, including but not limited to, past offences, legal standing, and financial conduct in obligation.

c) Make reasonable enquiries to verify and research any details provided by me to the Company;

d) To access the information in any format, including online, batch and raw data string.

#### **Change in any information provided**

- If there has been a change in any of the information provided to us which includes but is not limited to change of directorship of your company, preferred business banking accounts, since the date of the submission of the application and the issuing of Mila Azania Holdings processes, you need to notify us as we may need to reassess your application. Failure to notify us could lead to the termination of your agreement with us and you being liable for any fees/costs/funds paid out by us.
- We have a duty to take all reasonable steps to ensure that your personal information is complete, accurate, not misleading and updated on a regular basis. To do this, we will always try to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources.

#### **Your Right/Remedies**

- Should you believe that we have utilized your personal information contrary to applicable law, you will first resolve any concerns with us by contacting us on **012 111 1447** or on **061 587 8542**. If you are not satisfied with such process, you have the right to lodge a complaint with the information regulator.

#### **Definitions**

- **“Personal Information”** includes race, gender, nationality, marital status, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal address, biometric information, and financial, criminal or employment history as defined in the Protection of Personal Information Act.
- **“Process”** means any operation or activity, whether automated or not, concerning personal information, including: collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, as well as blocking, degradation, erasure, or destruction of information.
- **“Various laws”** pertain to, but is not limited to the following legislation: Protection of Personal Information Act of 2013 (“PoPIA”).
- **“We”** refers to Mila azania holdings and its affiliates.

#### **What your consultant is not permitted to do**

- Limitation on consultant authority – No consultant may receive any money from any client or potential client, directly or indirectly, into their bank account, or into any other third-

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party account. Payments from clients or potential clients must strictly only be paid by debit order, EFT or directly into a Mila Azania Holdings bank account.

- Enter into contracts on your behalf;
- Incur any liabilities on your behalf;
- Settle or waive any claim against you or by you.

Signatures

I, \_\_\_\_\_ (Full Name and Surname) with ID Number \_\_\_\_\_ have read and understood the contents of the above. I understand that all sections which I must complete have been completed by me and reflect my intention. By signing this document in a representative capacity (if applicable), I confirm that I am fully authorized to sign in such capacity.

\_\_\_\_\_

SIGNATURE OF CLIENT

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

DATE

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