

Annexure “A”

1. All relevant documents in terms of which the South African Post Office SOC Limited (“**SAPO**”) has ceded its obligations under the Master Service Agreement concluded between SASSA and the SAPO (signed by the parties on 28 September 2018) (“**the MSA**”) to the South African Post Bank SOC Limited (“**Post Bank**”);
2. All relevant documents in terms of which the SAPO has ceded its obligations under the Service Level Agreement between SASSA and the SAPO (effective as at 1 October 2018) to the Post Bank;
3. *Process to review the MSA (“**the MSA review process**”)*

We hereby request:

- 3.1. **If the MSA review process is ongoing:** A detailed timeline for the finalization of the MSA review process; or
- 3.2. **If the MSA review process is finalized:** The review report concluded pursuant to the MSA review process and all relevant documents, which documents will govern the relationship between SASSA and Post Bank going forward. These include but are not limited to: any revised MSA document; any revised SLA document; the revised service fee pricing structure; the Reporting Framework with guidelines regarding types of reports and templates between SASSA and Post Bank; and any Infrastructure Plan developed.

ENDS.