

# Appendix A

## NBC DIGITAL PLATFORM: Client Access for Retirement Fund Clients **EMPLOYER ACCESS AUTHORISATION FORM**

**This form is to be completed by the Employer's Chief Executive Officer or Managing Director**

Fund Name: Contract cleaning National Provident Fund

Employer Name: \_\_\_\_\_

### Employer Web Representatives

SURNAME	FIRST NAME	ID NUMBER	SIGNATURE

### DECLARATION

I, the undersigned, hereby appoint the person/s listed above as EMPLOYER WEB REPRESENTATIVES who will have access to all the confidential fund records of our employees who are members of the Fund.

I acknowledge and understand the following:-

- Access to the NBC Digital Platform is subject to the disclaimer that can be found at <https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411>
- The Employer Representatives information will be updated when a change arises and failing receipt of changes NBC will regard the above people to be authorised employer representatives
- Each of the employer representatives, in signing this form acknowledge and understand that all user access granted is for their own use only and may not be shared with any other person or third party for any reason. Should a dispute arise and it is shown that an employer representative has provided his or her login credentials to any other person NBC cannot be held liable for any resultant damages

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

Employer Stamp:

## Appendix B

NBC DIGITAL PLATFORM: Client Access for Retirement Fund Clients  
**DIGITAL PRODUCT ACCESS FORM ONLINE CLAIMS FORMS  
("OCF")**

This form is to be completed by the Employer Appointed Personnel

Fund Name: Contract Cleaning National Provident Fund

Employer Name: \_\_\_\_\_

### PRODUCT DETAILS

<b>Product Name</b>	<b>OCF (Online Claim Forms)</b>
<b>Implementation Date</b>	
<b>Product Details and Particulars</b>	
<ul style="list-style-type: none"><li>• OCF is a hosted product that forms part of the NBC Digital Platform;</li><li>• Access to OCF is provided to authorised employer web representatives as per the NBC DIGITAL PLATFORM ACCESS AUTHORISATION FORM;</li><li>• Access to OCF is granted subject to the NBC disclaimer that can be found at: <a href="https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411">https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411</a>;</li><li>• OCF has been designed for Internet Explorer 8 and above;</li><li>• NBC will not be liable for any damages, loss, costs and expenses (whether direct or consequential), caused by:<ul style="list-style-type: none"><li>○ The compromise of a pin or password by an authorised employer web representative</li><li>○ Any interruption, malfunction, downtime or other failure of the website, database or any component thereof, caused by third parties</li><li>○ Enquiries, data and/or file exchanges, authorizations or information provided on the website where such data and/or file exchanges and/or information are supplied by the Employer's Chief Executive Officer or Managing Director or other authorised Employer Representative.</li></ul></li><li>• OCF access is through user-specific login credentials which may not be shared or disclosed to any third party and must be kept secret;</li><li>• All applications through OCF will be regarded as authorised instructions to the Fund Administrators;</li><li>• Submission of claims and/or applications through OCF will be regarded as authorised and the user submitting the electronic form acknowledges that his or her electronic submission is regarded as an electronic signature in line with the prevailing legislation regarding electronic communications;</li><li>• It is acknowledged that any and all fraudulent submissions will be the responsibility of the Employer where such submissions derive from employer representative logins and login credentials;</li><li>• The use of OCF by the employer will be regarded as an overriding instruction in terms of any and all previous instructions and agreements regarding documentation submission, original documents and authorised signatories;</li><li>• <b>Please take note that all original supporting documentation iro death and disability claims must be submitted to NBC Fund Administration Services for onward transmission to underwriters, documents required are as per the administration guide</b></li></ul>	

### DECLARATION

I the undersigned acknowledge the Product Details and Particulars as outlined above.

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

## Appendix B

NBC DIGITAL PLATFORM: Client Access for Retirement Fund Clients  
**DIGITAL PRODUCT ACCESS FORM**  
**ADMINISTRATION SERVICES KIOSK ("ASK")**

This form is to be completed by the Employer Appointed Personnel

Fund Name: Contract Cleaning National Provident Fund

Employer Name: \_\_\_\_\_

### PRODUCT DETAILS

<b>Product Name</b>	<b>ASK (The NBC Administration Services Kiosk)</b>
<b>Implementation Date</b>	
<b>Product Details and Particulars</b>	
<ul style="list-style-type: none"><li>• Access to ASK is provided to Employer Representatives and Individual Fund Members;</li><li>• Access is granted subject to the NBC disclaimer that can be found at : <a href="https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411">https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411</a></li><li>• ASK has been designed for Internet Explorer 8 and above</li><li>• ASK access is through user-specific login credentials which may not be shared or disclosed to any third party</li><li>• Employer representatives will have access to employee information relevant to the Employer (group access) and Members will only have access to their own information</li></ul>	

### DECLARATION

I the undersigned acknowledge the Product Details and Particulars as outlined above.

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_



No	First Name	Surname	ID Number	Email Address	Mobile Number	Alternate number
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						



Leader in People Benefits in Africa

# Providing Client Access to the NBC Digital Platform

## Retirement Fund Clients

---

**May 2014**

### Document Version Information

<b>Document Date</b>	<b>Version Number</b>	<b>Version</b>	<b>Issued By</b>
12 August 2014	002	DRAFT	NBC ICT
25 September 2014	003	FINAL	NBC ICT

## Contents

1. Overview .....	3
2. THE PLATFORM Disclaimer.....	4
3. Procedure for granting access to THE PLATFORM .....	4
4. Required Forms.....	5
APPENDIX A: SAMPLE EMPLOYER ACCESS AUTHORISATION FORM .....	6
APPENDIX B: SAMPLE DIGITAL PRODUCT ACCESS FORM: ADMINISTRATION SERVICES KIOSK (“ASK”) .....	7
APPENDIX B: SAMPLE DIGITAL PRODUCT ACCESS FORM: ONLINE CLAIMS FORMS (“OCF”)...	8
APPENDIX C: SAMPLE EMPLOYER WEB REPRESENTATIVE ACCESS FORM .....	10

## 1. Overview

The NBC Digital Platform (“THE PLATFORM”) is a set of integrated electronic applications provided and hosted by NBC ICT. THE PLATFORM allows NBC Clients (that may include individual members, employer representatives, brokers, fund trustees or other third parties) access to information held in various forms on various NBC databases.

The entry point of THE PLATFORM is NBC-LAND which can be accessed via the NBC Holdings (Pty) Ltd. website at <https://www.nbc.co.za>.

NBC-LAND provides a ‘MY-NBC’ service which allows Clients direct access to various applications. These applications are known as ‘Virtual Products’. Clients have access to Virtual Products based on their unique service level agreements, contracts or products combinations.

By accessing NBC services via the NBC Digital Platform clients have secure, login-based access to confidential, personal information.

This document has been created to provide details of access requirements and procedures to be followed when providing access to the various NBC services accessed via THE PLATFORM for Retirement Fund Clients.

Retirement Fund clients are granted access on the basis that the relevant governing bodies and structures relevant to the specific Fund type have given authorisation for the access to be granted.

To ensure that there is a secure, auditable record of all access granted to THE PLATFORM it is important that the formal procedure, as outlined in this document is followed.

There is a requirement that all access to THE PLATFORM, for Retirement Fund clients is authorised by the Board of Trustees and, where applicable the duly authorised Participating Employer representatives.

All Employer-level access, where an employer representative has access to all member records, will only be granted on authorisation of the Board of Trustees (through a resolution) and the Employer CEO or Managing Director (or equivalent positions where these do not exist).

***For these purposes the procedure includes authorisation forms.***

## 2. THE PLATFORM Disclaimer

The disclaimer that is applicable to all services hosted on or accessed through THE PLATFORM can be found at the following URL:-

<https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411>

## 3. Procedure for granting access to THE PLATFORM

NBC internal process.

## 4. Required Forms

The following forms are required for all new data loads onto THE PLATFORM

1. NBC Digital Platform Access Authorisation Form (one per Employer) (Appendix A)
2. Digital Product Access Form (one per Product) (Appendix B)
3. Employer Web Representative Details Form (one per Employer Representative) (Appendix C)

***A sample of each form is attached for information purposes.***



# APPENDIX A: SAMPLE EMPLOYER ACCESS AUTHORISATION FORM

**This form is to be completed by the Employer’s Chief Executive Officer or Managing Director**

Fund Name:           The Contract Cleaning National Provident Fund ( CCNPF)          

Employer Name: \_\_\_\_\_

**Employer Web Representatives**

SURNAME	FIRST NAME	ID NUMBER	SIGNATURE

**DECLARATION**

I, the undersigned, hereby appoint the person/s listed above as EMPLOYER WEB REPRESENTATIVES who will have access to all the confidential fund records of our employees who are members of the Fund.

I acknowledge and understand the following:-

- Access to the NBC Digital Platform is subject to the disclaimer that can be found at <https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411>
- The Employer Representatives information will be updated when a change arises and failing receipt of changes NBC will regard the above people to be authorised employer representatives
- Each of the employer representatives, in signing this form acknowledge and understand that all user access granted is for their own use only and may not be shared with any other person or third party for any reason. Should a dispute arise and it is shown that an employer representative has provided his or her login credentials to any other person NBC cannot be held liable for any resultant damages

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

Employer Stamp:

## APPENDIX B: SAMPLE DIGITAL PRODUCT ACCESS FORM: ADMINISTRATION SERVICES KIOSK (“ASK”)

**This form is to be completed by the Employer’s Chief Executive Officer or Managing Director**

Fund Name: The Contract Cleaning National Provident Fund ( CCNPF)

Employer Name: \_\_\_\_\_

### PRODUCT DETAILS

<b>Product Name</b>	<b>ASK (The NBC Administration Services Kiosk)</b>
<b>Implementation Date</b>	
<b>Product Details and Particulars</b>	
<ul style="list-style-type: none"> <li>• Access to ASK is provided to Employer Representatives and Individual Fund Members;</li> <li>• Access is granted subject to the NBC disclaimer that can be found at : <a href="https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411">https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411</a></li> <li>• ASK has been designed for Internet Explorer 8 and above</li> <li>• ASK access is through user-specific login credentials which may not be shared or disclosed to any third party</li> <li>• Employer representatives will have access to employee information relevant to the Employer (group access) and Members will only have access to their own information</li> </ul>	

### DECLARATION

I the undersigned acknowledge the Product Details and Particulars as outlined above.

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

## APPENDIX B: SAMPLE DIGITAL PRODUCT ACCESS FORM: ONLINE CLAIMS FORMS (“OCF”)

**This form is to be completed by the Employer’s Chief Executive Officer or Managing Director**

Fund Name: The Contract Cleaning National Provident Fund ( CCNPF)

Employer Name: \_\_\_\_\_

### PRODUCT DETAILS

<b>Product Name</b>	<b>OCF (Online Claim Forms)</b>
<b>Implementation Date</b>	
<b>Product Details and Particulars</b>	
<ul style="list-style-type: none"> <li>• OCF is a hosted product that forms part of the NBC Digital Platform;</li> <li>• Access to OCF is provided to authorised employer web representatives as per the NBC DIGITAL PLATFORM ACCESS AUTHORISATION FORM;</li> <li>• Access to OCF is granted subject to the NBC disclaimer that can be found at : <a href="https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411">https://www.nbc.co.za/NBC/NBCLAND/ContentRedirector.aspx?ContentId=411</a>;</li> <li>• OCF has been designed for Internet Explorer 8 and above;</li> <li>• NBC will not be liable for any damages, loss, costs and expenses (whether direct or consequential), caused by:             <ul style="list-style-type: none"> <li>○ The compromise of a pin or password by an authorised employer web representative</li> <li>○ Any interruption, malfunction, downtime or other failure of the website, database or any component thereof, caused by third parties.</li> <li>○ Enquiries, data and/or file exchanges, authorizations or information provided on the website where such data and/or file exchanges and/or information are supplied by the Employer’s Chief Executive Officer or Managing Director or other authorised Employer Representative.</li> </ul> </li> <li>• OCF access is through user-specific login credentials which may not be shared or disclosed to any third party and must be kept secret;</li> <li>• All applications through OCF will be regarded as authorised instructions to the Fund Administrators;</li> <li>• Submission of claims and/or applications through OCF will be regarded as authorised and the user submitting the electronic form acknowledges that his or her electronic submission is regarded as an electronic signature in line with the prevailing legislation regarding electronic communications;</li> <li>• It is acknowledged that any and all fraudulent submissions will be the responsibility of the Employer where such submissions derive from employer representative logins and login credentials;</li> <li>• The use of OCF by the employer will be regarded as an overriding instruction in terms of any and all previous instructions and agreements regarding documentation submission, original documents and authorised signatories.</li> </ul>	

### DECLARATION

I the undersigned acknowledge the Product Details and Particulars as outlined above.

Full Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

## **APPENDIX C:**

**Please complete the Excel file – attached.**

NB:- All persons listed on the Appendix A Form.