



LEGAL PROOF (PTY) LTD

Service Level Agreement

Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key service we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out

- the services we provide
- the overall standard which we aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

- This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users.

Objectives of the Service

- To provide a hand-to-door document delivery service throughout South Africa.
- To provide a geocoding service covering South Africa.
- To provide a registered email service globally.

Manner of the Service

- Legal Proof shall at its sole discretion, determine the methods of transport, handling and route for the delivery of documents.
- Legal Proof reserves the right to employ sub-contractors to act for it.

Service Users

- Banks, law firms, debt collectors and companies who register on our website.

Responsibilities

- The services offered through our website <https://legalproof.co.za> are provided and executed by Legal Proof (Pty) Ltd or its direct sub-contractors.



Service Availability

- The ability to create or upload legal documents is available 365 days a year, 24 hours a day (less 2% downtime for unforeseeable circumstances) with messengers being notified real-time.
- Deliveries are typically expected from messengers within working hours on working days being 7:30am to 4:30pm weekdays. Exceptions are made under certain circumstances and when the messenger has indicated he is available for delivering after hours.
- Registered emails are available 365 days a year, 24 hours a day (less 2% downtime for unforeseeable circumstances) with messengers being notified real-time.
- Merging, creation and uploading of batch documents for hand-delivery or registered emails are available during work hours, being 7:30am to 4:30pm weekdays.
- Geocoding is available during work hours, being 7:30am to 4:30pm weekdays.

Website Legal Notices or Legal Document Entries

- This service level agreement provides access to a range of legal document delivery services through our website. Legal Proof accepts no responsibility for incorrect information submitted by the client during the sending procedure.
- This agreement provides for nationwide legal notices or legal document delivery throughout South Africa.
- Legal Proof currently covers 85% of South Africa with its own messengers. Where deliveries are required to rural areas not covered, the option of sending via registered email with proof of delivery, will be offered to the customer or via fastmail with proof of sending.
- In the unlikely event that Legal Proof delivers a document to an incorrect address that was not submitted by the sender, Legal Proof shall be responsible for the redelivery of the document to the correct address as soon as reasonably possible and with no additional cost to the sender.

Key Services Offered

Legal Proof offers a hand-to-door service. This includes:

- Printing of legal document/ legal notices as uploaded by the customer on our website or bulk imported from a customer-provided template.
- Placing of the legal document/ legal notices into an envelope.
- Delivering the legal document/ legal notices to the recipients' mailbox or door if they are not at home.
- Taking a photograph of the recipients' house number and gate, complex or property as well as street sign if available.
- Sending a Proof of Delivery to the recipients preferred email address.
- If an address is not found, Legal Proof undertakes to use every effort including a stand/erf map system and a minimum of two different street map systems, as well as



internet searches to attempt to find the given address, including rectifying any incorrect postal codes, outdated information or other minor discrepancies in address information.

Legal Proof offers a Registered Email Service. This includes:

Email proof, message encryption, and electronic signature services which enables the sender to prove, sign and encrypt emails and the recipient to verify the authenticity of the proof and the original content.

- Easy Email Encryption (Auto TLS with password fallback). By default, emails are sent encrypted. This in combination with the unique Registered Receipt protects you as the sender against claims for damages associated to possible data protection breaches. You have proof that your email arrived encrypted at the recipient.
- Email for an authentication report to automatically be sent back verifying the authenticity of Registered email content.

Bulk Sending:

- Bulk merging of documents from customer supplied template and spreadsheet.
- Sending out of emails on customers behalf.
- Option to upload proofs onto clients FTP sites instead of an email mailbox.
- Optionally attaching a legal document that the recipient will need their ID number to open, ensuring personal data is protected.

Legal Proof offers a fastmail mailing service which includes:

- Printing of legal document as uploaded by the customer on our website or bulk imported from a customer-provided template.
- Placing of the legal document into a fastmail envelope.
- Delivering the legal document to the South African Post Office.
- Ensuring the Post Office stamps the shipping label as receipt of the envelope for sending.
- Taking a photograph of the shipping label which includes the date, recipients name, address and Post Office stamp.
- Emailing the proof of sending to the senders preferred email address.

Legal Proof offers Geocoding / Address Scrubbing services that includes:

- Fully Automated – A completely automated system, which although is more accurate than most other providers due to our NPAD map system, will still only be able to interpret up to 50% of your addresses accurately.
- Automated + Manual Intervention – An automatic as well as manual intervention process which will still only be able to interpret up to 70% of your addresses accurately.
- Automated + Manual Intervention + Manual Searches – The final method where we manually search through multiple map systems and can find old street names, locally named streets and alternative street names used by different map providers, which will be able to interpret up to 90% of your addresses accurately.

The other approx 10% of your addresses are usually incomplete, incorrect or do not exist and will not be found using any method.



For the legal notices our company delivers, we always use option 3 and have proved the efficiency of the more accurate geocoding method, which is why we provide GPS co-ordinates and photos as proof for court proceedings to eliminate all doubt, if, or where, a delivery took place.

Service Levels/Standard Delivery Times

- Legal Document Delivery typically within 10 working days
- Urgent Legal Document Delivery typically next day
- Bulk Legal Document Deliveries typically within 15 working days depending on quantities sent and delivery areas
- Registered Email Proof of Sending within 2 hours. Proof of delivery from 2 hours to 48 hours pending on the availability of the network the email has been sent to.
- Fastmail proof of sending typically next working day.
- Geocoding time depends on quantity. Automated system within 24 Hours. Manual depends on quantity and accuracy of data required.

Fees and Charges

- Bulk Registered Emails are subject to a service agreement and are billable in advance. Single emails submitted online are billable at the end of each month.
- Unless otherwise stipulated, no contracts are entered, and customers are charged on a monthly basis with no additional costs for registering or the usage of the website or email for submitting deliveries.
- There is no fee for Proof of Deliveries which are automatically emailed back to the customer's preferred email address real-time.
- There is no fee for the Tracking Service which is available on the website for tracking of any deliveries.
- Invoices and statements are typically sent out on the 21st of each month for all services from 21st to 20th of each month.
- Customers shall be obliged to pay Legal Proof for documents sent / delivered / completed in accordance with their key services.

Confidentiality

Legal Proof agrees to hold confidential information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to its directors, employees or sub-contractors reasonably requiring such information who are bound by confidentiality obligations not to release or disclose it to any other party, unless so required by law.



Complaints or Enquiries

- All complaints are handled through our Director, Mr SBJ Buys on 0727513702 or emailed to sales@legalproof.co.za
- All account queries must be emailed to accounts@legalproof.co.za