

Intermediary Disclosure Document

(As Required by Consumer Protection Act 68 of 2008)

1. Intermediary Details

- Full Legal Name: Apostil Co Za (Pty) Ltd, a private company incorporated in terms of the law of the Republic of South Africa
- Physical Address: 409 Key West, 3 Kildare Road, Milnerton, Cape Town, 7441
- Postal Address: same as above
- Contact: Tel: 0034 696 330 000 | Email: info@apostil.co.za
- Company Registration: 2025/867508/07

2. Service Description

- Documentation service for apostilles, notarisations, authentications and various certifications of documents in South Africa.
- Assistance in obtaining new police clearances, birth/marriage/death certificates, letters of no impediment and divorce decrees.
- Assistance with correcting Department of Home Affairs documentation.
- Assistance with determination of citizenship status and naturalisation certificate.
- Assistance with obtaining copies of documentation.
- Assistance with vehicle clearance and export documentation.
- Assistance with visa applications.
- Assistance with financial emigration process.
- Verification of documentation such as driver's license.
- Assistance with other official documentation such as criminal record expungements, foreign embassy attestations and TEFL apostille pack.

In delivering the services above, Apostil.co.za uses third-party service providers such as notaries to provide the services. Apostil.co.za acts as an intermediary in liaising between the client and the third parties and government departments responsible for delivering the documentation requested.

3. Financial Disclosures

- We charge fees for our liaison services in addition to the fees charged by the government departments and/or third-party agents. We provide a fixed fee for the client so that the client has budget certainty.
- There is no fixed margin that we charge in addition to the costs incurred and this varies depending on the deliverable.
- We make use of third parties to expedite applications for clients and this also comes at an additional cost. For example, we may pay an agent to stand in the queues at the Department of Home Affairs in order to ensure the quickest turnaround times possible.

- Apostil.co.za is a service used by clients in order to save time, expedite delivery of documentation and act as liaison in the event that the client is based overseas, for example.
- The client is welcome to seek such documentation independently and at a lower nominal rate than the fees charged by Apostil.co.za.

4. Affiliations & Conflicts

- We have relationships with the following types of agents:
 - Notaries;
 - Queueing and liaison agent;
 - Attorneys;
 - Client liaison sub-contractors;
 - Tax consultants;
 - Visa application specialists; and
 - Marriage officers.
- There are no conflicts of interest between Apostil.co.za and the sub-contractors used to perform services nor with the client. Apostil.co.za receives a referral fee for sending work to tax and emigration specialists providing services that Apostil.co.za does not provide itself.

5. Regulatory Compliance

- Apostil.co.za complies with applicable regulations.
- None of our directors have ever been declared insolvent, had any criminal convictions nor been involved in any history of dishonesty or fraud.
- Record Retention Period: 3 years (except as otherwise required under applicable law)