

Annexure C
Service Level Failures and Service Credits

<p>1. Assets-in-Transit: Transportation of cash/cheques to banking institutions</p> <p>TARGET</p> <p>The Service Provider must adhere to the agreed collection and banking schedules. The collection schedules that are applicable are set out in Annexure C to the Agreement</p>		
Service Level Descriptions	Service Level Failures	The Amount at Risk shall be determined at 25 percentage of the amount invoiced in month of Service Level Failure occurred or the immediately preceding month, whichever is greater.
1.1 One [1] Service Level Failure in a monthly service schedule	No collection for the relevant month.	No fees are payable. Service Provider to pay SARS the full Amount at Risk for the particular Regions (s)
	Repeat offence in within a two months of the previous Service Level Failure	2 x times the Amount at Risk. SARS also reserves the right to terminate the agreement or a portion of the Services
1.2 One [1] Service Level Failure in a weekly service schedule	Fails to collect on one [1] occasion in week in the relevant month	80% of the Amount at Risk.
	Repeat offence in the relevant month	100% of the Amount at Risk.
1.3 More than once [1] in a weekly service schedule	Fails to collect in any week the relevant month	80% of the Amount at Risk
	Repeat offence in the relevant month	100% of the Amount at Risk.
<p>2. Assets-in-Transit: Banking of cash/cheques</p>		
Service Level Descriptions	Service Level Failures	
2.1 The Service Provider must bank cash/cheques on the date of collection	One [1] incident of failure to bank on the collection day in any month	80% of the Amount at Risk.
	Repeat offence in the relevant month	80% of the Amount at Risk.

**Assets-in-Transit Services Agreement
Annexure C
Service Levels Failures and Service Credits**

2.2 The Service Provider must deliver its Monthly Performance Report within six (6) Business Days after the end of the month.	Report submitted two (2) Business Days after the due date	40% of the Amount at Risk.
	Report submitted four (4) Business Days after the due date	75% of the Amount at Risk.
	Report submitted six (6) Business Days after the due date	100% of the Amount at Risk.