



ABSAs BIO REGISTRATION AUTHORITY
CHARTER

STANDARD POLICY

VERSION: 2.0

EFFECTIVE DATE:01-12-2015

Absa BIO Registration Authority Charter

Version 2.0 is applicable from Effective Date

**Absa
Group Limited**

Absa Towers East
3rd Floor
170 Main Street
Johannesburg

Phone +27 (0) 8600 08600
Website: <http://www.absa.co.za/>

ABSAs

LAWtrust



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Introduction

Absa Group Limited (Absa) is one of South Africa's largest financial services organisations, serving personal, commercial and corporate customers in South Africa.

The Group interacts with its customers through a combination of physical and electronic channels, offering a comprehensive range of banking services, (from basic products and services for the low-income personal market to customised solutions for the commercial and corporate markets), bancassurance and wealth management products and services.

Absa's strategic objectives include ensuring a sustainable growth in targeted markets, balance sheet optimisation and proactive risk management, simple, streamlined Group for customer delivery and customer- and people-centred organisation.

In order to deliver on their strategy objectives, Absa will make use of technology solutions in the electronic environment including the Internet and Information Systems. Absa need to provide their employees, contractors, suppliers and customers with a secure electronic environment to facilitate the exchange of information and documents, electronic communications, and a secure user community. In order to preserve high levels of confidentiality, authenticity and integrity in this public medium, and to align with the regulations and provisions of the Electronic Communications and Transactions Act, Absa has chosen to use an internationally established standard in secure communication, namely, the Entrust Public Certification Services managed by LAWtrust.

The terms contained in this Charter are subject to the terms and conditions contained in the LAWtrust Certification Practice Statement (CPS). This Charter supplements the LAWtrust CPS in specifying the digital certification process and Absa's role as an issuing authority in terms of digital certificates provided by LAWtrust. All persons taking part in the Absa digital certification process are required to adhere to the terms and conditions contained in the LAWtrust CPS, this Charter as well as the requirements of the Absa Customer Agreement imposed by Absa that do not conflict with the LAWtrust CPS.



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Definitions and Acronyms

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| Absa (BIO)-RA | see Absa BIO Registration Authority |
| Absa BIO Certificate | a certificate issued by the LAWtrust2048 CA and used by an Absa BIO client to access the Absa BIO application |
| Absa BIO Customer | employees of the customer and 3 rd parties acting on behalf of the customer |
| Absa BIO Registration Authority | the Absa entity appointed by LAWtrust to provide certificate lifecycle functions on behalf of the LAWtrust2048 CA |
| Absa BIO Registration Authority Charter | the practices and processes that Absa will follow in performing the certificate lifecycle processes delegated by LAWtrust to the Absa RA |
| Absa BIO RA system | the certificate management interface Absa Transactional Banking Operations will use to perform manual certificate lifecycle functions |
| CPS | see LAWtrust Certification Practice Statement |
| CashFocus | the Absa Business Bank's core banking system |
| LTSB | see LAWtrust Trusted Services Bus |
| LAWtrust2048 CA | the LAWtrust legal entity that issues, signs, manages, revokes and renews digital certificates |
| LAWtrust Certification Practice Statement | the practices that the LAWtrust Certificate Authority needs to employ for certificate lifecycle management, and further includes the terms and conditions under which the LAWtrust CA makes such services available |
| LAWtrust Trusted Services Bus | communication interface for certificate lifecycle function between Absa and LAWtrust |
| Subscriber Obligations | the terms and conditions governing the use and protection of the certificate by the subscriber |
| Transactional Banking Operations | the operational support area of Absa Business Bank Transactional Banking |

Scope

This Charter is an addendum to the Absa Information Security Policies and is applicable to Absa as well as to all parties taking part in the Absa digital certification process.

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Appointment

LAWtrust appoints Absa as a Registration Authority (ABSAs (BIO)-RA) to:

1. Accept applications for Absa BIO Certificates.
2. Perform authentication of identities and verification of information submitted by applicants when applying for the issuance of a digital certificate by the LAWtrust2048 CA in terms of the provisions of this Charter, which has been approved by the LAWtrust Policy Authority.
3. Where such authentication and verification is successful, submit the request to the LAWtrust2048 CA, in accordance with the provisions of this Charter and the LAWtrust CPS.

The ABSAs (BIO)-RA is appointed exclusively for the purposes of authenticating the identity and verifying supporting and ancillary information of applicants using the services provided by Absa.

Document Name and Publication

This document is called the **Absa BIO Registration Authority Charter**. The latest version of the Charter may be accessed at the LAWtrust website <https://www.lawtrust.co.za/repository>.


Applicant and Subscriber

In this Charter a natural person applying for an Absa BIO Certificate shall be described as an “applicant” until the application for the Absa BIO Certificate has been granted. Once an Absa BIO Certificate has been issued the natural person to whom it has been issued shall be referred to as a “subscriber”.

Domain of Use (Eligibility for Certification)

Absa BIO Customers can be digitally certified under the following conditions:

1. The subscriber has an existing or potential business relationship with Absa.
2. The subscriber has a valid e-mail account.
3. The subscriber has a cellular phone number or has access to a cellular phone number.
4. The subscriber has an Absa BIO User ID.
5. The subscriber is in good standing with Absa.

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- The subscriber is fully aware of the responsibilities regarding the care and use of digital certificates and keys (as contained in the subscriber obligations and the Absa Terms and Conditions as stated in the Customer Agreement Contract).

Purpose of Certification

Digital certification is to be used to provide the subscribers with trusted identity credentials for client authentication to the Absa Business Integrator Online portal.

The issue of digital certificates in terms of the processes described in this Charter and the LAWtrust CPS will ensure the authentication of the identity of the subscriber. The subscriber may only use the Absa BIO Certificate for legitimate business purposes.

Ownership of Charter

The Absa Transactional Banking Operations is responsible for the upkeep of this Charter. Changes to this Charter are to be authorised by Absa Transactional Banking Operations and approved by the LAWtrust Policy Authority.

The Absa Transactional Banking Operations limits its liability to the use of this Charter as described in the LAWtrust CPS and this Charter.

The day to day business operations related to certificate lifecycle will be executed by the Absa Transactional Banking Operations Division.

The technical operations related to certificate lifecycle will be executed by the Absa Transactional Banking Operations Division.


Private Key Infrastructure Hierarchy

The trust hierarchy is as follows:

- Entrust.net (2048) – Secure Server Certification Authority – Root Certification Authority (RCA)
- LAWtrust2048 CA – Local Certification and Issuing Authority (IA)
- ABSA (BIO)-RA – Local Registration Authority (LRA)

The root key hierarchy is as follows:

- Entrust.net (2048) – Secure Server Certification Authority – ROOT CA

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- LAWtrust2048 CA (Absa BIO Certificates to be signed by this CA) – ISSUING CA

Certificate Content

- Common Name (Preferred Name Last Name Absa BIO User ID)
- Absa BIO User ID
- Email Address
- Registration Authority: Absa Business Integrator Online RA
- Issuing Authority: LAWtrust2048 CA

Application for an Absa BIO Certificate

The ABSA (BIO)-RA shall be entitled to accept and process applications from natural persons for the issue of an Absa BIO Certificate.

As a minimum the ABSA (BIO)-RA shall require from the natural person applicant:

- A duly completed Absa BIO Online Certificate Application (applicants migrating from the old Absa BIO CA to the LAWtrust2048 CA):
 - a. with applicant common name (preferred name, last name and Absa BIO User ID), Absa BIO User ID, cellular number and email address;
 - b. with the applicant System Manager full name and email address;
 - c. submitted to the ABSA (BIO)-RA.
- A duly created user account on the Absa CashFocus system (new customer System Managers or Operators):
 - a. with applicant common name (preferred name, last name and Absa BIO User ID), Absa BIO User ID, cellular number and email address;
- An Absa clearance for applicant (CASA for System Managers) including:
 - a. applicant's personal information verified;
 - b. applicant's identity verified by Absa or appointed customer System Manager.

The ABSA (BIO)-RA shall retain records for the application together with all of the documentation relevant to the authentication of the identity of the applicant as well as the verification of supporting information securely, in conformance with the requirements of the LAWtrust Policy Authority, for a period of 3 (three) years after the expiry or revocation of the Absa BIO Certificate.



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Advising on the Outcome of the Application

If the application is refused the ABSA (BIO)-RA shall give the applicant notice of the refusal by the ABSA (BIO)-RA to issue a certificate to the applicant.

The notice shall be addressed to the e-mail address provided in the application, failing which in the manner deemed most expedient by the ABSA (BIO)-RA and shall provide the reasons for the refusal.

If the application is granted the ABSA (BIO)-RA within 2 (two) working days of the receipt of the application by the ABSA (BIO)-RA, will create the applicant certificate account and the applicant will receive activation codes and instructions to enroll for the Absa BIO Certificate.

Process of Request Verification

A. Migration of Old Absa BIO Certificates

The ABSA (BIO)-RA will perform the following steps to verify the certificate request:

1. Receive a certificate request from the applicant submitting the online application form.
2. Receive a confirmation of the applicant's clearance (CASA for System Managers).
3. Confirm the information provided by the applicant matches the information provided in the applicant's clearance.
4. Deliver the application information to an ABSA (BIO)-RA Certificate Administrator.


B. Creation of New Absa BIO Certificate User

Absa BIO System Manager

The ABSA (BIO)-RA will perform the following steps to verify the certificate request:

1. Receive a request to create a new Absa BIO System Manager account.
2. Confirmation the applicant's CASA clearance.
3. Create Absa BIO System Manager account.

Absa BIO Operator

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The ABSA (BIO)-RA appointed Absa BIO Customer System Manager will perform the following steps to verify the certificate request:

1. Receive a request to create a new Absa BIO Operator account.
2. Confirm the information provided for the applicant including identity verification.
3. Create the Absa BIO Operator account.
4. Get all necessary Absa BIO System Managers' approval(s) for the account creation.

Process of Enrolment – System Manager

A. Migration of Old Absa BIO Certificates

Manual online electronic enrolment will be done and the following enrolment fields are required:

1. CN = Preferred Name and Surname and Absa BIO User ID
2. Serial Number = Absa BIO User ID
3. E = E-mail Address (System Manager applicant)
4. Applicant's cellular number (authorization code will be sent to this number)

The ABSA (BIO)-RA Certificate Administrator, who falls under the authority of the Absa Business Transactional Banking Operations, will perform the following steps to enroll an applicant and issue the certificate enrolment codes:

1. Receive the application information, which has been verified, from the ABSA (BIO)-RA.
2. Register the applicant and create the reference number and authorization code on the Absa BIO RA System.
3. The Absa BIO RA system will generate an automated message to the LTSB containing the reference number that will be required to initiate the enrolment of the certificate. This message will be sent by the LTSB to Absa for publication to the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.
4. The Absa BIO RA system will also create and send the SMS containing the authorization code required to enrol for the certificate to the applicant's cellular number provided on the online application form.

The Customer System Manager (applicant) will perform the following steps to enrol for the Absa BIO Certificate:



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1. Retrieve the reference number, certificate enrolment location and instructions from the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.
2. Receive the authorization code from the Absa (BIO)-RA via SMS.
3. If applicable, receive a crypto token from Absa.
4. Connect to the enrolment URL, enter the reference number and authorization code (insert the crypto token if applicable), accept the subscriber obligations and submit the request for certificate enrolment (following the certificate enrolment instructions).
5. If required, receive assistance from the Absa Transactional Banking Operations Division in the activation of the Absa BIO Certificate (and if applicable the enrolment of the certificate to the crypto token).


B. Creation of New Absa BIO Certificate User

Automated electronic enrolment will be triggered by Absa CashFocus using the following enrolment fields:

1. CN = Preferred Name and Surname and Absa BIO User ID
2. Serial Number = Absa BIO User ID
3. E = E-mail Address (System Manager applicant)
4. Applicant's cellular number (authorization code will be sent to this number)

The ABSA (BIO)-RA Certificate Administrator, who falls under the authority of the Absa Business Transactional Banking Operations, will trigger the following enrolment events by creating the applicant account on CashFocus:

1. Receive the application information, which has been verified, from the ABSA (BIO)-RA.
2. Create the applicant account on CashFocus.
3. CashFocus will send an add user instruction to the hosted Absa BIO RA system.
4. The Absa BIO RA system will generate an automated message to the LTSB containing the reference number that will be required to initiate the enrolment of the certificate. This message will be sent by the LTSB to Absa for publication to the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.
5. The Absa BIO RA system will also create and send the SMS containing the authorization code required to enrol for the certificate to the applicant's cellular number entered on creating the Absa BIO account in CashFocus.

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The Customer System Manager (applicant) will perform the following steps to enrol for the Absa BIO Certificate:

1. Retrieve the reference number, certificate enrolment location and instructions from the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.
2. Receive the authorization code from the Absa BIO RA system via SMS.
3. If applicable, receive a crypto token from Absa.
4. Connect to the enrolment URL, enter the reference number and authorization code (insert the crypto token if applicable), accept the subscriber obligations and submit the request for certificate enrolment (following the certificate enrolment instructions).
5. If required, receive assistance from the Absa Transactional Banking Operations Division in the activation of the Absa BIO Certificate (and if applicable the enrolment of the certificate to the crypto token).

Process of Enrolment – Operator


A. Migration of Old Absa BIO Certificates

Online electronic enrolment will be done and the following enrolment fields are required:

1. CN = Full Name
2. Serial Number = Absa BIO User ID
3. E = E-mail Address (Operator applicant)
4. Applicant's cellular number (authorization code will be sent to this number)

The ABSA (BIO)-RA Certificate Administrator, who falls under the authority of the Absa Transactional Banking Operations, will perform the following steps to enroll an applicant and issue the certificate enrolment codes:

1. Receive the application information, which has been verified, from the ABSA (BIO)-RA.
2. Register the applicant and create the reference number and authorization code on the Absa BIO RA system.
3. The Absa BIO RA system will generate an automated message to the LTSB containing the reference number that will be required to initiate the enrolment of the certificate. This message will be sent by the LTSB to Absa for publication to the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.

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- The Absa BIO RA system will also create and send the SMS containing the authorization code required to enrol for the certificate to the applicant's cellular number provided on the online application form.

The Customer Operator (applicant) will perform the following steps to enrol for the Absa BIO Certificate:

- Receive from the Absa Customer System Manager the reference number, the certificate enrolment location and instructions.
- Receive the authorization code from the Absa BIO RA system via SMS.
- If applicable, receive a crypto token from the Absa Customer System Manager.
- Connect to the enrolment URL, enter the reference number and authorization code (insert the crypto token if applicable), accept the subscriber obligations and submit the request (following the certificate enrolment instructions) for certificate enrolment.
- If required, receive assistance from the Absa Transactional Banking Operations Division in the activation of the Absa BIO Certificate (and if applicable the enrolment of the certificate to the crypto token).

B. Creation of New Absa BIO Certificate User

Automated electronic enrolment will be triggered by Absa CashFocus using the following enrolment fields:

- CN = Preferred Name and Surname and Absa BIO User ID
- Serial Number = Absa BIO User ID
- E = E-mail Address (Operator applicant)
- Applicant's cellular number (authorization code will be sent to this number)

The ABSA (BIO)-RA appointed System Manager will trigger the following enrollment events by creating the applicant account on the Absa BIO system:

- Receive the application information, which has been verified by the appointed System Manager.
- Create the applicant's account on Absa BIO.
- Absa BIO creates applicant's account on CashFocus.
- CashFocus will send an add user instruction to the hosted Absa Business Integrator Online RA.
- The Absa BIO RA system will generate an automated message to the LTSB containing the reference number that will be required to initiate the enrolment of the certificate. This message will be sent by the



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LTSB to Absa for publication to the Admin/Digital Certificates tab for System Managers in Absa Business Integrator Online.

6. The Absa BIO RA system will also create and send the SMS containing the authorization code required to enrol for the certificate to the applicant's cellular number entered on creating the Absa BIO account in CashFocus.

The Customer Operator (applicant) will perform the following steps to enrol for the Absa BIO Certificate:

1. Receive from the Absa Customer System Manager the reference number, the certificate enrolment location and instructions.
2. Receive the authorization code from the Absa BIO RA system via SMS.
3. If applicable, receive a crypto token from Absa.
4. Connect to the enrolment URL, enter the reference number and authorization code (insert the crypto token if applicable), accept the subscriber obligations and submit the request for certificate enrolment (following the certificate enrolment instructions).
5. If required, receive assistance from the Absa Transactional Banking Operations Division in the activation of the Absa BIO Certificate (and if applicable the enrolment of the certificate to the crypto token).


Certificate Use Verification

- The certificate validity can be verified in the Absa BIO revocation information database.
- Absa BIO Certificates will be valid for 1 year from the issuance date of the certificate.

Revocation of Certificates

Absa BIO Certificates may be revoked under the following circumstances:

1. Subscriber's request – manual.
2. Subscriber has been issued a new Absa BIO Certificate before the current certificate has expired – automated.
3. Subscriber's formal relationship with Absa ends – System Manager deleted on CashFocus – automated.
4. Loss, compromise, or suspected compromise, of a subscriber's private key or crypto token – manual.
5. The LAWtrust2048 CA or Entrust.net (2048) CA expires.

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6. Any other reason that the LAWtrust2048 CA or the ABSA (BIO)-RA reasonably believes may affect the integrity, security or trustworthiness of an Absa BIO Certificate.

Revocation Processes

An Absa BIO Certificate request for revocation may be submitted by a subscriber, the ABSA (BIO)-RA via CashFocus or the LAWtrust2048 CA if any of the circumstances occur as detailed in the section Revocation of Certificates.

The ABSA (BIO)-RA will authenticate the request for revocation of an Absa BIO Certificate from a subscriber. On verification of the user identity, the ABSA (BIO)-RA will submit the request for revocation to the ABSA (BIO)-RA Certificate Administrators. The ABSA (BIO)-RA Certificate Administrator will then submit either a manual or an automated request for revocation to the LAWtrust2048 CA. The manual revocation request will be submitted through the Absa BIO RA system, while the automated revocation request will be triggered by a deletion of a System Manager in CashFocus.

The LAWtrust2048 CA shall immediately after receiving a manual or automated revocation request, revoke the Absa BIO Certificate and post the serial number of the revoked Absa BIO Certificate to the Absa web services revocation information list. The revoked Absa BIO Certificate serial number will then be posted in the Absa BIO certificate revocation database.


The ABSA (BIO)-RA shall make a commercially reasonable effort to notify the subscriber by e-mail if the subscriber's Absa BIO Certificate is revoked.

Revocation of an Absa BIO Certificate shall not affect any of the subscriber's contractual obligations under the LAWtrust CPS, Absa RA Charter or the Absa BIO Certificate subscriber obligations entered into by the subscriber.

Absa BIO Certificate Suspension

The ABSA (BIO)-RA may suspend an Absa BIO Certificate if:

1. The subscriber is not in good standing with the ABSA (BIO)-RA or the LAWtrust2048 CA.
2. The subscriber fails to adhere to the provisions of the Absa BIO Customer Agreement.
3. Temporary suspension of the subscriber's role that requires the use of an Absa BIO Certificate.

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The ABSA (BIO)-RA may request the LAWtrust2048 CA to suspend an Absa BIO Certificate without prior notice to the subscriber. The ABSA (BIO)-RA Certificate Administrator will submit either a manual or an automated request for suspension to the LAWtrust2048 CA. The manual suspension request will be submitted through the Absa BIO RA system, while the automated revocation request will be triggered by making a System Manager or Operator inactive in CashFocus or CASA revoking a System Manager in CashFocus.

The ABSA (BIO)-RA shall make a commercially reasonable effort to notify the subscriber of the suspension by sending an e-mail to the e-mail address provided in the online application information.

Absa BIO Certificate Un-Suspension

The ABSA (BIO)-RA may request the LAWtrust2048 CA to un-suspend an Absa BIO Certificate without prior notice to the subscriber. The ABSA (BIO)-RA Certificate Administrator will submit either a manual or an automated request for un-suspension to the LAWtrust2048 CA. The manual un-suspension request will be submitted through the Absa BIO RA system, while the automated un-suspension request will be triggered by making a System Manager or Operator active in CashFocus or CASA un-revoking a System Manager in CashFocus.

The ABSA (BIO)-RA shall make a commercially reasonable effort to notify the subscriber of the un-suspension by sending an e-mail to the e-mail address provided in the online application information.

Absa BIO Certificate Renewal & Re-key

The Absa BIO Certificate will be renewed on the approach of the expiry date for the certificate. This renewal process will be automated and subscribers will be notified of the renewal on accessing the Absa BIO portal. During the certificate renewal request the subscriber will undergo a re-key and the new public key information will be included in the new certificate. The renewal request will be signed using the subscriber's current certificate private key and before issuing a new certificate the signature will be verified by the LAWtrust2048 CA using the subscriber's public certificate.

In cases where the subscriber's certificate expires before the automated renewal through the Absa BIO portal, the subscriber will be prompted to call Absa Transactional Banking Operations to receive the manual renewal instructions and have the certificate renewal codes sent to the subscriber.



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The ABSAs (BIO)-RA may be audited once per calendar year for compliance with the practices and procedures set out in this Charter and the LAWtrust CPS. If the results of an audit report recommend remedial action, the ABSAs (BIO)-RA shall initiate corrective action within 30 (thirty) days of receipt of such audit report.

References

1. Absa Business Integrator Online Customer Agreements
2. LAWtrust Certification Practice Statement (<https://www.lawtrust.co.za/repository>)