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GRADE 11 EXAMINATION  
JUNE 2022**COMPUTER APPLICATIONS TECHNOLOGY: PAPER II****NAME**


Examiner: Insert your name here

Moderator: Mrs J Flanagan

Time: 2.5 hours

Marks: 125

**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This question paper consists of 20 pages. Please check that your question paper is complete.
2. The paper is divided into Section A (20 Marks), Section B (60 Marks) and Section C (45 Marks).
3. Answer ALL the questions. Remember to write your name in the space provided.
4. Non-programmable calculators may be used.
5. It is in your own interest to write legibly and to present your work neatly. Check your language and spelling.
6. Read the questions carefully. Take note of the wording of the questions, i.e. explain, name, select, discuss, identify, etc. and then answer accordingly.
7. Give your answers in general terms. Use brand names only when asked, e.g. use "word processing" rather than "Microsoft Word".
8. In general, a mark is allocated per fact. Therefore, a two-mark question would require two facts, and so on.
9. One blank page (page 20) is included at the end of this paper. If you run out of space when answering a question, use this page. Clearly indicate the question number of your answer should you use this extra space.

| SECTION  | A  |    | B  |    |    | C  |    | TOTAL |
|----------|----|----|----|----|----|----|----|-------|
|          | 20 |    | 60 |    |    | 45 |    |       |
| QUESTION | 1  | 2  | 3  | 4  | 5  | 6  | 7  |       |
| MARKS    | 10 | 10 | 20 | 20 | 20 | 25 | 20 | 125   |
| OBTAINED |    |    |    |    |    |    |    |       |

## SECTION A

### QUESTION 1

1.1 Give the **MOST** appropriate term for each of the following definitions:

1.1.1 The loss of signal strength of a network cable over a distance.

\_\_\_\_\_ (1)

1.1.2 The main computer on a network that provides services to other computers on the network.

\_\_\_\_\_ (1)

1.1.3 A square grid made up of tiny black and-white squares which represent text, such as a URL

\_\_\_\_\_ (1)

1.1.4 A form of user interface that allows users to interact with electronic devices through icons, menus, and buttons.

\_\_\_\_\_ (1)

1.1.5 A commonly used network cable that consists of several intertwined pairs of cables.

\_\_\_\_\_ (1)

1.2 Select the **MOST** appropriate answer to each question. Write down **ONLY** the letter of your choice in the space provided.

1.2.1 Which **ONE** of the following functions will calculate the number of cells in the range A1:A13 that has a value of 5 or more?

- A =COUNTIF(A1:A13, "<5")
- B =COUNTIF(A1:A13, ">5")
- C =COUNTIF(A1:A13, ">=5")
- D =COUNTIF(A1:A13, "<>5")

|       |  |
|-------|--|
| 1.2.1 |  |
|-------|--|

(1)

1.2.2 A pattern of change in data over time is best described by the term ...

- A graph.
- B process.
- C thread.
- D trend.

|       |  |
|-------|--|
| 1.2.2 |  |
|-------|--|

(1)

1.2.3 The following are examples of malware **EXCEPT** ...

- A ad-blocker
- B keylogger
- C trojan
- D worm

|       |  |
|-------|--|
| 1.2.3 |  |
|-------|--|

(1)

1.2.4 The following are **TRUE** about web applications **EXCEPT** ...

- A One may have to pay for the service.
- B More than one person can work on a document at the same time.
- C One does not need an Internet connection to access the resources.
- D Data can be synced across multiple devices.

|       |  |
|-------|--|
| 1.2.4 |  |
|-------|--|

(1)

1.2.5 Which **ONE** of the following features of a word-processing program can be used to move quickly to a specific word or phrase in a document?

- A Bookmark
- B Footnote
- C Endnote
- D Index

|       |  |
|-------|--|
| 1.2.5 |  |
|-------|--|

(1)

**[10]**

## QUESTION 2

Choose the definition in Column C that **BEST** matches the term in Column A. Write down **ONLY** the letter of your choice in Column B next the appropriate term, for example 2.11 P.

| COLUMN A |                 | COLUMN B | COLUMN C |                                                                                                                                   |
|----------|-----------------|----------|----------|-----------------------------------------------------------------------------------------------------------------------------------|
| 2.1      | Control unit    |          | A        | A company that provides Internet connectivity to individuals, businesses, and organisations.                                      |
| 2.2      | NAS             |          | B        | Programs which control start up tasks when a computer is booted.                                                                  |
| 2.3      | USB             |          | C        | The trend where separate technologies and functions that required different devices in the past are combined into a single device |
| 2.4      | Convergence     |          | D        | The section of the CPU that controls the execution of each instruction.                                                           |
| 2.5      | ISP             |          | E        | A standard for wireless broadband communication that delivers a fast mobile Internet experience.                                  |
| 2.6      | NFC             |          | F        | A connection standard for computers and peripherals that allows for serial data and power transfer.                               |
| 2.7      | BIOS            |          | G        | A device that plugs directly into a network without a computer to provide local storage space to users on a network.              |
| 2.8      | Spooling        |          | H        | A small business that is often run out of small office spaces, homes, or even virtually.                                          |
| 2.9      | SOHO            |          | I        | A utility program that is designed to free up disk space on a hard disk drive.                                                    |
| 2.10     | Defragmentation |          | J        | A wireless connection between two devices within close proximity.                                                                 |
|          |                 |          | K        | The process in which data is temporarily stored in secondary storage until the device is ready to process the data.               |
|          |                 |          | L        | A technology that presents a user with virtual objects and information in a real-world setting.                                   |
|          |                 |          | M        | The section of the CPU where all calculations and logical comparisons take place.                                                 |
|          |                 |          | N        | The process of reorganising the contents of a hard disk drive into the smallest number of continuous regions.                     |
|          |                 |          | O        | The process of temporarily storing data in RAM intended for a device while processing other data.                                 |

(10 x 1)

[10]

[SECTION A: 20 MARKS]

**SECTION B****QUESTION 3: SYSTEM TECHNOLOGIES**

3.1 The latest version of the Raspberry Pi is the Pi 4.



Figure 1: Raspberry Pi 4

[Source: <[https://m.media-amazon.com/images/I/71IOISwSYZL.AC\\_SX679.jpg](https://m.media-amazon.com/images/I/71IOISwSYZL.AC_SX679.jpg)>]

The specifications of Raspberry Pi 4 are as follows:

- Quad-core 64-bit SoC @ 1.5
- 4GB LPDDR4-2400 SDRAM
- Bluetooth, Wi-Fi, Ethernet
- 2 x USB 3.0 ports, 2 x USB 2.0 ports, 2 x micro-HDMI ports
- Micro SD card slot
- USB-C Power Supply

3.1.1 What is a Raspberry Pi?

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(1)

3.1.2 Refer to the specification **Quad-core 64-bit SoC @ 1.5**.

(a) Expand the acronym **SoC**.

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(1)

(b) Explain the significance of how **Quad-core** improves performance of the Raspberry Pi.

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(2)

- (c) Give the unit in which the **1.5** specification is measured.

\_\_\_\_\_ (1)

- 3.1.3 What is the advantage of using **SDRAM** instead of **DRAM**?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

- 3.1.4 What is the micro-SD card slot used for in the Raspberry Pi?

\_\_\_\_\_  
\_\_\_\_\_ (1)

- 3.1.5 Discuss **TWO** practical uses for a Raspberry Pi.

Use 1: \_\_\_\_\_ (1)

Use 2: \_\_\_\_\_ (1)

- 3.2 You have recently downloaded software from the Internet; however, you are having problems running the software as there is not enough space on your hard drive.

- 3.2.1 Suggest **TWO** ways that you could run the software.

Solution 1: \_\_\_\_\_ (1)

Solution 2: \_\_\_\_\_ (1)

- 3.2.2 The software that you have downloaded comes with both **Minimum** and **Recommended requirements**. Distinguish between these **TWO** requirements.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

3.2.3 The software that you downloaded is open-source software.

(a) What is **open-source software**?

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(1)

(b) Why would a company or organisation prefer to use **proprietary software** instead of **open-source software**? Include the definition for **proprietary software** in your answer.

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(2)

3.3 Virtual Reality (VR) equipment is becoming more affordable.

3.3.1 Name **ONE** piece of equipment that you would need for VR.

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(1)

3.3.2 State **TWO** uses of VR.

Use 1: 

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(1)

Use 2: 

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(1)

**[20]**

**QUESTION 4: INTERNET AND NETWORK TECHNOLOGIES**

4.1 A Local Area Network (LAN) connects network devices over a relatively short distance.

4.1.1 Any system or device connected to a network is also called a **node**. Name **TWO** examples of nodes on a network.

Example 1: \_\_\_\_\_ (1)

Example 2: \_\_\_\_\_ (1)

4.1.2 What is the name of the device that connects a LAN to a WAN?

\_\_\_\_\_ (1)

4.1.3 Give **TWO** reasons why it is necessary to limit the access of users on a LAN.

Reason 1: \_\_\_\_\_ (1)

Reason 2: \_\_\_\_\_ (1)

4.1.4 An IP address is assigned to every device or node connected to a computer network.

(a) Why does every device or node need an IP address on a network?

\_\_\_\_\_  
\_\_\_\_\_ (1)

(b) An IP address can either be in the format IPv4 or IPv6. Provide **TWO** differences between these IP address formats.

| IPv4  | IPv6  |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

(2)

(2)

4.2 The Internet is increasingly being used to make voice calls.

4.2.1 What network communications protocol makes this feature possible?

\_\_\_\_\_ (1)

4.2.2 Why is it **NOT** recommended to use this technology for emergency calls?

\_\_\_\_\_ (1)

4.2.3 Why would a user reduce the quality of these calls?

\_\_\_\_\_ (1)

4.3 There are various methods to transfer files on a network or on the Internet.

4.3.1 Compare how files are transferred using **File Transfer Protocol (FTP)** and **Torrenting**.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (4)

4.3.2 Why is it considered illegal to use BitTorrent to share files?

\_\_\_\_\_  
\_\_\_\_\_ (1)

4.3.3 There are numerous popular series and movies currently showing on Netflix. Some of the shows are available to download or to stream.

Discuss **ONE** advantage of **downloading** shows compared to **streaming** them.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

**[20]**

## QUESTION 5: SOLUTION DEVELOPMENT

- 5.1 The spreadsheet in **Appendix A**, published by the Ombudsman for Short-term Insurance (OSTI), shows which insurance companies in South Africa drew the most complaints in 2021. Refer to the spreadsheet when answering the questions below.

[Source: <<https://businesstech.co.za/news/business/587298/the-most-complained-about-insurers-in-south-africa/>> (19 May 2022)]

- 5.1.1 Overall, how many complaints from customers were received by OSTI?

\_\_\_\_\_ (1)

- 5.1.2 Santam Structured Insurance Limited had the highest claim rate of 12.6 per 1,000 people as shown in **Column F**. This value is calculated by dividing the complaints received in **Column D** by the Claims received by Insurers in **Column B**.

Write down the spreadsheet formula that would appear in cell **F2**.

\_\_\_\_\_ (3)

- 5.1.3 The Total calculations appear in **row 26** instead of at the bottom of the spreadsheet. Explain how this happened.

\_\_\_\_\_  
\_\_\_\_\_ (2)

- 5.1.4 What function would be most suitable to use in each of the following cases:

- (a) To extract the second highest number of complaints received by OTSI.

\_\_\_\_\_ (1)

- (b) To calculate the total number of claims for Momentum.

\_\_\_\_\_ (1)

- 5.2 The following error message appears when trying to insert an automatic table of contents in a word processing document, even though styles have been added to the headings:

**‘No table of contents entries found’**

- 5.2.1 What is a style in a document?

\_\_\_\_\_  
\_\_\_\_\_ (1)

- 5.2.2 Explain how you would fix the above error.

\_\_\_\_\_  
\_\_\_\_\_ (1)

5.2.3 It is common practice to add a Table of Figures as well as a Table of Contents in a research document.

- (a) What do you need to do to all figures and table to ensure that they appear in the Table of Figures.

\_\_\_\_\_  
\_\_\_\_\_  
(1)

- (b) Where in the document should the Table of Figures be inserted?

\_\_\_\_\_  
\_\_\_\_\_  
(1)

5.3 Your friend has asked you to help her with formatting her assignment that she has typed in a word processing document. You can help her by answering some of the following questions.

5.3.1 What is the best way to move a heading that appears in a column of text to the top of the next column?

\_\_\_\_\_  
\_\_\_\_\_  
(1)

5.3.2 What TWO features that can be used to position text “away from the margin”, without using the space bar?

Feature 1: \_\_\_\_\_ (1)

Feature 2: \_\_\_\_\_ (1)

5.3.3 What word processing feature allows you to copy formatting quickly from one section to another?

\_\_\_\_\_  
(1)

5.4 There are several features built into software that are available to assist disabled users. Voice recognition software is an alternative to typing on a keyboard.

5.4.1 How does voice recognition software work?

\_\_\_\_\_  
\_\_\_\_\_  
(2)

5.4.2 What type of disabled user would benefit from using voice recognition software?

\_\_\_\_\_  
\_\_\_\_\_  
(1)

5.4.3 Name **ONE** other type of software that would assist disabled users.

(1)

[20]

[SECTION B: 60 MARKS]

## SECTION C

### QUESTION 6: INTEGRATED SCENARIO

Consider the following scenario when answering the **rest of the examination paper, unless the questions are of a general nature or otherwise stated.**

#### The iPod is dead

Brian Heater – May 10, 2022

Last October marked 20 years of the iPod. It's a remarkable run in the cutthroat, always-iterating world of consumer electronics. And while it's undoubtedly true that life hasn't been particularly fruitful for the music player in a product lineup that includes various iPhones and iPads, the beloved music player has somehow managed to hang on.

That is, until today.

Apple this morning announced that the iPod is dead. That is, as much as a particular gadget can ever be dead. Rather, it will shuffle off this mortal coil slowly, remaining for sale while supplies last. So if you were considering purchasing one for any reason, buy now or forever hold your peace.

Without the iPod, there's no iPhone, no iPad.



[Source: [https://techcrunch.com/2022/05/10/the-ipod-is-dead/?utm\\_medium=TCnewsletter&tpcc=TCdailynewsletter](https://techcrunch.com/2022/05/10/the-ipod-is-dead/?utm_medium=TCnewsletter&tpcc=TCdailynewsletter) (11 May 2022)]

The Apple iPod touch was released in 2018 and was Apple's last iPod before being discontinued in May 2022.

#### Apple iPod touch 7th Gen, 2019, A2178



Processor: Apple A10 Fusion (2 Cores), 1.6 GHz  
 RAM: 2 GB  
 Storage: 32, 128 or 256 GB  
 Display: Retina, 4" colour, 1136 x 640 (326 ppi), 800:1  
 Multi-touch technology  
 Operating system: iOS 12.3  
 Wi-Fi: 802.11 a/b/g/n/ac  
 Bluetooth: 4.1  
 Ports and slots: USB, Audio  
 Camera: 8 megapixels  
 Battery life: 40 hours (music), 8 hours (video)

Introduction date: 28 May 2019  
 Discontinued date: 10 May 2022  
 Song capacity: 3500, 7000, 14000, 28000  
 Photo capacity: 20000

Figure 2: [https://support.apple.com/library/APPLE/APPLECARE\\_ALLGEOS/SP796/ipod-touch-7th-gen\\_2x.png](https://support.apple.com/library/APPLE/APPLECARE_ALLGEOS/SP796/ipod-touch-7th-gen_2x.png)

[Source: <<https://everymac.com/systems/apple/ipod/specs/ipod-touch-7th-gen-a2178-2019-specs.html>> (17 May 2022)]

- 6.1 The iPod has **2 GB RAM** and **32, 128 or 256 GB storage**. Compare these specifications with those of a modern-day smartphone.

6.1.1 2 GB RAM

\_\_\_\_\_  
\_\_\_\_\_  
(1)

6.1.2 32, 128 or 256 GB storage

\_\_\_\_\_  
\_\_\_\_\_  
(1)

- 6.2 The display specifications for the iPod are: **Retina, 4" colour, 1136 x 640 (326 ppi), 800:1 with Multi-Touch technology**.

6.2.1 The 800:1 specification refers to the contrast ratio of the iPod's display. In comparison, the latest iPhone 13 has a contrast ratio of 2,000,000:1.

Explain why contrast ratio is such an important specification on a display.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(2)

6.2.2 The resolution of the display is **1136 x 640 (326 ppi)**.

How is **ppi** related to the resolution of the display?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(2)

- 6.3 Give **TWO** settings that can be changed to make the battery of any mobile device last longer.

Setting 1: \_\_\_\_\_  
\_\_\_\_\_  
(1)

Setting 2: \_\_\_\_\_  
\_\_\_\_\_  
(1)

6.4 State **TWO** advantages of having a touch screen on a mobile device.

Advantage 1: \_\_\_\_\_  
 \_\_\_\_\_ (1)

Advantage 2: \_\_\_\_\_  
 \_\_\_\_\_ (1)

6.5 Security has become a major concern on mobile devices. Discuss how user authentication can take place on a mobile device.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2)

6.6 Why are email attachments often not set to automatically download on mobile devices such as smartphones.

\_\_\_\_\_  
 \_\_\_\_\_ (1)

6.7 Suggest **TWO** ways to wirelessly connect smartphones to other devices (NOT to other smartphones).

Method 1: \_\_\_\_\_  
 \_\_\_\_\_ (1)

Method 2: \_\_\_\_\_  
 \_\_\_\_\_ (1)

6.8 The iPod Touch was issued with iOS 12.3.

6.8.1 Name **TWO** primary functions of an operating system.

Function 1: \_\_\_\_\_  
 \_\_\_\_\_ (1)

Function 2: \_\_\_\_\_  
 \_\_\_\_\_ (1)

6.8.2 Why is it important to install the latest operating system patches?

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(1)

6.9 “Music has always been part of our core at Apple and bringing it to hundreds of millions of users in the way iPod did impact more than just the music industry — it also redefined how music is discovered, listened to, and shared,” Greg Joswiak said in a release.

6.9.1 Apple is known for its good website design. Unfortunately, not all websites are designed as well as the Apple website.

- (a) Discuss **TWO** principles that web designers should follow when designing a website.

Principle 1: \_\_\_\_\_  
\_\_\_\_\_  
(1)

Principle 2: \_\_\_\_\_  
\_\_\_\_\_  
(1)

- (b) A lot of what we read online especially in social media, seems to be true, but is often fake. Discuss TWO ways of spotting websites that might be unreliable or inaccurate.

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(2)

6.9.2 Greg Joswiak, Apple’s Vice President of Product Marketing, refers to Apple Music in the extract above. The entire music industry changed when the first iPod was debuted on stage by Steve Jobs.

- (a) Discuss how the introduction of the iPod in 2001 changed the music industry forever.

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(2)

- (b) Name **ONE** music application, other than Apple Music.

(1)

[25]

### QUESTION 7: INTEGRATED SCENARIO continued

- 7.1 According to the iPod touch (7<sup>th</sup> Generation), Environmental report, an iPod touch generates an average of 32 kilograms of carbon emissions in its lifetime. This is still much less than the iPhone 12 which generates 76 kilograms in its lifetime.

[Source: <[https://www.apple.com/environment/pdf/products/ipod/iPodtouch\\_PER\\_may2019.pdf](https://www.apple.com/environment/pdf/products/ipod/iPodtouch_PER_may2019.pdf)> (20 May 2022)]

Study **Figure 3** below and answer the questions that follow:

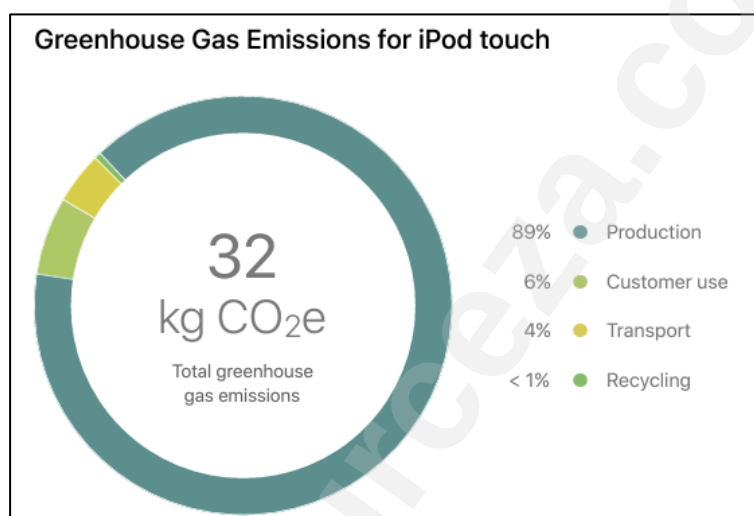


Figure 3: [https://www.apple.com/environment/pdf/products/ipod/iPodtouch\\_PER\\_may2019.pdf](https://www.apple.com/environment/pdf/products/ipod/iPodtouch_PER_may2019.pdf)

- 7.1.1 What makes up most of the carbon emissions for the iPod touch?

(1)

- 7.1.2 What type of chart is shown in **Figure 3**?

(1)

- 7.1.3 Discuss the importance of using a chart/graph instead of text when presenting results.

(2)

- 7.1.4 The data for the above chart/graph is stored in a database.

- (a) How would you create this chart/graph without having to retype the data from the database into the spreadsheet?

(1)

- (b) How would you ensure that the graph updates when the data in the spreadsheet changes?

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(1)

- 7.1.5 Although most of the carbon emissions do not occur when the smartphone is in your hands, discuss **TWO** ways that you can make a difference to its overall footprint and to the environment.

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(2)

- 7.2 The iPod Touch comes with a built-in Camera app. On the front is a 1.2 MP FaceTime HD camera and a more advanced 8 MP camera on the back.

Although the iPod Touch was mainly developed as a music player, you could also take and store photos digitally.

- 7.2.1 Discuss **TWO** methods of transferring your saved images from your smartphone to your computer.

Method 1: \_\_\_\_\_

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(1)

Method 2: \_\_\_\_\_

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(1)

- 7.2.2 List **TWO** advantages of using a digital camera.

Advantage 1: \_\_\_\_\_

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(1)

Advantage 2: \_\_\_\_\_

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(1)

- 7.2.3 The quality of cameras on smartphones improves every year. Explain why smartphone cameras have not yet made dedicated cameras obsolete.

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(2)

- 7.3 The iPod Touch has an Apple Fusion 10 chip with a graphics card built-in, which means it is optimised for gaming.

7.3.1 What is the function of a graphics card?

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(1)

7.3.2 How does a powerful graphics card influence your gaming?

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(2)

- 7.3.3 Would you recommend the iPod touch (7<sup>th</sup> generation) to parents who are concerned about exposing their children to the hazards of the online world? Justify your answer.

Recommendation: Yes    No    (circle your choice)

(1)

Justification: \_\_\_\_\_

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(2)

[20]

[SECTION C: 45 MARKS]

[TOTAL: 125 MARKS]

## APPENDIX A

| A                                                   | B                                             | C                                                                    | D                           | E                                                        | F                                                         | G                            | H                                                     | I                                                         | J                                                     |
|-----------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------|-----------------------------|----------------------------------------------------------|-----------------------------------------------------------|------------------------------|-------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------|
| Name of Insurer                                     | Claims received by Insurers (FSCA statistics) | Share of Claims received by the particular Insurer (FSCA statistics) | Complaints received by OSTI | Share of the total number of Complaints received by OSTI | Number of Complaints received by OSTI per thousand Claims | Complaints finalised by OSTI | Complaints finalised with some benefit to the insured | Share of matters resolved through conciliation by parties | Share of matters resolved through enforcement by OSTI |
| Santam Structured Insurance Limited                 | 20 875                                        | 0.48%                                                                | 263                         | 3.14%                                                    | 12.599                                                    | 221                          | 17                                                    | 7.69%                                                     | 0.00%                                                 |
| New National Assurance Company Limited              | 14 448                                        | 0.34%                                                                | 130                         | 1.55%                                                    | 8.998                                                     | 144                          | 34                                                    | 22.92%                                                    | 0.69%                                                 |
| Vodacom Insurance Company Limited                   | 27 575                                        | 0.64%                                                                | 158                         | 1.88%                                                    | 5.730                                                     | 136                          | 70                                                    | 51.47%                                                    | 0.00%                                                 |
| Mutual and Federal Risk Financing                   | 48 462                                        | 1.12%                                                                | 255                         | 3.04%                                                    | 5.262                                                     | 237                          | 102                                                   | 43.04%                                                    | 0.00%                                                 |
| Lombard Insurance Group                             | 24 014                                        | 0.56%                                                                | 125                         | 1.49%                                                    | 5.205                                                     | 115                          | 9                                                     | 5.22%                                                     | 0.87%                                                 |
| Hollard Specialist Insurance Limited                | 11 895                                        | 0.28%                                                                | 56                          | 0.67%                                                    | 4.708                                                     | 63                           | 18                                                    | 28.57%                                                    | 0.00%                                                 |
| Nedgroup Insurance Company Limited                  | 62 749                                        | 1.46%                                                                | 285                         | 3.40%                                                    | 4.542                                                     | 331                          | 80                                                    | 23.87%                                                    | 0.30%                                                 |
| Absa Insurance Company Limited                      | 141 539                                       | 3.28%                                                                | 597                         | 7.12%                                                    | 4.218                                                     | 680                          | 97                                                    | 13.68%                                                    | 0.59%                                                 |
| Standard Insurance Limited                          | 137 473                                       | 3.19%                                                                | 565                         | 6.74%                                                    | 4.110                                                     | 610                          | 70                                                    | 11.15%                                                    | 0.33%                                                 |
| King Price Insurance Company Limited                | 131 314                                       | 3.05%                                                                | 504                         | 6.01%                                                    | 3.838                                                     | 464                          | 70                                                    | 13.36%                                                    | 2.16%                                                 |
| MIWay Insurance Limited                             | 138 423                                       | 3.21%                                                                | 495                         | 5.90%                                                    | 3.576                                                     | 467                          | 35                                                    | 6.64%                                                     | 0.86%                                                 |
| Professional Provident Society Short-Term           | 5 121                                         | 0.12%                                                                | 18                          | 0.21%                                                    | 3.515                                                     | 18                           | 3                                                     | 11.11%                                                    | 5.56%                                                 |
| Dial Direct Insurance Company Limited               | 27 511                                        | 0.64%                                                                | 96                          | 1.15%                                                    | 3.490                                                     | 112                          | 6                                                     | 5.36%                                                     | 0.00%                                                 |
| First for Women Insurance Company Limited           | 38 329                                        | 0.89%                                                                | 133                         | 1.59%                                                    | 3.470                                                     | 124                          | 8                                                     | 6.45%                                                     | 0.00%                                                 |
| Budget Insurance Company Limited                    | 65 853                                        | 1.53%                                                                | 225                         | 2.68%                                                    | 3.417                                                     | 215                          | 16                                                    | 6.98%                                                     | 0.47%                                                 |
| Legal Expenses South African Limited                | 24 718                                        | 0.57%                                                                | 83                          | 0.99%                                                    | 3.358                                                     | 81                           | 17                                                    | 20.99%                                                    | 0.00%                                                 |
| SA Home Loans Insurance Company Limited             | 25 762                                        | 0.60%                                                                | 83                          | 0.99%                                                    | 3.222                                                     | 108                          | 2                                                     | 0.93%                                                     | 0.93%                                                 |
| Old Mutual Insure Limited                           | 191 481                                       | 4.44%                                                                | 559                         | 6.67%                                                    | 2.919                                                     | 618                          | 79                                                    | 11.81%                                                    | 0.97%                                                 |
| Bidvest Insurance Limited                           | 21 291                                        | 0.49%                                                                | 57                          | 0.68%                                                    | 2.677                                                     | 70                           | 11                                                    | 15.71%                                                    | 0.00%                                                 |
| SASRIA (SOC) Limited                                | 2 268                                         | 0.05%                                                                | 6                           | 0.07%                                                    | 2.646                                                     | 4                            | 2                                                     | 50.00%                                                    | 0.00%                                                 |
| Dotsure Limited (previously Oakhurst)               | 109 637                                       | 2.54%                                                                | 283                         | 3.38%                                                    | 2.581                                                     | 276                          | 31                                                    | 10.14%                                                    | 1.09%                                                 |
| WorkersLife Insurance Limited                       | 3 955                                         | 0.09%                                                                | 10                          | 0.12%                                                    | 2.528                                                     | 9                            | 6                                                     | 66.67%                                                    | 0.00%                                                 |
| Hollard Insurance Company Limited                   | 162 022                                       | 3.76%                                                                | 370                         | 4.41%                                                    | 2.284                                                     | 370                          | 92                                                    | 24.59%                                                    | 0.27%                                                 |
| Abacus Insurance Limited                            | 6 593                                         | 0.15%                                                                | 13                          | 0.16%                                                    | 1.972                                                     | 11                           | 6                                                     | 54.55%                                                    | 0.00%                                                 |
| <b>TOTAL</b>                                        | <b>4 309 739</b>                              | <b>100.00%</b>                                                       | <b>8 384</b>                | <b>100%</b>                                              | <b>1.945</b>                                              | <b>8 709</b>                 | <b>1 378</b>                                          | <b>15.82%</b>                                             | <b>0.67%</b>                                          |
| Discovery Insure                                    | 238 766                                       | 5.54%                                                                | 433                         | 5.16%                                                    | 1.813                                                     | 425                          | 41                                                    | 9.18%                                                     | 0.47%                                                 |
| Momentum Insure Company Limited                     | 85 025                                        | 1.97%                                                                | 151                         | 1.80%                                                    | 1.776                                                     | 192                          | 40                                                    | 20.83%                                                    | 0.00%                                                 |
| Momentum Insurance Company Limited                  | 32 774                                        | 0.76%                                                                | 56                          | 0.67%                                                    | 1.709                                                     | 84                           | 15                                                    | 17.86%                                                    | 0.00%                                                 |
| Infiniti Specialised Insurance Limited              | 28 098                                        | 0.65%                                                                | 48                          | 0.57%                                                    | 1.708                                                     | 51                           | 8                                                     | 15.69%                                                    | 0.00%                                                 |
| Guardrisk Insurance Company Limited                 | 326 061                                       | 7.57%                                                                | 550                         | 6.56%                                                    | 1.687                                                     | 569                          | 137                                                   | 23.20%                                                    | 0.88%                                                 |
| AIG South Africa Limited                            | 14 544                                        | 0.34%                                                                | 22                          | 0.26%                                                    | 1.513                                                     | 33                           | 7                                                     | 18.18%                                                    | 3.03%                                                 |
| Auto & General Insurance Company Limited            | 235 131                                       | 5.46%                                                                | 302                         | 3.60%                                                    | 1.284                                                     | 282                          | 12                                                    | 3.90%                                                     | 0.35%                                                 |
| Renasa Insurance Company Limited                    | 101 347                                       | 2.35%                                                                | 130                         | 1.55%                                                    | 1.283                                                     | 146                          | 38                                                    | 23.97%                                                    | 2.05%                                                 |
| Santam Insurance Limited                            | 350 989                                       | 8.14%                                                                | 416                         | 4.96%                                                    | 1.185                                                     | 460                          | 35                                                    | 7.61%                                                     | 0.00%                                                 |
| Bryte Insurance Company Limited                     | 183 033                                       | 4.25%                                                                | 201                         | 2.40%                                                    | 1.098                                                     | 247                          | 46                                                    | 17.00%                                                    | 1.62%                                                 |
| Compass Insurance Company Limited                   | 18 659                                        | 0.44%                                                                | 20                          | 0.24%                                                    | 1.072                                                     | 24                           | 1                                                     | 4.17%                                                     | 0.00%                                                 |
| SAFIRE Insurance Company Limited                    | 6 684                                         | 0.16%                                                                | 7                           | 0.08%                                                    | 1.047                                                     | 5                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Western National Insurance Limited                  | 20 574                                        | 0.48%                                                                | 21                          | 0.25%                                                    | 1.021                                                     | 33                           | 5                                                     | 15.15%                                                    | 0.00%                                                 |
| Generic Insurance Company Limited                   | 50 440                                        | 1.17%                                                                | 45                          | 0.54%                                                    | 0.892                                                     | 42                           | 9                                                     | 21.43%                                                    | 0.00%                                                 |
| OUTsurance Insurance Company Limited                | 321 700                                       | 7.46%                                                                | 279                         | 3.33%                                                    | 0.867                                                     | 250                          | 12                                                    | 4.80%                                                     | 0.00%                                                 |
| Constantia Insurance Company Limited                | 204 640                                       | 4.80%                                                                | 119                         | 1.42%                                                    | 0.582                                                     | 176                          | 47                                                    | 24.43%                                                    | 2.27%                                                 |
| CFAO Motors Insurance Limited (previously Unitrans) | 3 966                                         | 0.09%                                                                | 2                           | 0.02%                                                    | 0.504                                                     | 2                            | 1                                                     | 50.00%                                                    | 0.00%                                                 |
| Centriq Insurance Company Limited                   | 417 567                                       | 9.80%                                                                | 177                         | 2.11%                                                    | 0.424                                                     | 162                          | 35                                                    | 21.60%                                                    | 0.62%                                                 |
| Firststrand Insure Short-term Insurance             | 49 201                                        | 1.14%                                                                | 19                          | 0.23%                                                    | 0.386                                                     | 23                           | 3                                                     | 13.04%                                                    | 0.00%                                                 |
| Monarch Insurance Company Limited                   | 9 738                                         | 0.23%                                                                | 3                           | 0.04%                                                    | 0.308                                                     | 4                            | 2                                                     | 50.00%                                                    | 0.00%                                                 |
| NMS Insurance Services (SA) Limited                 | 163 094                                       | 3.78%                                                                | 5                           | 0.06%                                                    | 0.031                                                     | 2                            | 1                                                     | 50.00%                                                    | 0.00%                                                 |
| Lloyd's South Africa (Pty) Limited                  | 55                                            | 0.00%                                                                | 1                           | 0.01%                                                    | 0.018                                                     | 4                            | 1                                                     | 25.00%                                                    | 0.00%                                                 |
| Allianz Global Corporate & Speciality SA Limited    | 70                                            | 0.00%                                                                | 1                           | 0.01%                                                    | 0.014                                                     | 3                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Chubb Insurance South Africa Limited                | 726                                           | 0.02%                                                                | 5                           | 0.06%                                                    | 0.007                                                     | 6                            | 1                                                     | 16.67%                                                    | 0.00%                                                 |
| Yard Insurance Limited                              | 517                                           | 0.01%                                                                | 2                           | 0.02%                                                    | 0.004                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Corporate Guarantee (South Africa) Limited          | 0                                             | 0.00%                                                                | 0                           | 0.00%                                                    | 0.000                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Indequity Specialised Insurance Limited             | 3 031                                         | 0.07%                                                                | 0                           | 0.00%                                                    | 0.000                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Land Bank Insurance SOC Limited                     | 0                                             | 0.00%                                                                | 0                           | 0.00%                                                    | 0.000                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Lion of Africa Insurance Company Limited            | 1                                             | 0.00%                                                                | 0                           | 0.00%                                                    | 0.000                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |
| Swiss Re Corporate Solutions Africa Limited         | 0                                             | 0.00%                                                                | 0                           | 0.00%                                                    | 0.000                                                     | 0                            | 0                                                     | 0.00%                                                     | 0.00%                                                 |

**ADDITIONAL SPACE (All questions)**

**REMEMBER TO CLEARLY INDICATE AT THE QUESTION THAT YOU USED THE ADDITIONAL SPACE TO ENSURE THAT ALL ANSWERS ARE MARKED. LABEL YOUR ANSWERS CLEARLY WITH THE QUESTION NUMBER.**

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