

Registration Number: 2002/004034/07

**Santova Financial Services (Pty) Ltd (formerly Leading Edge Insurance Brokers (Pty) Ltd)  
trading as Santova Financial Services (Pty) Ltd**

("SANTOVA")

**MANUAL**

in terms of


**The Promotion of Access to Information Act**

**2/2000**

(the "ACT")

UPDATED: December 2011

SIGNED BY THE HEAD OF / PERSON DULY AUTHORISED BY  
SANTOVA:



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## **INDEX**

- 1. Introduction**
- 2. Contact Details**
- 3. The ACT**
- 4. Applicable Legislation**
- 5. Access To Records and Availability**
- 6. Form of Request**
- 7. Prescribed Fees**

## **I. INTRODUCTION**

SANTOVA conducts business as a Short Term Insurance Broker. SANTOVA is licensed as a Financial Services Provider in terms of Section 8 of the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002). Our FSP licence number is 6018.

## **2. CONTACT DETAILS**

Persons designated/duly authorised persons:

Directors: JH Wright (Managing Director)

SJ Chisholm (Financial Director)

GH Gerber

Company Secretary: JA Lupton

Group Legal Advisor: AKG Lewis

Human Resources Manager: HA Badenhorst

Postal Address: P.O. Box 6148, Durban, 4000

Street Address: Santova House, 88 Mahatma Gandhi Rd (Point Rd), Durban, 4001

Telephone Number: 031 374 7200

Fax Number: 031 374 7201

## **3. THE ACT**

**3.1** The ACT grants a requester access to records SANTOVA, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

**3.2** Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7.

**3.3** Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

The South African Human Rights Commission

PAIA Unit

2<sup>nd</sup> Floor Braampark Forum 3

33 Hoofd Street, Braampark Office Park

Braamfontein

Johannesburg

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27 11 877 3627

Fax Number: +27 11 403 0668

Website: [www.sahrc.org.za](http://www.sahrc.org.za).

#### **4. APPLICABLE LEGISLATION**

<b>No</b>	<b>Ref</b>	<b>Act</b>
1	No 71 of 2008	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 58 of 1962	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 63 of 2001	Unemployment Insurance Act
13	No 130 of 1993	Compensation for Occupational Injuries and Disease Act
14	No 9 of 1999	Skills Development Act

#### **5.ACCESS TO RECORDS AND AVAILABILITY**

*Records that SANTOVA is required to disclose are freely available on the website or available on request at the office of SANTOVA.*

##### **Records**      **Subject**

- |                 |   |
|-----------------|---|
| Public Affairs  | <ul style="list-style-type: none"><li>• Corporate Records &amp; Registers</li><li>• Documents of Incorporation</li><li>• Media Releases</li><li>• Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers</li></ul>   |
| Financial       | <ul style="list-style-type: none"><li>• Accounting Records</li><li>• Financial Statements</li><li>• Tax Records (Company)</li><li>• Asset Register</li><li>• Management Accounts</li><li>• Banking Records</li><li>• Investment information</li><li>• Debtors information</li><li>• Creditors information</li></ul>   |
| Marketing       | <ul style="list-style-type: none"><li>• Market Information</li><li>• Performance Records</li><li>• Marketing Records</li><li>• Customer Database and Records</li></ul>  |
| Human Resources | <ul style="list-style-type: none"><li>• Tax Records (Employees)<ul style="list-style-type: none"><li>○ PAYE Records</li><li>○ Documents issued to employees for income tax purposes</li><li>○ Records of payments made to SARS on behalf of employees</li><li>○ All other statutory compliances:<ul style="list-style-type: none"><li>▪ VAT</li></ul></li></ul></li></ul> |

- Regional Services Levies
- Skills Development Levies
- UIF
- Workmen's Compensation
- Administration Records (Payroll, UIF, Etc)
- Employment Records and Contracts
- Employment Equity Plan (if applicable)
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records, manuals, materials and reports
- Policy and Procedures
- Health and Safety and Environment Risk Assessment
- Pension/Provident Fund Records

- Other
- IT Records
  - Address lists and internal telephone lists
  - Relevant Legal Agreements
  - Operational Records
  - Relevant Correspondence
  - Relevant Third Party Records (Suppliers, Etc)
  - Other Statutory Records
  - Records available in terms of any other legislation

## **6. FORM OF REQUEST**

To facilitate the processing of your request, kindly:

**6.1** Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za](http://www.doj.gov.za)

**6.2** Address your request to the Company Secretary or Group Legal Advisor.

**6.3** Provide sufficient details to enable SANTOVA to identify:

- (a) The record(s) requested;
- (b) The requester (and if an agent is lodging the request, proof of capacity);
- (c) The form of access required;
- (d) (i) The postal address or fax number of the requester in the Republic;  
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## **7. PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1** A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2** If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3** A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4** Records may be withheld until the fees have been paid.
- 7.5** The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za/](http://www.doj.gov.za/)

## FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000)

[Regulation 10]

### A. Particulars of private body

The Head:

### B. Particulars of person requesting access to the record

- |     |   |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below.                |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached.                |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

### C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request for information is made on behalf of another person.
--

Full names and surname:

Identity number:

### D. Particulars of record

- |  |
|--|
| (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. |
| (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.   |
| The requester must sign all the additional folios.   |

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

**E. Fees**

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified of* the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends *on* the form *in which* access is required and the reasonable time *required* to search for and prepare a record.
- (d) If you qualify for exemption *of* the payment *of* any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
Mark the appropriate box with an X.	
<p>NOTES:</p> <ul style="list-style-type: none"> <li>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</li> <li>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</li> <li>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</li> </ul>	

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
	view the images	copy of the images"	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack audio cassette	transcription of soundtrack* written or printed document	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	printed copy of record*	printed copy of information derived from the record"	copy in computer readable form* (stiffy or compact disc)

'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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**G Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
  
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of .....20...

SIGNATURE OF REQUESTER / PERSON ON  
 WHOSE BEHALF REQUEST IS MADE