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## MANUAL

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO  
INFORMATION ACT (NO. 2 OF 2000)**



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**PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000**  
**(THE ACT)**  
**STATUTORY MANUAL IN TERMS OF SECTION 51**

**Company name:** The South African Financial Services  
Intermediaries Association (SAFSIA)

**Contact Details:** The Managing Director

**Postal address:** PO Box 62155  
Marshalltown 2107

**Street address:** 1<sup>st</sup> Floor, Broll Place,  
4 Carse O'Gowrie Drive,  
Princess of Wales Terrace,  
(next to Sunnyside Park Hotel),  
Parktown, Johannesburg 2193.

**Telephone number:** 011 484 4020

**Fax number:** 011 484 0812

**E-mail address:** [enquiries@safsia.co.za](mailto:enquiries@safsia.co.za)

**Registration No:** 1999/013373/08

1. **REQUEST FOR INFORMATION**

A requester must be given access to any record of a private body if that record is required for the exercise or protection of any rights; that person complies with the procedural requirements in the Act relating to a request for access to that record and access to that record is not refused in terms of the grounds for refusal as set out in Chapter 4 of Part 3 of the Act.

2. **PROCEDURES TO BE FOLLOWED TO REQUEST ACCESS TO A RECORD**

**Contact Details**

Any person who wishes to access a record from The South African Financial Services Intermediaries Association (SAFSIA) may contact the Managing Director whose contact details are as set out above.

**Prescribed Access Form**

In terms of Section 53, a request for access to a record of SAFSIA must be made in the prescribed form to SAFSIA at the address, fax number or electronic mail address as set out above.

A request in terms of the Act requires the completion of the prescribed request for access form. The form requires the requester to provide certain information. The requester must provide sufficient detail on the request form to enable SAFSIA to identify the record and the requester. The form is set out in Government Gazette No. 23119 dated 15 February 2002 (Form C).

There are two types of fees payable:

- **Request fee:** This fee is payable by all requesters other than personal requesters prior to the processing of the request. The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the payment of the request fee.
- **Access fee.** This fee is payable by all requesters when the request for access to a record is granted and is a fee that is payable for the purpose of searching, making a copy of a record and preparing the record for disclosure to the requester.

SAFSIA may withhold a record until the requester has paid the applicable fees. A schedule of the prescribed fees is set out in Government Gazette No. 23119 dated 15 February 2002.

3. **SECTION 10 - HUMAN RIGHTS COMMISSION GUIDE**

Should a requester require further clarity, the requester is referred to the Guide which will be published by the South African Human Rights Commission.

In terms of Section 10 of the Act, the Human Rights Commission will produce a guide (by August 2003) as to:

- (a) the objects of the Act;
- (b) such particulars of every private body as are practicable;
- (c) the manner and form of request for access to records;
- (d) the assistance available from the South African Human Rights Commission;
- (e) legal remedies available at law;
- (f) how to obtain access to the Section 51 manual;
- (g) voluntary disclosures of categories of records by public and private bodies;
- (h) notices regarding fees to be paid in relation to requests for access; and
- (i) any regulations made in terms of Section 92.

The guide will be printed in each official language in the Government Gazette and will be available for inspection by the public at the offices of the South African Human Rights Commission, Private Bag 2700, Houghton 2041, telephone 011 484 8300 or fax 011 484 0582 or at [www.sahrc.org.za](http://www.sahrc.org.za) or e-mail [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za).

**4. RECORDS**

The following are the categories of records held by SAFSIA. Examples of the types of records in the various categories are also listed.

**Other legislation**

Records are available in accordance with the following legislation:

The Companies Act 61 of 1973  
Basic Conditions of Employment Act 75 of 1997  
Income Tax Act 58 of 1962  
Value Added Tax Act 89 of 1991  
Unemployment Insurance Act 63 of 2001  
Skills Development Levies Act 9 of 1999  
Regional Services Councils Act 109 of 1985

**Internal records**

Membership

**Human Resources**

Staff records

**Finance**

Financial and accounting records  
Creditors and debtors statements and invoices

**Company Secretarial**

Company statutory records  
Minutes of Meetings

**Technical Committee Records**

Technical Committee records fall into the general categories of:

- (a) Fire and Accident Insurance
- (b) Marine Insurance
- (c) Short-Term Insurance
- (d) Long-Term Insurance

The Managing Director will take into consideration Section 5 of the Manual to decide on whether or not access to any of the records stated above should be given to the requester.

**5. GROUND FOR REFUSAL OF A REQUEST**

A request may be declined in accordance with one of the prescribed grounds for refusal of the request in terms of the Act, and these are set out in Sections 63, 64, 65, 66, 67, 68, and 69 of the Act.

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