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Julie

No. 27764

MANUAL

IN ACCORDANCE WITH

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



AIDS HELPLINE: 0800-0123-22 Prevention is the cure

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PROMOTION OF ACCESS TO INFORMATION ACT

(ACT 2 OF 2000)

SECTION 51 MANUAL FOR Name of FSP**Introduction to Name of FSP**

This private body is an authorised financial services provider that provides financial advice and renders intermediary services to clients on financial services and products under a license issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002.

PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**1. Contact details [sec 51(1)(a)]**

Designated person: Roberta Alison Joyce (t/as Roberta Joyce Consultants)
Street address: 25 Stevens Road, BLAIRGOWRIE, 2194
Postal address: P O Box 1236, CRAMERVIEW, 2060
Telephone number: (011) 789 1743
Fax number: (011) 789 1129 AND 086 672 8306
E-mail address: robertaj@netactive.co.za

2. The section 10 Guide on how to use the Act [sec 51(1)(b)]

The guide is available on the website of the SAHRC.

The Guide is also available from the South African Human Rights Commission.
Please direct any queries to:

**The South African Human Rights Commission
PAIA Unit
The Research and Documentation Department
Private Bag 2700
Houghton
2041**

Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

3. Records available in terms of any other legislation [sec 51(1)(d)]

~~Basic Conditions of Employment Act No. 75 of 1997~~

~~Closed Corporations Act No. 69 of 1984~~

~~Companies Act No. 61 of 1973~~

Financial Advisory and Intermediary Services Act No. 37 of 2002

Financial Intelligence Centre Act No. 38 of 2001

~~Income Tax Act No. 95 of 1967~~

~~Labour Relations Act No. 66 of 1995~~

~~Long Term Insurance Act No. 52 of 1998~~

~~Medical Schemes Act No. 131 of 1998~~

~~Pension Funds Act No. 24 of 1956~~

~~Prevention of Organised Crime Act No. 121 of 1998~~ * ? (FICA)

Short Term Insurance Act No. 53 of 1998

4. Access to the records held by the private body [sec 51(1) (c) and (e)]

- i. The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2):

Not applicable. Some brochures, pamphlets and documents related to the business of the private body are available on request without costs.

- ii. Records that may be requested:

Administration:

- Minutes of management meetings
- Minutes of staff meetings
- Correspondence

Human Resources:

- Employment contracts
- Mandates
- Policies and procedures

Operations:

- Production records
- Compliance manual – FAIS
- Compliance reports
- Complaints procedures
- Procedures manual - FICA
- Records of advice
- Register of key Individuals

- Register of representatives
- Register of non-compliance
- Record of continued compliance by representatives
- Register of premature cancellation of products
- Clients register

Finances:

- Accounting and audit records
- Financial statements

iii The request procedures:

Form of request: (ANNEXURE A)

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

Fees: (ANNEXURE B)

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing 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 tender or payment of the request fee.
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

5. Other information as may be prescribed [sec 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual [sec 51(3)]

The manual is available for inspection at the offices of the relevant private body, free of charge.

Copies are available with the SAHRC, in the Gazette (if submitted) and on the private body's website (if any).

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