



Protocol Underwriting Managers (Pty) Ltd is an Authorised Juristic Representative of Genric Insurance Company Limited, an Authorised Financial Services Provider, FSP no. 43638, and registered Short-term Insurer.

INFORMATION MANUAL FOR

PROTOCOL UNDERWRITING MANAGERS

IN TERMS OF

THE PROMOTION OF ACCESS TO INFORMATION ACT

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1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION Contact details

Any person who wishes to request any information from PROTOCOL in order to protect or exercise a right

Postal address

The Legal Officer
PO Box 1115
Bromhof
2154

Physical address

Midrand Business Park
Building 3
563 Old Pretoria Main Road
Midrand
1685
Tel.: 0861 44 44 62
Fax: 086 685 0357
E--mail: info@genric.co.za
Website: www.GENRIC.co.za

Prescribed Access Form

A request for access to a record of GENRIC must be made in the prescribed form to GENRIC at the address, fax, or e--mail address provided above. See **Annexure A** for the prescribed form.

Requesters must

- a) provide sufficient particulars to enable the information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required ;
- c) specify a postal address or fax number of the requester in RSA;
- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and
- f) if the request is made on behalf of a person, submit proof of their capacity to do so to the information Officer's satisfaction.

2. DEFINITIONS

The following definitions apply in relation to the reading of this document:

"GENRIC" means **GENRIC INSURANCE COMPANY LIMITED** and / or its successor in name, is a public company duly registered and incorporated in accordance with the company laws of the Republic of South Africa, having registration number 2005/037828/06 & Financial Service Provider number 43638, that carries on business as a registered short-term insurer with registration number 00051/001 (hereinafter referred to as "INSURER").

"Information Officer" means the person that is responsible for discharging the duties and responsibilities assigned to the "head" of the private institution, such as the managing director or any person duly appointed by the managing director,

"Third Party" means any natural or juristic person other than, the requester, a party that is acting on behalf of the requester, or alternatively GENRIC itself.

3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide. The Guide is intended to assist users in the interpretation of the Act and will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide.

The Guide contains the following information:

- The object of the Act;
- Particulars of the information officer of every public body;
- Particulars of every private body as are practicable;
- The manner and form of a request for access to information held by a body;
- Assistance available from the information officers and the Human Rights Commission in terms of the Act;
- Legal remedies regarding acts, omissions, rights, duties (including lodging appeals & court application);
- Schedules of fees paid in relation to requests for access to information;
- Regulation made in terms of the Act.

A copy of the guide is available on the SAHRC website. Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission

PAIA Unit

nd

2 Floor Braampark Forum 3

33 Hoofd Street, Braampark Office Park

Braamfontein

Telephone: +27 11 877 3627

Fax: +27 11 403 0668

Website: www.sahrc.org.za

4. TYPES OF RECORDS HELD BY GENRIC

Requests for access to documents held by GENRIC will be in accordance with the Act. The following records are available to the requester from the GENRIC office:

These include but are not limited to the following : Any personal records provided to GENRIC by their personnel; any records a third party has provided to GENRIC about any of their personnel; conditions of employment and other personnel-- related contractual and quasi---legal records; internal evaluation records; and other internal records and correspondence.

customer- related records

A customer includes any natural or juristic entity who receives services from GENRIC.

Customer -related information in information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of GENRIC; any records a third party has provided to GENRIC; and records generated by or within GENRIC pertaining to the customer, including transactional records.

Financial, IT and Operational records

This includes but is not limited to the following: Financial records; operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury---related records; securities and equities; and records held by officials of GENRIC.

Other Parties

GENRIC may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Alternatively, such other parties may possess records which can be said to belong to GENRIC. The following records fall under this category: Personnel, customer or GENRIC records which are held by another party as opposed to being held by GENRIC; and records held by GENRIC pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

Records available in terms of other legislation

The requester may also request information which is available in terms of Legislation, such as the following:

- Basic Conditions of Employment Act,
- Companies Act, Compensation for Occupational Injuries & Diseases Act,
- Employment Equity Act,
- National Credit Act, Pension Funds Act,
- Financial Services Board Act, Income Tax Act,
- Labour Relations Act,
- Unemployment Insurance Act, Long
- Term Insurance Act, Occupational
- Health and Safety Act,
- Promotion of Equality and Prevention of Unfair Discrimination Act,
- Electronic Communications and Transactions Act,

- Short Term Insurance Act, Skills, Development Act,
- South African Qualifications Authority Act,
- VAT Act, Financial Intelligence Centre Act,
- Financial Advisory and Intermediary Services Act,
- Protection of Constitutional Democracy Against Terrorist and related Activities Act.

5. THE REQUEST PROCEDURE

- The requester must use the prescribed form to make the request for access to a record to the above GENRIC address, fax number or email address for the attention of the Information officer. The Information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- A requester seeking access to a record containing their own personal information will not be charged a request fee.
- The fee that the requester must pay to GENRIC is RSO. The requester may lodge an application to court against the tender or payment of the fee.
- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

6. AVAILABILITY OF THE MANUAL

The manual is also available for inspection at GENRIC's office, free of charge, on the GENRIC website and copies are available at the South African Human Rights Commission.

Prescribed Form to be completed by a Requester

Request for Access to Record of Private Body

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000) (Regulation 4)

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 records must be recorded below.*
- b) *Furnish an address and/or fax number in the Republic to which information must be sent*
- c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone Number: _____

Fax Number _____

Email 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 only if a request for information is made on behalf of another person

Full Name 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 the Record or relevant part of the record:

2. Reference number, if available _____

3. Any further particulars of the 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 of the request fee.*
- c) *The fee payable for access to a record depends on the form in which the 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 therefore.*

Reason for exemption of payment of the fee:

F. Form of Access to the 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 require.

Disability:

Form in which record is required:

Mark the appropriate box with an "X"

Notes:

- a) Your indications as to the required form of access depend on the form in which the Record is available.
- b) Access in the form required may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

Copy of record *

Inspection of record

2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc)

View the Images *

Copy of the Images *

Transcription of the Images *

3. If the record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack
(Audio cassette)

Transcription of soundtrack *
(written or printed document)

4. If the record is held on computer or in an electronic or machine-readable form:

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 transcript to be posted to you? YES NO

A postal fee is payable

G. Particulars of right to be exercised or protected

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



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Indicate which right is to be exercised or protected:

Explain why the requested record is required for the exercising 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 thereof 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 the record?

Signed at _____ this _____ day of _____ 20____

Signature of Requester/Person
on whose behalf request is made