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## **Denise Gomes**

Authorised Financial Service Provider  
Member of IISA, IIER, FIA

E-mail: [ckinsurancebrokerscc@gmail.com](mailto:ckinsurancebrokerscc@gmail.com)

**For all your; Personal, Vehicle, Cycles, Commercial, Business & Travel Insurance**

# **MANUAL**

**in terms of Section 51 of**

**The Promotion of Access to Information Act**

**2 of 2000**

**(the "ACT")**

DATE OF COMPILATION: 18/05/2021  
DATE OF REVISION: 10/08/2023

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## **1. INTRODUCTION**

CK Insurance Brokers cc conducts business as a Short-Term Insurance Broker. I am an Authorized Service Provider in terms of the Financial Advisory & Intermediary Service Act. My FSP licence number is FSP 7086

CK Insurance Brokers cc is licensed to provide Advice and Intermediary services in the following products:

- Short Term Insurance Personal Lines
- Short Term Insurance Commercial Lines

## **2. COMPANY CONTACT DETAILS**

Directors: Denise Gomes

CEO: Denise Gomes

Postal Address: 14 Pongola Street, Farrarmere, Benoni, 1501 Gauteng, RSA

Street Address: 14 Pongola Street, Farrarmere, Benoni, 1501 Gauteng, RSA

Telephone Number: +27 (0)11 849-4848

Cell: +27 (0) 72 348 7548

Fax Number: 0866 364 050

Email: ckinsurancebrokerscc@gmail.com

## **3. THE ACT**

**3.1** The ACT grants a requester access to records of a private body, if the record is required for

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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 of the Act.

**3.3** Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041  
 Telephone Number: +27-11-877 3600  
 Fax Number: +27-11-403 0625  
 Website: www.sahrc.org.za

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

<b>No</b>	<b>Ref</b>	<b>Act</b>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	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 30 of 1996	Unemployment Insurance Act
13	No 9 of 2017	Financial Sector Regulation Act
14	No 18 of 2017	Insurance Act
15	No 53 of 1998	Short Term Insurance Act
16	Act 52 of 1998	Long Term Insurance Act
17	No 131 of 1998	Medical Schemes Act
18	No 4 of 2013	Protection of Personal Information Act
19	Act 38 of 2001	Financial Intelligence Centre Act
20	Act 37 of 2004	Financial Services Ombud Schemes Act

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## 5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Company Records	<ul style="list-style-type: none"><li>○ Registrations and statutory authorisations and documents</li></ul>	To be requested according to PAIA request procedure if not available on the Authorities public website.
Records relating to operational aspects of the business	<ul style="list-style-type: none"><li>○ Financial records</li><li>○ Operational records</li><li>○ Regulatory Correspondence</li><li>○ Statutory records</li><li>○ Internal correspondence</li><li>○ Statutory policies and procedures</li><li>○ Internal policies and procedures</li><li>○ Records of contractual agreements between CK Insurance Brokers cc and third parties</li><li>○ Asset register</li><li>○ Minutes of meetings</li></ul>	To be requested according to PAIA request procedure as set out in this manual
Client Records	<ul style="list-style-type: none"><li>○ Client data</li><li>○ Transaction records</li><li>○ Communication and correspondence records</li></ul>	To be requested according to PAIA request procedure as set out in this manual
Employee records	<ul style="list-style-type: none"><li>○ Employment Records</li><li>○ Communications</li><li>○ Training and Competence registers</li></ul>	To be requested according to PAIA request procedure as set out in this manual

## 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). (also attached as Annexure B)

**6.2** Address your request to the Head of the Company (CEO).

**6.3** Provide sufficient details to enable the COMPANY to identify:  
(a) The record(s) requested;

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- (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** (attached as Annexure A)

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).

Signed : D. Jones ..... Date : 10 Aug 2023  
Director

## Annexure A

### **A. Fees In Respect Of Private Bodies**

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1, 10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stifty disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stifty disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

(2) For purposes of section 54(2) of the Act, the following applies:

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- (a) Six hours as the hours to be exceeded before a deposit is payable; and  
(b) one third of the access fee is payable as a deposit by the requester.

(3) The actual postage is payable when a copy of a record must be posted to a requester.

## Annexure B

### 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 *ONLY* 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.

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- 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.	
NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (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. (c) The fee payable for access for 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:**

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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**2. If record consists of visual images**  
 this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/>	transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
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**4. If 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 transcription to be posted to you? Postage is payable.			YES	NO
<b>G Particulars of right to be exercised or protected</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. 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:				
<b>H. Notice of decision regarding request for access</b>				
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				