



TI BROKERS

**TI BROKERS (PTY) LTD  
("the FINANCIAL SERVICE PROVIDER (FSP)")  
FSP 48646**

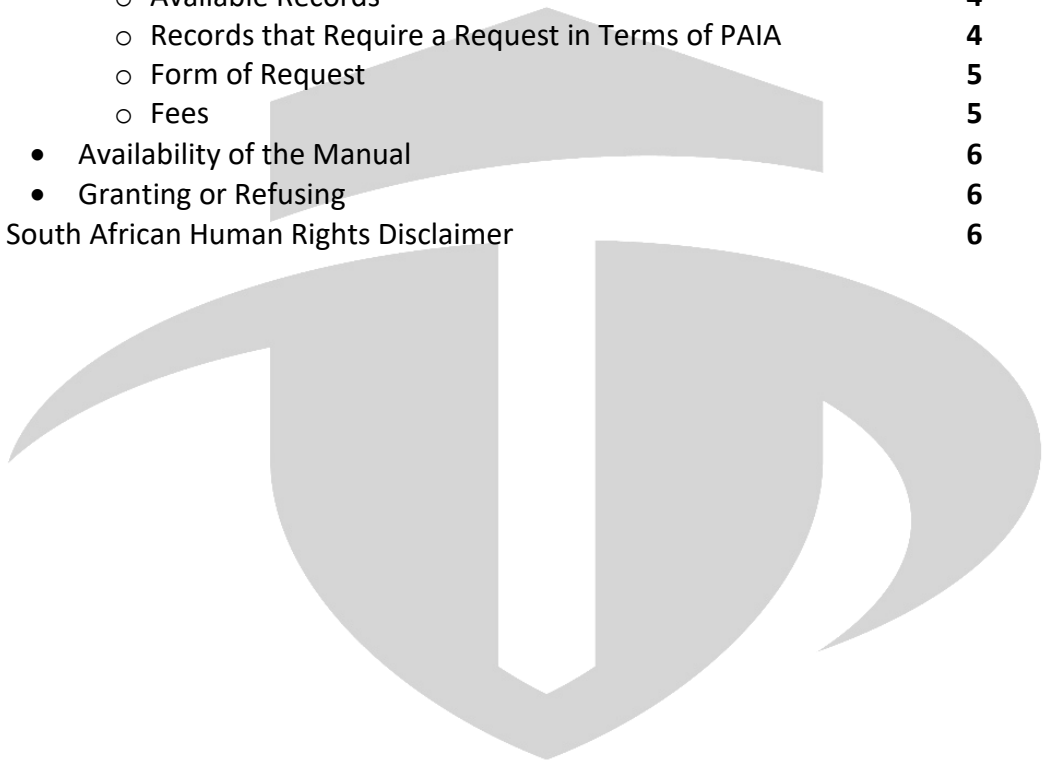
**PROMOTION OF ACCESS TO INFORMATION  
ACT (PAIA) MANUAL**

In terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (the "Act")

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TI BROKERS

## 1. Introduction

TI Brokers (Pty) Ltd FSP4 8646 is authorised to carry out business in respect of Financial Advisory Services as Financial Services Provider in respect of the following products:

- Short Term Insurance Category 1A
  - Personal Lines
  - Commercial Lines

## 2. Introduction to the Promotion of Access to Information Act

The Promotion of Access to Information Act No. 2 of 2000 (“the Act”) gives effect to the constitutional right of access to any information in records held by public (government) or private (non-government) bodies that is required for the exercise of protection of any rights. Where a request is made in terms of the Act, TI Brokers (Pty) Ltd is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

This manual informs requesters of procedural and other requirements that a request must meet as prescribed by the At. It is important to note that the Act recognises certain limitations to the right of access to information, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient, and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

## 3. Particulars in Terms of the Section 51 Manual

- Contact Details for TI Brokers (Pty) Ltd

**Physical Address:**

Mowbray House  
Fourways Golf Park  
Roos Street  
Fourways  
2068

**Postal Address:**

Suite 54  
Private Bag X2  
Dainfern  
2055

**Office Telephone Number:**

010 600 9999

**Email Address:**

insurance@tibrokers.biz

**Managing Director/Head:**

Donna-Leigh Elder  
donnaleigh@tibrokers.biz

- The Act

The Act grants a requester access to records of a private body, 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.

Request 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 paragraph 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission (SAHRC), which will contain information to exercise Constitutional Rights. The guide is available from the SAHRC. Contact details are:

- The South African Human Rights Commission
  - Website: <http://www.sahrc.org.za/>
  - Telephone number: +2711 877 3600
  - Address: Braampark Forum 3, 33 Hoofde Street, Braamfontein
  - SAHRC: The Research and Documentation Department
  - E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)
- Applicable Legislation
    - Financial Advisory and Intermediary Services Act 37 of 2002
    - Financial Intelligence Centre Act 38 of 2001, if applicable
    - Companies Act 71 of 2008
    - Value Added Tax Act 89 of 1991
    - Income Tax Act 58 of 1962
    - Promotion of Information Act No 2 of 2000
    - Basic Conditions of Employment Act 75 of 1997
    - Unemployment Insurance Act 63 of 2001
    - Employment Equity Act 55 of 1998, if applicable
    - Skills Development Act 9 of 1999, if applicable
    - Protection of Personal Information Act of 2013
  - Schedule of Records (subjected to Section 4(ii) of the Manual)
    - Records that require a request in terms of PAIA:
      - Company Records:
        - Documents of incorporation
        - Memorandum and articles of association
        - Minutes of meetings of shareholders
        - Records relating to the appointment of directors, auditors, secretary, public office, and other officers
        - Share register and other statutory registers, records, and/or documents
      - Income Tax Act Records
        - Pay-as-you-earn (PAYE) records
        - Value-added tax
        - All documents relating to levies
        - Payments to the South African Revenue Services (SARS) on behalf of employees/staff
      - Other
        - Computer software and licenses
        - Annual financial statements

- Client files including the mandates
  - Research conducted
  - Correspondence with clients and suppliers
  - Records relating to suppliers, partners, insurance, etc
  - Personnel documents and records
- Form of Request:
- To facilitate the processing of your request, kindly follow the below process:
- Any request must be made on the prescribed form available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za)
  - Submit the prescribed completed form to the head of TI Brokers (Pty) Ltd via electronic mail or address and must include:
    - The prescribed fees (this is available on the SAHRC's website)
    - Particulars of the requester. If the request is made on behalf of another person, proof of the capacity in which the requester is making the request
    - The postal address or fax number of the requester
    - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
    - A description of the information required
    - An indication of what form of access is required
    - Identification of the right the requester is seeking to protect or exercise
    - An explanation of why the requested information is required for the protection or exercise of that right

TI Brokers (Pty) Ltd will inform the requester within 30 (Thirty) days after receipt of the request of its decision whether or not to grant the request. TI Brokers (Pty) Ltd may extend the 30 (Thirty) day period by a further period but not more than 30 (thirty) days if the request is for multiple records or requires a search through many records.

- Fees
- 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 TI Brokers (Pty) Ltd 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.
  - Please refer to legislation for the prescribed fee that must be paid. The requester may lodge an application to the court against the tender or payment of the request fee.

- After the head of TI Brokers (Pty) Ltd has decided on the request, the requester may be notified.
  - 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.
  - Records may be withheld until the fees have been paid
- The prescribed fee for the request is available on the website of the SAHRC under the link “Access to information/PAIA”
  - Availability of the Manual  
The manual is available for inspection at the offices of TI Brokers (Pty) Ltd free of charge and on TI Brokers (Pty) Ltd website.
  - Granting or Refusing  
Should the request be granted, the prescribed fee must be paid, and the form will be provided. Should the request be refused, the notice will provide a sufficient explanation of the reason for the refusal. Chapter 4 of the Act provides grounds for refusal of access to records. Should you require more information on this section please contact the Information Officer by means mentioned above.

For more information on the Promotion of Access to Information Act please visit the following website: <http://www.sahrc.org.za/index.php/understanding-paia>

#### 4. South African Human Rights Disclaimer

The South African Human Rights Commission reserves all rights and makes no warranty, either express or implied, with respect to the information and/or promotional material contained herein and is not responsible for any expenses, inconvenience, damage (whether special or consequential), or claims arising out of posting, time and costs incurred and or associated with this information and will not be liable for the latter. Specific exemption from any liability is claimed with regard to the following:

- The SAHRC does not endorse any third-party private service provider and will not bear any costs related to your transaction to compile the manual on your behalf.
- Submission to the SAHRC is free and the SAHRC does not charge any fees for advice or administration however all cost to lodge manuals is at the relevant private entities own cost e.g., registered mail etc.
- Manuals are subject to review and comment with the possibility of manuals being rejected based on not meeting the minimum requirements and the SAHRC is not liable for the amendment costs if any and resubmission if any of any manuals.