

MONITOR ADMINISTRATORS (PTY) LTD

Registration no: 2003/004608/07

MANUAL
in terms of
Section 51 of

The Promotion of Access to Information Act
2/2000
("the Act")

INDEX

1. Introduction to Monitor Administrators

2. Contact Details

3. The ACT

4. Applicable Legislation

5. Schedule of Records

6. Form of Request

7. Prescribed Fees

Appendix Form C

1 **INTRODUCTION**

Monitor Administrators (Pty) Limited is a short term insurance administrator which was incorporated in 2003. We are an Authorised Financial Service Provider in terms of the Financial Advisory and Intermediary Service Act. Our FSP licence number is FSP 17824.

2 **COMPANY CONTACT DETAILS**

Postal Address: P.O. Box 467, Kloof, 3620
Street Address: 45 Old Main Road, Kloof, 3610
Telephone Number: 031 818 0000
Fax Number: 031 818 0067
Email: monitor@monitorsa.co.za

3 **THE ACT**

3.1 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.

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 X2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Email: Section51.PAIA@sahrc.org.za
Website: www.sahrc.org.za

4 **APPLICABLE LEGISLATION**

No	Reference	Act
1	No 71 of 2008	Companies Act
2	No 68 of 2008	Consumer Protection Act
3	No 55 of 1998	Employment Equity Act
4	No 58 of 1962	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 9 of 1999	Skills Development Levies 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 58 of 1998	Short Term Insurance Act (as applicable)
14	No 130 of 1993	Compensation for Occupational Injuries and Diseases Act
15	No 4 of 2013	Protection of Personal Information Act
16	No 38 of 2001	The Financial Intelligence Centre Act

5 **SCHEDULE OF RECORDS**

5.1 **Internal records**

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers
- Share Register and other statutory registers
- Licences
- Internal policies and Procedures
- Charters
- Treating Customers Fairly
- Complaints Procedure

The above records are available on request in terms of PAIA.

5.2 **Financial / operational records**

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records/Bank Statements
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices
- Disaster Recovery Plans
- Service Level Agreements

The above records are available on request in terms of PAIA or limited information in our Annual Financial Statements.

5.3 **SARS records**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Skills Development Levies
 - UIF
 - Workmen's Compensation

The above records are available on request in terms of PAIA.

5.4 **Personnel documents and records**

- Employment contracts
- Employment Equity Plan
- Organograms
- Disciplinary records
- Salary records
- INSETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals

Employee records are not available due to the private nature thereof. Other records are available on request in terms of PAIA.

5.5 Marketing

- Market Information
- Business model
- Performance and loss ratio Records
- Marketing Strategies
- Customer Database

The above records are available on request in terms of PAIA or if applicable on our website at www.monitorsa.co.za.

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
- 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;
 - (b)** The requester (and if an agent is lodging the request, proof of capacity);
 - (c)** The form of access required;
 - (d)** The postal address, fax number or email of the requester in the Republic;
 - (e)** If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - (f)** 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

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 and exemptions passed are available on the website of the South African Human Rights Commission at www.sahrc.org.za.

FORM C

Appendix

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

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

Monitor Administrators (Pty) Limited

Contact person: The CEO
Postal Address: PO Box 467, Kloof, 3620
Physical Address: 45 Old Main Road, Kloof, 3610
Telephone: 031 818 0000
Fax: 031 818 0067
Email: monitor@monitorsa.co.za
Website: www.monitorsa.so.za

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: _____

(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.
- (c) The requester must sign all the additional folios.

Description of record or relevant part of the record: _____

Reference number, if available: _____

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

<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>

Mark the appropriate box with an X.

1. If the record is in written or printed form:						
	copy of record*				inspection of record	
2. If record consists of visual images This includes photographs, slides, video recordings, sketches computer-generated images, etc						
	view the images		copy of the images*		transcription of the images*	
3. If 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 record is held on computer or in an electronic or machine-readable form:						
	printed copy of record*		copy in computer readable form*		printed copy of information derived from the record*	
*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

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: _____

G Particulars of right to be exercised or protected

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.

Indicate which right is to be exercised or protected: _____

Explain why the record requested is required for the exercise 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 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? _____

I. Authorised signature

Signed at.....this.....day of20.....

Signature of requester / person on
whose behalf request is made