Promotion of Access to Information Act, 2 of 2000

Section 51 Manual for

IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC

17634

Introduction

This entity IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC FSP NO 17634 is an authorised financial services provider that provides financial advice and renders intermediary services to clients on financial products under a licence issued in terms of the Financial Advisory and Intermediary Services Act, Act 37 of 2002.

Details in terms of Section 51 of PAIA Act

Contact details

Name of business	IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC		
Designated contact	KI Ivan Down		
person			
Physical address	19 Kayden Centre		
	Arburthnot street		
	4180		
Postal address	PO BOX 945		
	Umkomaas		
	4170		
Telephone number	039 9761642		
Fax number	086 580 4189		
E-mail address	info@ibg-sure.co.za		

Section 10 Guide on how to use the Act

This guide is available in hard copy from the South African Human Rights Commission or				
can be accessed on their website. The details are as follows:				
Postal address	The South African Human Rights Commission – PAIA Unit			
	The Research and Documentation Department			
	Private Bag 2700			
	Houghton			
	2041			
Telephone number	011 877 3600			
Fax number	See SAHRC website for regional office fax numbers			
E-mail address	lidlamini@sahrc.org.za			
Website	www.sahrc.org.za			

Records available in terms of any other legislation

Basic Conditions of Employment Act No. 75 of 1997

Collective Investments Schemes Control Act No. 45 of 2002

Companies Act No. 71 of 2008

Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993

Consumer Protection Act No. 68 of 2008

Employment Equity Act No.55 of 1998

Financial Advisory and Intermediary Services Act No. 37 of 2002

Financial Intelligence Centre Act No. 38 of 2001

Financial Institutions (Protection of Funds) Act No. 28 of 2001

Financial Services Board Act No. 97 of 1990

Financial Services Ombud Schemes Act No. 37 of 2004

Friendly Societies Act No. 25 of 1956

Income Tax Act No. 58 of 1962

Insurance Laws Amendment Act No. 27 of 2008

Labour Relations Act No. 66 of 1995

Long-term Insurance Act No. 52 of 1998

Medical Schemes Act No. 131 of 1998

Occupational Health and Safety Act No. 85 of 1993

Pension Funds Act No. 24 of 1956

Prevention of Organised Crime Act No. 121 of 1998

Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004

Security Services Act No. 36 of 2004

Short Term Insurance Act No. 53 of 1998

Skills Development Act No.97 of 1998

Skills Development Act No.97 of 1998

Unemployment Contributions Act No. 4 of 2002

Unemployment Insurance Act No. 63 of 2001

Value Added Tax Act No. 89 of 1991

Access to records held by IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC

 The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of section 52 (2) of this Act, and at no cost:

Brochures; Pamphlets; Documents related to business activities

Records which may be requested in terms of this Act:

Administration:

- Licence of product categories
- o Minutes of management meetings
- Minutes of staff meetings
- o Correspondence

Human resources:

- Employment contracts
- Mandates
- Policies and procedures
- Training
- Remuneration and benefits policies, and records thereof

Operations:

- Production records
- Compliance manual FAIS
- Compliance reports
- Complaints procedures
- o Contractual agreements with suppliers
- 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
- o Financial statements
- Assets inventory
- The request procedure is as follows:

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 payable for request – 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.

Other information as may be prescribed

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

Availability of the PAIA Manual

The manual is available for inspection at the offices of IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC free of charge. Copies are also available with the

SAHRC and on the website of IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC. www.ibg-sure.co.za.

Annexure A - Request For Access to Record of IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC

Particulars of private body

attached.

IBG SUREINVEST AN INDEPENDENT BROKER GROUP CC

Particulars of person requesting access to the record

Instructions:		
0	The particulars of the person who requests access to the record must be given	
	below.	
0	The address and/or fax number in the Republic to which the information is to be	
	sent must be given.	
0	Proof of the capacity in which the request is made, if applicable, must be	

Full name and surname Identity number Postal address Telephone number Fax number E-mail address Capacity in which request is made, when made on behalf of another person

Particulars of person on whose behalf request is made

Instruction	ns:			
0	This section m	nust be completed ONLY if a request for information is made on		
	behalf of anothe	er person.		
Full name	and surname			
Identity no	umber			

Particulars of record

Instruction	is:				
0	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.				
0	If the provided	I space is inadequate, please continue on a separate folio and			
	attach it to this	form. The requester must sign all the additional folios.			
Descriptio	n of record or				
relevant	part of the				
record					
Reference	number, if				
available					
Any furthe	er particulars of				
record					

<u>Fees</u>

Instructions:

- A request for access to a record, other than records containing personal information about you, will be processed only after a request fee has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.

o If you qualify f	or exemption of the payme	ent of any fee, please state the reason for		
exemption.				
Reason for exemption				
from payment of fees				
Form of access to rec	<u>:ora</u> 			
Instructions:				
	•	ad, view or listen to the record in the form		
·		nder, state your disability and indicate in		
which form the	e record is required.			
Disability				
Form in which record is				
required				
Instructions:				
o Mark the appr	opriate box with an X			
	•	ecified form may depend on the form in		
·	which the record is available.			
 Access in the 	form requested may be re	fused in certain circumstances. In such a		
case you will b	case you will be informed if access will be granted in another form.			
○ The fee payal	ole for access to the recor	d, if any, will be determined partly by the		
form in which	access is requested.			
	<u> </u>			
If the record is in writt	en or printed form:			
Copy of record	d	Inspection of record		
2. If record consists of		es photographs, slides, video recordings,		
computer-generated	images, sketches etc):			
View images		Copy of images		
Transcription	of images			
If record consists of recor	ecorded words or informati	on which can be reproduced in sound:		
Listen to soun	dtrack (audio cassette)			
	of soundtrack (written or pr	inted document)		
4. If record is held on computer or in an electronic or machine-readable form:				
Printed copy				
Printed copy of	of information derived from	record		
Copy in comp	uter-readable form (stiffy o	r compact disc)		

transcription to be posted to	o you?			
YES NO				
Postage is payable.				
Particulars of right to b	e exercised or protected			
Instructions:				
o If the provided	space is inadequate, please continue on a separate	folio and		
attach it to this f	orm. 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				
	rding request for access			
	ng whether your request has been approved / denied. I	-		
to be informed in another	manner, please specify the manner and provide the	necessary		
particulars to enable compl	liance with your request.			
How would you prefer to be	e informed of the decision regarding your request for acc	cess to the		
record?				
Signed at	on this day of	20		
<u> </u>	on the day of			

Full Name of Requester / Person on whose behalf the request is made

* If you requested a copy or transcription of a record (above), do you wish the copy or

Signature of Requester / Person on whose behalf the request is made

Annexure B - Fees in respect of private bodies

photocopy of an A4-size page or part thereof. 2. The fees for reproduction referred to in regulation 11(1) are as follows: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. 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: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: ii. A4 size page or part thereof iii. A copy of visual images: 40.00 ii. A copy of visual images: 40.00 iii. A copy of an audio record: iii. A copy of an audio record: iii. A copy of an audio record: iiii. A copy of an audio record: iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii	1.	1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every			
a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: ii. A4 size page or part thereof ii. 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: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: ii. A copy of visual images e. For a transcription of an audio record: ii. A copy of an audio record for purposes of section 54(2) of the Act, the following applies: (a) Six hours as the hours to be exceeded before a deposit by the requester. The actual postage is payable when a copy of a record must be posted to a		photocopy of an A4-size page or part thereof.			
b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. 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: a. For every photocopy of an A4-size page or part thereof b. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: 7.50 7.50 7.50 7.50 7.50 7.50 7.50 7.5	2.	Th	e fees	for reproduction referred to in regulation 11(1) are as follows:	R0.00
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ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. 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: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		d.	For a	transcription of visual images:	
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4. The access fees payable by a requester referred to in regulation 11(3) are as follows: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (a) Six hours as the hours to be exceeded before a deposit by the requester. The actual postage is payable when a copy of a record must be posted to a	3.	Th	e requ	est fee payable by a requester, other than a personal requester, r	eferred to in
as follows: a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		reg	gulation	11(2) is R50.00.	
 a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a 	4.	Th	e acce	ss fees payable by a requester referred to in regulation 11(3) are	R0.00
b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		as	follows	s:	1.10
computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record: 20.00 ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		a.	For ev	ery photocopy of an A4-size page or part thereof	
c. For a copy in a computer-readable form on: i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record: 20.00 ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		b.	For e	very printed copy of an A4-size page or part thereof held on a	0.75
i. Stiffy disc ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record: 20.00 ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a			comp	uter or in electronic or machine-readable form	
ii. Compact disc d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		c.	For a	copy in a computer-readable form on:	7.50
d. For a transcription of visual images: i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a			i.	Stiffy disc	70.00
i. A4 size page or part thereof ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a			ii.	Compact disc	
ii. A copy of visual images e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		d.	For a	transcription of visual images:	40.00
e. For a transcription of an audio record: i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a			i.	A4 size page or part thereof	60.00
 i. A4 size page or part thereof ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a 			ii.	A copy of visual images	
ii. A copy of an audio record For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a		e.	For a	transcription of an audio record:	20.00
For purposes of section 54(2) of the Act, the following applies: (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. The actual postage is payable when a copy of a record must be posted to a			i.	A4 size page or part thereof	30.00
(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.The actual postage is payable when a copy of a record must be posted to a			ii.	A copy of an audio record	
(b) One third of the access fee is payable as a deposit by the requester. The actual postage is payable when a copy of a record must be posted to a	For purposes of section 54(2) of the Act, the following applies:				
The actual postage is payable when a copy of a record must be posted to a	(a) Six hours as the hours to be exceeded before a deposit is payable; and				
	(b)	On	e third	of the access fee is payable as a deposit by the requester.	
requester.	Th	ie ad	ctual p	ostage is payable when a copy of a record must be posted to a	
•	red	ques	ster.		