

**INFORMATION MANUAL FOR ETANA INSURANCE COMPANY LIMITED
IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000**

Contents

1. Introduction _____	Pg. 1
2. Procedure for obtaining access to information _____	Pg. 1
3. The section 10 guide on how to use the Act _____	Pg. 2
4. Types of records held by ETANA INSURANCE COMPANY LIMITED _____	Pg. 2
5. The request procedure _____	Pg. 3
6. Availability of the manual _____	Pg. 3

1. Introduction

ETANA INSURANCE COMPANY LIMITED (Registration number 2001/009647/06) conducts business as a short-term insurer. We are an authorised financial services provider in terms of the Financial Advisory & Intermediary Service Act. Our FSP licence number is FSP 16401.

2. Procedure for obtaining access to information

Relevant contact details

Any person who wishes to request any information from ETANA INSURANCE COMPANY LIMITED in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address

The Information Officer
Etana Insurance Company Limited
PO Box 3051
JHB
2000

Physical address

Etana House
22 Oxford Road
Parktown
Tel.: 011 351 2766

E-mail: paia@etana.co.za
Website: www.etana.co.za

Prescribed Access Form

A request for access to a record of ETANA INSURANCE COMPANY LIMITED must be made in the prescribed form to ETANA INSURANCE COMPANY LIMITED at the postal, physical or e-mail addresses 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

3. The section 10 guide on how to use the Promotion of Access to Information Act

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide. Please direct queries to:

The South African Human Rights Commission
PAIA Unit
2nd 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

Contact: Chantelle Kisoon
E-mail: ckisoon@sahrc.org.za

4. Types of records held by Etana Insurance Company Limited

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

Human Resources Records

These include but are not limited to the following : Any personal records provided to ETANA INSURANCE COMPANY LIMITED by their personnel; any records a third party has provided to ETANA INSURANCE COMPANY LIMITED 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 ETANA INSURANCE COMPANY LIMITED. Customer-related 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 ETANA INSURANCE COMPANY LIMITED; any records a third party has provided to ETANA INSURANCE COMPANY LIMITED; and records generated by or within ETANA INSURANCE COMPANY LIMITED 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 ETANA INSURANCE COMPANY LIMITED.

Other parties

ETANA INSURANCE COMPANY LIMITED 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 ETANA INSURANCE COMPANY LIMITED. The following records fall under this category: Personnel, customer or ETANA INSURANCE COMPANY LIMITED records which are held by another party as opposed to being held by ETANA INSURANCE COMPANY LIMITED; and records held by ETANA INSURANCE COMPANY LIMITED 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, Skills Development Levies 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

- 5.1 The requester must use the prescribed form to make the request for access to a record to the above ETANA INSURANCE COMPANY LIMITED address, fax number or email address for the attention of the Information Officer;
- 5.2 The Information Officer will notify the requester of the prescribed fee (if any) payable before further processing the request;
- 5.3 A requester seeking access to a record containing their own personal information will not be charged a request fee;
- 5.4 The fee that the requester must pay to ETANA INSURANCE COMPANY LIMITED is R50. The requester may lodge an application to court against the tender or payment of the fee;
- 5.5 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

This manual is also available for inspection at ETANA INSURANCE COMPANY LIMITED office, free of charge, on the ETANA INSURANCE COMPANY LIMITED website and copies are available at the South African Human Rights Commission.

ANNEXURE A

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(in terms of Section 53(1) of the Promotion of Access to Information Act/No. 2 of 2000)

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.

Title: First names:

Surname: Date of birth:

Identity no./Passport no.: Occupation:

Postal address:

Code:

Residential address:

Code:

Telephone no. (w): Telephone no. (h):

Cellphone no.: Fax no.:

Email address:

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.

Title: First names:

Surname: Identity no.:

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.

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

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: copy of record*: inspection of record:

2. If 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 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*: 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? YES/NO

Postage is payable

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?

Signed at:

Signature:

Signature of requester / person on whose behalf request is made

Date: