



**CGIB (Pty) Ltd**

An Authorised Financial Service Provider

Tel: +27 (0) 87 701 0001  
Fax: +27 (0) 86 513 0670  
Cell: +27 (0) 82 887 3040  
Email: [info@cgib.co.za](mailto:info@cgib.co.za)  
Website: [www.cgib.co.za](http://www.cgib.co.za)  
FSB Number : 45121

## **Promotion of access to Information Act No. 2 of 2000**

**Statutory Manual in terms of Section 51**

**CGIB (Pty) Ltd**

### **Contents**

1. Contact Details.
  2. Section 10 Guide on how to use the Promotion of Access to Information Act no. 2 of 2000.
  3. Records available in terms of any other legislation.
  4. Access to the records held by CGIB (Pty) Ltd
    - (i) Categories of records which are available without having to request access in terms of the Promotion of Access to Information Act No. 2 of 2000.
    - (ii) Records that may be required.
    - (iii) The request for information procedures.
  5. Other information as may be prescribed.
  6. Availability of this Manual.
- Annexure I Request for Access to Information Form  
Annexure II Fees in respect of Access to Information from CGIB

### **1. Contact details**

Company Name: CGIB (Pty) Ltd (CGIB)  
Contact Details: The Managing Director  
Postal Address: 29 Geranium Street, Brackenhurst, 1448  
Telephone Number: +27 (0) 87 702 9264  
Fax Number: +27 (0) 86 513 0670  
E-Mail Address: [info@cgib.co.za](mailto:info@cgib.co.za)  
Website: [www.cgib.co.za](http://www.cgib.co.za)  
Registration Number: 2014/009140/07

### **2. Section 10 Guide on how to use the Promotion of Access to Information Act no. 2 of 2000**

The guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit  
The Research and Documentation Department  
Postal Address: Private Bag X2700  
Houghton  
2041

Telephone: +27 (0) 877 3600

Fax: +27 (0) 11 403 0668

Website: <http://www.gov.za/about-government/contact-directory/organisation/660/79>

E-Mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)



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### **3. Records available in terms of any other legislation**

Records are available in accordance with the following legislation:

1. Companies Act No. 61 of 1973
2. Copyright Act No. 98 of 1978
3. Employment Equity Act No. 55 of 1998
4. Income Tax Act No. 95 of 1967
5. Insurance Act No. 27 of 1943
6. Labour Relations Act No. 66 of 1995
7. Basic Conditions of Employment Act No. 75 of 1997
8. Short Term Insurance Act No. 53 of 1998
9. Unemployment Insurance Act No. 63 of 2001
10. Financial Advisory and Intermediary Services Act, 2002

### **4. Access to the records held by CGIB (Pty) Ltd**

(i) Records which are available without having to request access in terms of the Promotion of Access to Information Act No. 2 of 2000.:

- Public Product Information
- Directors
- Website
- Compliance Officer

(ii) Records that may be requested:

Records which may be made available if requested according to the procedures in the Promotion of Access to Information Act No. 2 of 2000 are classified as follows:

Administration

- Insurer Agency Agreements

Human Resources

- CGIB's Employee Manual
- CGIB's FAIS Representatives

Operations

- Operational Procedure Guides and Manual
- Insurer Loss Ratio
- Compliance Officer

Finances

- Insurer Premium Statement

The Managing Director will only consider an application for access to any of the records stated above if the request is made in terms of 4(iii) of this Manual.

A request may be declined in accordance with one of the prescribed grounds for refusal of the request in terms of the Act, and these are set out in Sections 63, 64, 65, 66, 67, 68, and 69 of the Promotion of Access to Information Act No. 2 of 2000.

(iii) Request from Information Procedure

A requester will be given access to any record of CGIB if that record is required for the exercise or protection of any right. The requester must comply with the procedural requirements in the Act



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relating to a request for access to that record. The access to that record is not refused in terms of the grounds for refusal as set out in Chapter 4 of Part 3 of the Act.

#### Contact Details

Any person who wishes to access a record from CGIB may contact the Managing Director whose contact details are as set out above.

#### Prescribed Access Form

In terms of Section 53, a request for access to a record of CGIB must be made in the prescribed form to CGIB at the address, fax number or electronic mail address as set out in Section 1 of this Manual.

A request in terms of the Act requires the completion of the prescribed request for access form. The form requires the requester to provide certain information. The requester must provide sufficient detail on the request form to enable CGIB to identify the record and the requester. The form is set out in Government Gazette no. 23119 dated 15 February 2002 (Form C).

#### **5. Other information as may be prescribed**

As described in the Regulation in terms of Section 51(I)(F) of the Promotion of Access to Information Act No. 2 of 2000 as prescribed by the Minister of Justice and Constitutional Development.

#### **6. Availability of this Manual**

This Manual is available for inspection at the address as set out in Section 1 of this Manual free of charge and copies are available with the SAHRC.



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**Annexure I**

Request for access of information of CGIB

(Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act. 2 of 2000) (Regulation 4)

A. Particulars of private body

The Head:

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B. Particulars of person requesting access to the record

*(a) The particulars of the person who requests access to the records must be recorded below.*

*(b) Furnish an address and/or fax number in the Republic to which information must be sent.*

*(c) Proof of the capacity in which the request is made, if applicable, must be attached*

Full name and surname:

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Identity number:

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Postal address:

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Telephone Number:

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Fax Number:

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E-mail address:

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Capacity in which request is made, when made on behalf of another person:

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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 name 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*

1. Description of record or relevant part of the record:

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2. Reference number, if available:

3. Any further particulars of record:

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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 therefore.*

Reason for exemption from payment of fees:

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**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) Your indication as to the required form of access depends 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 to 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 the 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 the record consists of spoken words or information which can be reproduce 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\*

If you requested a copy or transcription of a record above, do you wish the copy or transcript 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.*

**1. Indicate which right is to be exercised or protected:**

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2. Explain why the requested record is required for the exercising or protection of the aforementioned right:

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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 thereof 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?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
Signature of Requester/Person on whose behalf request is made



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Annexure II

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#### Fees in Respect of Request for Access to Information from CGIB

1. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00 payable before a request will be processed.
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.)
3. A requester may lodge an application with a court against the payment of the request fee and/ or deposit.
4. Records may be withheld until fees have been paid.
5. The fee for a copy of the manual as contemplated in regulation 9(2) © is R1,10 for every photocopy of an A4 size page or part thereof.
6. 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 R1,10.
  - (b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
  - (c) For a copy in a computer-readable form on:
    - (i) compact disc R70,00.
  - (d)
    - (i) For transcription of visual images, for an A4 size page or part thereof R40,00.
    - (ii) For a copy of visual images R60,00.
  - (e)
    - (i) For a transcription of an audio record, for an A4 size page or part thereof R20,00.
    - (ii) For a copy of an audio record R30,00.
7. The access fees payable by a requester referred to in regulation 11(3) are as follows:
  - (1)
    - (a) For every photocopy of an A4 size page or part thereof R1,10.
    - (b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
    - (c) For a copy in a computer-readable form on:
      - (i) compact disc R70,00.
    - (d)
      - (i) For a transcription of visual images, for an A4 size page or part thereof R40,00.
      - (ii) For a copy of visual images R60,00.
    - (e)
      - (i) For a transcription of an audio record, for an A4 size page or part thereof R20,00.
      - (ii) For a copy of an audio record R30,00.
    - (f) To search for an 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:
    - (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.