



**IUA BUSINESS SOLUTIONS (PTY) LTD**

Registration number 1981/006334/07

(Hereafter known as the "COMPANY")

**MANUAL**

In terms of

**The Promotion of Access to Information Act 2/2000**

(Hereafter known as the "ACT")

**2017**

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## 1. INTRODUCTION

The COMPANY conducts business as a business administrative service to insurance companies and related activities. The COMPANY is an authorised Financial Services Provider in terms of the Financial Advisory & Intermediary Services Act and their FSP Licence number is FSP 15737.

## 2. COMPANY CONTACT DETAILS

Persons designated/duly authorised persons:

<b>DIRECTOR (CEO)</b>	
Name and Surname	<b>Gordon Emmott</b>
Postal Address	<b>PO Box 1800, Umhlanga Rocks, 4320</b>
Street Address	<b>Cnr. Umhlanga Rocks and Keynsham Drive, 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319</b>
Telephone numbers	<b>031 570 7600</b>
Fax number	<b>031 570 7680</b>
Electronic Mail	<b>gordon@iua.co.za</b>

<b>DIRECTOR (COO)</b>	
Name and Surname	<b>Paul Rowe</b>
Postal Address	<b>PO Box 1800, Umhlanga Rocks, 4320</b>
Street Address	<b>Cnr. Umhlanga Rocks and Keynsham Drive, 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319</b>
Telephone numbers	<b>031 570 7600</b>
Fax number	<b>031 570 7680</b>
Electronic Mail	<b>paul@iua.co.za</b>

<b>NON EXECUTIVE DIRECTOR</b>	
Name and Surname	<b>Scott Sherwood Gilmour</b>
Postal Address	<b>PO Box 1800, Umhlanga Rocks, 4320</b>
Street Address	<b>Cnr. Umhlanga Rocks and Keynsham Drive, 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319</b>
Telephone numbers	<b>031 570 7600</b>
Fax number	<b>031 570 7680</b>
Electronic Mail	

## 3. THE ACT

- 3.1. The ACT grants a requester access to records of the COMPAY, 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.
- 3.3. Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional

Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041  
 Telephone Number: +27-11-877 3600  
 Fax Number: +27-11-403 0668  
 Website: [www.sahrc.org.za](http://www.sahrc.org.za)

#### 4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 75 of 1997	Basic Conditions of Employment Act
2	No 53 of 2003	B-BBEE Act
3	No 61 of 1973	Companies Act
4	No 68 of 2008	Consumer Protection Act
5	No 55 of 1998	Employment Equity Act
6	No 36 of 2005	Electronic Communications Act
7	No 25 of 2002	Electronic Communications and Transactions Act
8	No 37 of 2002	Financial Advisory and Intermediary Services Act
9	No 38 of 2001	Financial Intelligence Centre Act
10	No 66 of 1995	Labour Relations Act
11	No 85 of 1993	Occupational Health and Safety Act
12	No 2 of 2000	Promotion of Access of Information Act
13	No 4 of 2013	Protection of Personal Information Act
14	No 30 of 1996	Unemployment Insurance Act
15	No 89 of 1991	Value Added Tax Act

#### 5. ACCESS TO RECORDS AND AVAILABILITY

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none"> <li>• Public Product Information</li> <li>• Public Corporate Records</li> <li>• Media Releases</li> </ul>	<p>Freely available on web site  <a href="http://www.iua.co.za">www.iua.co.za</a></p>
Financial	<ul style="list-style-type: none"> <li>• Financial Statements</li> <li>• Financial and Tax Records (Company &amp; Employees)</li> <li>• Asset Register</li> <li>• Management Accounts</li> </ul>	<p>Proprietary (Pty) Ltd – not required to disclose            Not available.</p>
Marketing	<ul style="list-style-type: none"> <li>• Market Information</li> <li>• Public Customer Information:               <ul style="list-style-type: none"> <li>○ Product Brochures</li> <li>○ Owner Manuals</li> </ul> </li> <li>• Field Records</li> <li>• Performance Records</li> <li>• Product Sales Records</li> </ul>	<p>Limited information available on web site  <a href="http://www.iua.co.za">www.iua.co.za</a></p>

- Marketing Strategies
- Customer Database
- Dealer Franchise Documents

## 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](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za](http://www.doj.gov.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) (i) The postal address or fax number of the requester in the Republic;  
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - e) 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 is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at <http://www.doj.gov.za>