



Established 1993

**OPTION SHORT TERM INSURANCE BROKERS (PTY) LTD**

INSURANCE BROKERS & GROUP SCHEME ADMINISTRATORS

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## **INFORMATION MANUAL**

**Prepared in terms of Section 51 of The Promotion  
of Access  
to Information Act 2 of 2000 ("the Act")**

**For assistance in requiring information from :**

**OPTION SHORT TERM INSURANCE BROKERS  
(PTY) LTD**

## **PART 1: Information Officers**

Managing Director	:	Anthony Schalk Op't Hof
Information Officer	:	Laura Joubert
Postal address	:	P O Box 40545, Garsfontein East, 0060
Physical address	:	Tzaneen St, Faerie Glen, Pretoria, 0043
Telephone Number	:	+27 0861 111 857
Facsimile Number	:	+27 0861 111 858 / 086 620 6972
Email Address	:	tony@oib.co.za / laura@oib.co.za
Website Address	:	<a href="http://www.oib.co.za">www.oib.co.za</a>

## **PART 2 : The South African Human Rights Commission's Guide on how to use the Promotion of Access to Information Act**

As contemplated in Section 10 of the Act, the South African Human Rights Commission printed a guide on how to use the Promotion of Access to Information Act. The guide is available in all official languages and contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide should be directed to:

South African Human Rights Commission : PAIA Unit (The Research and Documentation Department)

Email Address	:	PIAI@sahrc.org.za
Postal Address	:	Private Bag X2700, Houghton, 2041
Telephone Number	:	+27 11 484 8300
Facsimile Number	:	+27 11 484 1360
Website Address	:	<a href="http://www.sahrc.org.za/">http://www.sahrc.org.za/</a>

## **PART 3 : Types of Records**

The following records of Option Short Term Insurance Brokers are available on request (where applicable) :

### **Personnel Records**

- Personal staff records
- Salary records
- Conditions of employment and other personnel related contractual and quasi-legal records
- UIF records
- Tax records

- Leave records
- Training schedules and material

### **Customer Related Records**

- Records pertaining to customers/clients
- Records pertaining to transactions

### **Financial Records**

- Annual and interim reports
- Management reports
- VAT returns
- Income tax returns and assessments
- Invoices
- Receipts
- Brokerage notes on transactions in listed shares
- Regional Services Council returns
- SETA returns

### **Company Information**

- Operational records
- Databases
- Information technology
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures
- Compliance records
- Treasury related records
- Securities and equities
- Records held by officials
- Shareholder records
- Board members
- Incorporation documents
- Minutes of meetings
- Share allotment register
- Fund prospectus
- Company resolutions and statutory company documentation
- Shareholding in subsidiaries and other companies

### **Other Parties**

- Contractors
- Suppliers
- Auditors

- Attorneys
- Joint ventures
- Administrators
- Related companies

### **Products and Services**

- Asset Management Funds
- Collective Investment Schemes
- Investment Products
- Structured Products
- Stockbroking
- Mandates and application forms
- Performance histories

### **PART 4 : How to Request Information**

1. Complete the form in **Appendix 1**.
2. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
3. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.
4. Submit form to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated in Part 1 above.
5. The requester must pay the prescribed fee as per Appendix 2, before any further processing can take place.
6. Option Insurance Brokers will process the request within 30 days, unless the requester has stated special reasons, which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
7. Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.

**A requester is any person making a request for access to a record of the institution. There are two types of requesters:**

**Personal Requester :** A person seeking access to a record containing personal information about him/her/itself

**Other Requester :** This person is entitled to request access to information on third parties. However, Option Insurance Brokers is not obliged to voluntarily grant access.

### **PART 5 : Fees**

The Act provides for two types of fees:

1. A request fee, which will be a standard fee
2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the Information Officer receives the request, he/she shall notify the requester to pay the prescribed request fee (if any), before further processing of the request. The information officer may with-hold a record until the requester has paid the fees. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester. See Schedule 2 for details of fees.

### **PART 6 : Refusal to Grant Access to Records**

Option Insurance Brokers will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The 30 day period with which Option Insurance Brokers has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office or storage facility of Option Insurance Brokers and the information cannot reasonably be obtained within the original 30 day period. Option Insurance Brokers will notify the requester in writing should an extension be required.

The main grounds to refuse a request for information are:

1. Mandatory protection of privacy of a third party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person
2. Mandatory protection of the commercial information of a third party, if the record contains trade secrets of that third party, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party, information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
4. Mandatory protection of the safety of individuals and the protection of property
5. Mandatory protection of records, which would be regarded as privileged in legal proceedings
6. The commercial activities of the institution, which may include trade secrets of the institution, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution, information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition, a computer program which is owned by the institution, and which is protected by copyright, the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage

7. Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

### **PART 7 : Availability of the Manual**

The Option Short Term Insurance Brokers Pty Ltd Information Manual is made available in terms of Regulation Number R.187 of 15 February 2002. The manual will also be available on the website at [www.oib.co.za](http://www.oib.co.za)