



**LIONEL ISAACS**  
INSURANCE BROKERS

**Promotion of Access to Information Act (PAIA) manual**  
for  
Lionel Isaacs Insurance Brokers (Pty) Ltd (the “private body”)  
FSP#: 13343

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## **A. Introduction**

Lionel Isaacs Insurance Brokers (Pty) Ltd (FSP# 13343) is authorised to carry on business in respect of Financial advisory services as Financial Services Provide in respect of the following products:

Long-term Insurance: Category A, C, Short-term Insurance: Category Personal Lines, Commercial Lines.

Financial intermediary services as Financial Services Provider in respect of the following products:

Long-term Insurance: Category A, C, Short-term Insurance: Category Personal Lines, Commercial Lines.

## **B. Introduction to the Promotion of Access to Information Act**

The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) gives effect to the constitutional right of access to any information in records held by public (government) or private (non-government) bodies that is required for the exercise of protection of any rights. Where a request is made in terms of the Act, Lionel Isaacs Insurance Brokers (Pty) Ltd is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

This manual informs requesters of procedural and other requirements which a request must meet as prescribed by the Act. It is important to note that the Act recognises certain limitations to the right of access to information, including, but not limited to, limitations aimed at the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance, and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

## C. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

### 1. Contact details for Lionel Isaacs Insurance Brokers (Pty) Ltd

Physical address: 1<sup>st</sup> Floor,  
33 Scott Street,  
Waverley,  
Johannesburg,  
2090

Postal address: PO Box 3436,  
Johannesburg,  
2000

Office telephone number: 011 483 1802  
Fax number: 011 728 4350  
Managing director/Head: Robert Segal  
rsegal@liib.co.za

### 2. The Act

Requesters are referred to the Guide in terms of section 10 which has been compiled by the South African Human Rights Commission (SAHRC), which will contain information for the purpose of exercising Constitution Rights. The guide is available from the SAHRC. Contact details are:

#### a. The South African Human Rights Commission

Website: <http://www.sahrc.org.za/>  
Telephone number: +2711 877 3600  
Address: Braampark Forum 3, 33 Hoofde Street,  
Braamfontein

*SAHRC: The Research and Documentation Department*

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

The Act grants a requester access to records of a private body, 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.

Requests in terms of the Act shall be made in accordance with the prescribed procedures at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act.

### 3. Applicable legislation

- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Companies Act 71 of 2008
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Promotion of Information Act No 2 of 2000
- Basic conditions of Employment Act 75 of 1997
- Unemployment Insurance Act 63 of 2001
- Employment Equity Act 55 of 1998
- Skills Development Act 9 of 1999
- Protection of Personal Information Act of 2013

#### 4. Schedule of records (subjected to section 4(ii) of this manual)

- i. Records that require a request in terms of PAIA:
  - a. Company records:
    - Documents of incorporation
    - Memorandum and articles of association
    - Minutes of meetings of shareholders
    - Records relating to the appointment of directors, auditors, secretary, public office and other officer
    - Share register and other statutory registers, records and/or documents
  - b. Income tax act records
    - Pay-as-you-earn (PAYE) records
    - Value added tax
    - All documents relating to levies
    - Payments to the South African Revenue Services (SARS) on behalf of employees/staff
  - c. Other
    - Computer software and licenses
    - Annual financial statements
    - Client files including the mandates
    - Research conducted
    - Correspondence with clients and suppliers
    - Records relating to suppliers, partners, insurance etc
    - Personnel document and records

ii. Form of request:

To facilitate the processing of your request, kindly following the below process.

Any request must be made on the prescribed form and submitted to the head of Lionel Isaacs Insurance Brokers (Pty) Ltd via electronic mail, fax or address and must include:

- The prescribed fees (this is available on the SAHRC's website)
- Particulars of the requester. If the request is made on behalf of another person, proof of the capacity in which the requester is making the request
- The postal address or fax number of the requester
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof
- A description of the information required
- An indication of what form of access is required
- Identification of the right the requester is seeking to protect or exercise
- An explanation of why the requested information is required for the protection or exercise of that right

Lionel Isaacs Insurance Brokers (Pty) Ltd will inform the requester within 30 days after receipt of the request of its decision whether to not to grant the request. Lionel Isaacs Insurance Brokers (Pty) Ltd may extend the 30 day period by a further period but not more than 30 days if the request is for multiple records or requires a search through many records.

iii. Fees:

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 Lionel Isaacs Insurance Brokers (Pty) Ltd 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.
- Please refer to legislation for the prescribe fee that must be paid. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the head of Lionel Isaacs Insurance Brokers (Pty) Ltd has made a decision on the request, the requester may be notified.
- 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.
- Records may be withheld until the fees have been paid

The prescribe fee for request is available on the website of the SAHRC under the link “access to information/PAIA”.

**5. Availability of the manual**

The manual is available for inspection at the offices of Lionel Isaacs Insurance Brokers (Pty) Ltd free of charge and on Lionel Isaacs Insurance Brokers (Pty) Ltd (if any).



## 6. Granting or refusing

Should the request be granted, the prescribe fee must be paid, and the form will be provided. Should the request be refused the notice will provide a sufficient explanation of the reason for refusal. Chapter 4 of the Act provides grounds for refusal of access to records. Should you require more inform on this section please contact the information officer mentioned above.

For more information on the Promotion of Access to Information act please visit the following website: <http://www.sahrc.org.za/index.php/understanding-paia>.

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