




**(Registration Number 1991/007261/07)**

**INFORMATION MANUAL  
IN TERMS OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF  
2000  
  
INCLUDING  
  
REQUEST FOR INFORMATION, FORMS AND FEES**

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### **1. INTRODUCTION**

PetSure (underwritten by The Hollard Insurance Company Ltd ) is a dedicated pet insurer; insuring pets since 1992.

### **2. COMPANY CONTACT DETAILS**

Persons designated/duly authorized persons:

<b>Managing Director/Information Officer</b>	Clive Berman
<b>Postal address</b>	PO Box 87419, Houghton, 2041
<b>Street address</b>	24 Wellington Rd, Parktown, 2193
<b>Phone No.</b>	011 481 1900
<b>Fax No.</b>	086 661 0992
<b>E-mail address</b>	<a href="mailto:cliveb@petsure.co.za">cliveb@petsure.co.za</a>
<b>Website</b>	<a href="http://www.petsure.co.za">www.petsure.co.za</a>

### **3. THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000**

- 3.1 The Promotion of Access to Information Act (No. 2 of 200) grants a requester access to records of PetSure, 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 Promotion of Access to Information Act (No. 2 of 200) 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: +27-11-887 3600  
 Fax Number: +27-11-484 0582  
 Website: www.sahrc.org.za

#### 4. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance 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>• Media Releases</li> </ul>	Freely available on web site www.petsure.co.za
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>	Proprietary (PetSure Pty Ltd) - Not required to disclose.
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>• Performance Records</li> <li>• Product Sales Records</li> </ul>	Limited availability on web site www.petsure.co.za

- Marketing Strategies
- Customer Database

## **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 Managing Director.
- 6.3 Provide sufficient details to enable the PetSure 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/>