

# **ESB INSURANCE BROKERS (PTY) LTD**

Registration Number 2014/253910/07

(hereafter known as the “COMPANY”)

MANUAL

In terms of

**The Promotion of access to Information Act**

2/2000

(Hereafter known as the “ACT”)

JUNE 2021

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## 1. **INTRODUCTION**

The COMPANY conducts business as a non-life and life Insurance Broker.

The COMPANY shall use its reasonable best efforts to provide services in a commercially reasonable manner and with the care, due diligence and skill that a prudent non-life and life Insurance Broker would possess and exercise, except that the non-life and life Insurance Broker may allocate available supplies, manpower and services in such manner as in the prevailing circumstances the non-life and life Insurance Broker, acting reasonably, considers to be fair and reasonable.

## 2. COMPANY CONTACT DETAILS

Person designated / duly authorised person

<b>The Managing Director</b>	
Name and Surname	Eusuf Bhana
Postal address	P. O. Box 42764, Fordsburg, 2033
Street address	152 Barry Hertzog Avenue, Greenside, Johannesburg, 2193.
Telephone number	087 808 6238
Electronic mail address	eusuf@esbins.co.za

### **3. THE ACT**

- 3.1 The ACT grants a requester access to the records of the COMPANY, 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 paragraph 6 and 7.
- 3.3 Requesters are referred to the Guide compiled by the Information Regulator, which will contain information for the purposes of exercising Constitutional Rights. The contact details of the Information Regulator are:

Physical Address: J D House,  
27 Stiemens Street,  
Braamfontein,  
Johannesburg, 2021.

Postal Address: P O Box 31533,  
Braamfontein,  
Johannesburg,  
2017.

Website: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

#### 4. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
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 25 Of 2002	Electronic Communications and transactions Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 38 of 2001	Financial Intelligence Centre Act
9	No 66 of 1995	Labour Relations Act
10	No 52 of 1998	Long-Term Insurance 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 53 of 1998	Short-Term Insurance Act
15	No 30 of 1996	Unemployment Insurance Act
16	No 33 of 2004	Protection of Constitutional Democracy and Related Activities Act
17	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>- Complaints Policy</li><li>- Disclosure Notice</li><li>- FAIS Licence</li><li>- PAIA Manual</li><li>- Privacy Notice</li><li>- TCF Policy</li></ul>	Freely available on web site <a href="http://www.esbins.co.za">www.esbins.co.za</a>
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 (Pty Ltd) - Not required to disclose. Not available
Marketing	<ul style="list-style-type: none"><li>- Public Customer Information:<ul style="list-style-type: none"><li>- Product Brochures</li></ul></li></ul>	Limited information available on web site (see above)

## 6. **FORM OF REQUEST**

To facilitate the processing of your request, kindly:

6.1 Use the prescribed form, available on the website of the Information Regulator at [infoREG@justice.gov.za](mailto:infoREG@justice.gov.za)

6.2 Address your request to the Managing Director.

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 when 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 requester is required to pay the prescribed fees 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 requester 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 Information Regulator at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

