



Roadcom Toptrans (Pty) Ltd

Registration Number 2008/020157/07

(Hereafter known as the "COMPANY")

PAIA Manual

in terms of: Section 51 of

*The Promotion of Access to Information Act
No. 2 of 2000 (the "ACT")*



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1. INTRODUCTION

The COMPANY conducts business as an Underwriting manager.

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

Roadcom Toptrans (Pty) Ltd t/a Toptrans – Underwriting Managers an Authorised Financial Services Provider Licence number 37014.
UMA for Guardrisk Insurance Co. Ltd
31a Arterial Road West, Oriel, Bedfordview, 2007. P.O. Box 15683, Lambton, 1414. Tel: (011) 622 0142, Facsimile: (086) 504 5033
Company Registration Number: 2008/020157/07. VAT Registration Number: 4760250490.
Managing Director: T.R. Gonsalves





2. COMPANY CONTACT DETAILS

Person designated / duly authorised person:

	The Managing Director
Name and Surname	Mrs. Tammy Gonsalves
Postal Address	Po Box 15683 Lambton 1414
Street Address	31a Arterial Road West Oriel Bedfordview 2008
Contact Numbers	011 622 0142
E Mail	tammy@toptrans-uma.co.za

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3. THE ACT

3.1 The ACT grants a requester access to 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 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

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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
11	No 66 of 1995	Labour Relations Act
12	No 85 of 1993	Occupational Health and Safety Act
13	No 2 of 2000	Promotion of Access of Information Act
14	No 4 of 2013	Protection of Personal Information Act
15	No 30 of 1996	Unemployment Insurance Act
16	No 89 of 1991	Value Added Tax Act

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5. ACCESS TO RECORDS AND AVAILABILITY

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none">• Public Product Information• Public Corporate Records• Media Releases	Freely available on web site http://toptrans-uma.co.za
Financial	<ul style="list-style-type: none">• Financial Statements• Financial and Tax Records (Company & Employees)• Asset Register• Management Accounts	Proprietary (Pty Ltd) - Not required to disclose. Not available.
Marketing	<ul style="list-style-type: none">• Market Information• Public Customer Information:• Product Brochures • Field Records• Performance Records• Product Sales Records• Marketing Strategies• Customer Database	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 SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at www.doj.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;
 - (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;

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, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT