

**INFORMATION MANUAL FOR
LEGACY UNDERWRITING MANAGERS (PTY) LTD.
IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT**

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1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact details

Any person, who wishes to request any information from Legacy Underwriting Managers (Pty) Ltd., in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address

The Information Officer
Legacy Underwriting Managers (Pty) Ltd.

Physical address

cor. Lynnwood Road & Kings
Highway, Lynnwood, 0081
P O Box 55450, Arcadia, 0007
Tel.: 012 470 5400
Fax: 012 361 8963
E-mail: cobus@lum.co.za
Website: www.lum.co.za

Prescribed Access Form

A request for access to a record of Legacy Underwriting Managers (Pty) Ltd. must be made in the prescribed form to Legacy Underwriting Managers (Pty) Ltd. at the address, fax, or e-mail address provided above. See **Annexure A** for the prescribed form.

Requesters must

- a) provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required ;
- c) specify a postal address or fax number of the requester in RSA;
- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and

- f) if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction

2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide.

Please direct queries to:

The South African Human Rights Commission

PAIA Unit

2nd Floor Braampark Forum 3

33 Hoofd Street, Braampark Office Park

Braamfontein

Telephone: +27 11 877 3627

Fax: +27 11 403 0668

Website: www.sahrc.org.za

Contact: Chantelle Kisoona

E-mail: ckisoona@sahrc.org.za

3. TYPES OF RECORDS HELD BY LEGACY UNDERWRITING MANAGERS (PTY) LTD.

Requests for access to documents held by Legacy Underwriting Managers (Pty) Ltd. will be in accordance with the Act. The following records are available to the requester from the Legacy Underwriting Managers (Pty) Ltd. office:

Human Resources Records

These include but are not limited to the following : Any personal records provided to Legacy Underwriting Managers (Pty) Ltd. by their personnel; any records a third party has provided to Legacy Underwriting Managers (Pty) Ltd. about any of their personnel; conditions of employment and other personnel-related contractual

and quasi-legal records; internal evaluation records; and other internal records and correspondence.

Customer-related records

A customer includes any natural or juristic entity who receives services from Legacy Underwriting Managers (Pty) Ltd.

Customer-related information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of Legacy Underwriting Managers (Pty) Ltd.; any records a third party has provided to Legacy Underwriting Managers (Pty) Ltd.; and records generated by or within Legacy Underwriting Managers (Pty) Ltd. pertaining to the customer, including transactional records.

Financial, IT and Operational records

This includes but is not limited to the following: Financial records; operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; securities and equities; and records held by officials of Legacy Underwriting Managers (Pty) Ltd.

Other Parties

Legacy Underwriting Managers (Pty) Ltd. may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Alternatively, such other parties may possess records which can be said to belong to Legacy Underwriting Managers (Pty) Ltd. The following records fall under this category: Personnel, customer or Legacy Underwriting Managers (Pty) Ltd. records which are held by another party as opposed to being held by Legacy Underwriting Managers (Pty) Ltd.; and records held by Legacy Underwriting Managers (Pty) Ltd. pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the

other party, and records third parties have provided about the contractors / suppliers.

Records available in terms of other legislation

The requester may also request information which is available in terms of legislation, such as the following:

Basic Conditions of Employment Act, Companies Act, Compensation for Occupational Injuries & Diseases Act, Employment Equity Act, National Credit Act, Pension Funds Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Unemployment Insurance Act, Long Term Insurance Act, Occupational Health and Safety Act, Promotion of Equality and Prevention of Unfair Discrimination Act, Electronic Communications and Transactions Act, Short Term Insurance Act, Skills Development Act, Skills Development Levies Act, South African Qualifications Authority Act, VAT Act, Financial Intelligence Centre Act, Financial Advisory and Intermediary Services Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act.

4. THE REQUEST PROCEDURE

- The requester must use the prescribed form to make the request for access to a record to the above Legacy Underwriting Managers (Pty) Ltd. address, fax number or email address for the attention of the Information officer
- The Information officer will notify the requester of the prescribed fee (if any) payable before further processing the request
- A requester seeking access to a record containing their own personal information will not be charged a request fee
- The fee that the requester must pay to Legacy Underwriting Managers (Pty) Ltd. is R50. The requester may lodge an application to court against the tender or payment of the fee
- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

5. AVAILABILITY OF THE MANUAL

The manual is also available for inspection at Legacy Underwriting Managers (Pty) Ltd. office, free of charge, on the Legacy Underwriting Managers (Pty) Ltd. website and copies are available at the South African Human Rights Commission.

ANNEXURE A

REQUEST FOR ACCESS FORM
(in terms of The Promotion of Access to Information Act)

NAME OF THE COMPANY TO WHOM THE REQUEST IS MADE
[Insert full name of company]

PARTICULARS OF PERSON REQUESTING ACCESS TO INFORMATION

Surname : _____
First names : _____
Identity number : _____
E-mail address : _____
Telephone no. : _____
Facsimile no. : _____
Postal address : _____

PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE (IF APPLICABLE)

Surname : _____
First names : _____
Identity number : _____
E-mail address : _____
Telephone no. : _____
Facsimile no. : _____
Postal address : _____

PARTICULARS OF RECORDS REQUESTED
REFERENCE (if applicable) :

FORM OF ACCESS TO RECORD

NOTES:

- a) Compliance with your request in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

(Mark the appropriate shaded box with an X.)

1. If the record is in written or printed form:

copy of record* _____

inspection of record _____

2. If the record consists of visual images:

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

view the images _____

copy of the images* _____

transcription of the images* _____

3. If the record consists of recorded words or information which can be reproduced in sound:

listen to the soundtrack _____

transcription of soundtrack* (written or printed) _____

4. If record is held on computer or in an electronic or machine-readable form:

printed copy of record _____

printed copy of information _____

derived from the record* _____

copy in computer readable form*
(stiffy or compact disc) _____

* If you requested a copy or transcription of a record (above), do you wish the copy or transactions to be posted to you?

YES / NO

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability _____

Form in which record is required: _____

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

EXPLANATION OF WHY RECORD IS REQUIRED FOR EXERCISE OR PROTECTION OF ABOVEMENTIONED RIGHT

NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

SIGNATURE

Signed at _____ Date : _____

Signature of the Requester _____