

**INFORMATION  
MANUAL**

Prepared in terms of Section 51 of The Promotion of Access to Information Act 2 of 2000 ("the Act").

**For assistance in requiring information from:**  
Western National Insurance Company Ltd

## **PART 1**

### **Information Officers**

**Information Officer:** Jan Eksteen  
**Chief Executive Officer:** Jurgen Hellweg  
**Postal address:** 2nd Floor, The Cliffs, Tyger Falls, 2 Niagara Road, Bellville  
**Physical address:**  
**Tel:** +27 0219140290  
**Fax:**  
**Email address:** janE@westnat.com  
**Websites:** www.westnat.com

## **PART 2**

### **The South African Human Rights Commission's guide on how to use the Promotion of Access to Information Act**

As contemplated in Section 10 of the Act, the South African Human Rights Commission printed a guide on how to use the Promotion of Access to Information Act. The guide is available in all official languages and contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

[Any enquiries regarding this guide should be directed to:](#)

South African Human Rights Commission, PAIA Unit (The Research and Documentation Department)

**Email address:** PIAI@sahrc.org.za  
**Postal address:** Private Bag X2700, Houghton, 2041  
**Tel:** +27 11 484 8300  
**Fax:** +27 11 484 1360  
**Website:** <http://www.sahrc.org.za/>

## **PART 3**

### **Types of Records**

A request for any documents will be considered on a case-by-case scenario, subject to the requirements of the Protection of Personal Information Act.

## **PART 4**

### **How to request information**

1. Complete the form in Appendix 1.
2. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
3. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.
4. Submit form to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated in Part 1 above.
5. The requester must pay the prescribed fee as per Appendix 2, before any further processing can take place.
6. Western will process the request within 30 days, unless the requestor has stated special reasons, which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
7. Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.

A requester is any person making a request for access to a record of the institution. There are two types of requesters:

#### **Personal Requester**

A person seeking access to a record containing personal information about him/her/itself

#### **Other Requester**

This person is entitled to request access to information on third parties. However, Western is not obliged to voluntarily grant access.

## **PART 5 Fees**

The Act provides for two types of fees:

1. A request fee, which will be a standard fee.
2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the Information Officer receives the request, he/she shall notify the requester to pay the prescribed request fee (if any), before further processing of the request. The information officer may withhold a record until the requester has paid the fees. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

See **Schedule 2** for details of fees.

## **PART 6 Refusal to grant access to records**

Western will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The 30day period with which Western has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another office of Western and the information cannot reasonably be obtained within the original 30 day period. Western will notify the requester in writing should an extension be required.

The main grounds to refuse a request for information are:

1. Mandatory protection of privacy of a third party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person;
2. Mandatory protection of the commercial information of a third party, if the record contains trade secrets of that third party; financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party; information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
4. Mandatory protection of the safety of individuals and the protection of property;
5. Mandatory protection of records, which would be regarded as privileged in legal proceedings;
6. The commercial activities of the institution, which may include trade secrets of the institution; financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution; information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition; a computer program which is owned by the institution, and which is protected by copyright; the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
7. Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

## **PART 7 Availability of the manual**

The Western National Insurance Company Ltd Information Manual is made available in terms of Regulation Number R.187 of 15 February 2002. The manual will also be available on the website at [www.westnat.com](http://www.westnat.com).

## APPENDIX 1 Application for Access to Information

Request for access to records of Western National Insurance Company Ltd in accordance with Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000

### A. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

Full Name and Surname of Requester

ID / Passport / Corporate Registration Number

Work telephone number

Home telephone number

### B. ADDRESS / FAX NUMBER / EMAIL ADDRESS TO WHICH INFORMATION MUST BE SENT

Postal address

Postal code

Fax number  Email address

### C. REQUEST ON BEHALF OF ANOTHER PERSON

(This section must be completed only if a request for information is made on behalf of another person)

Please state capacity in which request is made on behalf of another person.

Particulars of person on whose behalf request is made

Full Name and Surname of Person on whose behalf request is made

ID / Passport / Corporate Registration Number

### D. PARTICULARS OF RECORD

(If the provided space is inadequate please continue on a separate page and attach it to this form)

Full description of information required:

## E. FORM OF ACCESS TO THE RECORD

1. Please mark with an X your indication as to the required form of access.
2. Your indication as to the required form of access depends on the form in which the record is available.
3. Access in the form requested may be refused in certain circumstances. In such a case you will be informed of access will be granted in another form.
4. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested. See Appendix 2 for details of fees.

For records in printed or written form:

Copy of record  Inspection of record

For records consisting of visual images (including photographs, slides, videos, etc.):

View the image  Copy of the image  Transcript of the image

For records held on computer or in an electronic format:

Printed copy of record  Copy in computer readable form

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  YES  NO

Please note that a postal fee is payable.

If you are prevented by a disability to read or view the record in the form of access provided for hereunder, state your disability and indicate in which form the record is required:

## F. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

Indicate which right is to be exercised or protected and explain why the requested record is required for the exercising or protection of the aforementioned right:

## G. FEES (DETAILED IN APPENDIX 2)

1. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
2. You will be notified of the amount of the request fee.
3. The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare a record.
4. If you qualify for exemption of the payment of any fee, please state the reason therefore.

Reason for exemption of payment of fee:

## H. 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 thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at  this  day of  20

Signature of Requester

Signature of Requester/Person on whose behalf request is made

## APPENDIX 2 Schedule of Fees

The Promotion of Access to Information Act 2 of 2000 provides for two types of fees:

1. Request fee, a standard administration fee paid by all requestors except personal requestors. This is not refundable. See Part 4.
2. Access fee, paid by all requestors intended to reimburse the institution for costs involved in searching for a record and preparing it for delivery to the requestor. This fee is calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

Please note:

- The only charge that may be levied for obtaining records is a fee for reproduction of the record in question.
- An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54(8).
- In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.
- When the Information Officer receives the request, he/she shall notify the requester to pay the prescribed request fee (if any), before further processing of the request.
- The Information Officer may withhold a record until the requester has paid the fees.
- If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

The applicable fees are as follows:

Reproduction Fees	Fee
For every photocopy of an A4 size paper or part thereof	R1,10
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	R0,75
For a copy in a computerreadable form on stifty disc	R7,50
For a copy in a computerreadable form on a stifty disc compact disc	R70,00
A transcription of visual images, for an A4 size page or part thereof	R40,00
For a copy of visual images	R60,00

Request Fees (for requests on behalf of another person)	Fee
Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable upfront before the institution will further process the request received.	R50,00

Access Fees	Fee
For every photocopy of an A4 size paper or part thereof	R1,10
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	R0,75
For a copy in a computer readable form on stifty disc	R7,50
For a copy in a computer readable form on a stifty disc compact disc	R70,00
A transcription of visual images, for an A4 size page or part thereof	R40,00
For a copy of visual images	R60,00
To search for a record that must be disclosed, R30,00 for every hour or part of an hour reasonably required for such search	R30,00

Where a copy of a record needs to be posted the actual postal fee is payable

Deposits
Where the institution receives a request for access to information held on a person other than the requester himself/herself and the information officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester. The amount of the deposit is equal to (one third) of the amount of the applicable access fee.