



DMKC INSURANCE BROKERS (PTY) LTD

(Registration Number: 2001/008850/07)

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT 2 OF 2000 (THE ACT)**

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1. INTRODUCTION TO THE COMPANY

DMKC Insurance Brokers (Pty) Ltd conducts business as a financial services provider in the area of Short Term Insurance, Personal and Commercial Lines. DMKC is licenced with the Financial Services Board in terms of the Financial Advisory and Intermediary Services Act under licence number 5227.

2. COMPANY CONTACT DETAILS

Name of body: DMKC Insurance Brokers (Pty) Ltd

Directors: Mr Seamus Van Rhyn Casserly
Mr Visvanathan Allan Govender

Contact person: Mrs Saskia Stemmett (Legal and Compliance Manager)

Physical address: Suite 8, Tokai village, Vans Road, Tokai, 7945

Postal address: P O Box 30245, Tokai, 7945

Telephone: (021) 710 6300

Fax: (021) 715 5777

E-mail: insurance@dmkc.co.za

Website: www.dmkc.co.za

3. THE PROMOTION OF ACCESS TO INFORMATION 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 paragraph 6 and Annexures 1 and 2 of this document.
- 3.3 Requesters are referred to the Guide compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights.

The contact details of the South African Human Rights Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Physical Address: Braampark Forum 3, 33 Hoofd Street, Braamfontein
Telephone number: (011) 877 3600
Website: www.sahrc.org.za
E-mail: sahrcinfo@sahrc.org.za

4. APPLICABLE LEGISLATION

Documents are held in accordance with statutory provisions that include those in the following Acts:

- Constitution of the Republic of South Africa Act 108 of 1996
- Companies Act 71 of 2008
- Employment Equity Act 55 of 1998
- Skills Development Levies Act 9 of 1999
- Basic Conditions of Employment Act 75 of 1997
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Unemployment Insurance Act 63 of 2001
- Short Term Insurance Act 53 of 1998
- Labour Relations Act 66 of 1995
- Income Tax Act 58 of 1962
- Financial Services Board Act 97 of 1990
- Financial Advisory and Intermediary Services Act 37 of 2002
- Value Added Tax Act 89 of 1991
- Promotion of Access to Information Act No 2 of 2000
- Insurance Laws Amendment Act 27 of 2008

5. ACCESS TO RECORDS AND AVAILABILITY

Records are held in the categories listed below. Each request for information will be evaluated on its own merits. If any record falls within any of the legislated categories of exemptions, then such a request will be refused.

5.1 Administration;

- Documents of incorporation
- Records relating to the appointment of directors / auditor / secretary / public officer

- License and product categories
- Minutes of management meetings
- Minutes of staff meetings
- Correspondence

5.2 Human Resources:

- Employment contracts and mandates
- Policies and procedures
- Training records
- Remuneration and benefits policies and records
- Leave records

5.3 Operations:

- Production records
- Compliance manual – FAIS
- Compliance reports
- Complaints procedures
- Contractual agreements with suppliers
- Records of advice
- Register of key individuals
- Register of representatives
- Register of non-compliance
- Record of continued compliance by representatives
- Register of premature cancellation of products
- Clients register

5.4 Finances:

- Accounting and audit records
- Financial statements

- Assets inventory

6. DETAILS ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)

The requester must complete Form C (Annexure 1) and submit this form together with a request fee of R50.00, to the Legal and Compliance Manager. The form is also available on the website of the South African Human Rights Commission (details in section 3 above). Other fees associated with the access to information are set out in Annexure 2.

The form must:

- Provide sufficient particulars to enable the company to identify the record/s requested and to identify the requester,
- Indicate which form of access is required,
- Specify a postal address or fax number of the requester within the Republic of South Africa,
- Identify the right that the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right,
- If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,
- If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the company.

7. AVAILABILITY OF THE MANUAL

This manual is available for inspection at the offices of DMKC Insurance Brokers (Pty) Ltd at no cost. Copies of the Manual may be obtained, subject to the prescribed fees, from these offices. The Manual can be accessed on the web sites of the South African Human Rights Commission and of the company www.dmkc.co.za. The Manual accessible on the web sites of the SAHRC and of DMKC Insurance Brokers does not include the request forms or fee structures.