



Medipet SA (Pty) Ltd

(Registration Number 2007/007495/07)

**INFORMATION MANUAL
IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF
2000**

**INCLUDING
REQUEST FOR INFORMATION, FORMS AND FEES**

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1. INTRODUCTION

Medipet (underwritten by The Renasa Insurance Company Ltd) is a dedicated pet insurer; insuring pets since 2007.

2. COMPANY CONTACT DETAILS

Persons designated/duly authorized persons:

Chief Operating Officer	Louise Beevers
Postal address	PO Box 31596, Tokai 7966
Street address	Unit 28/29 Westlake Lifestyle Centre, Tokai
Phone No.	021 701 2023
Fax No.	021 701 2027
E-mail address	info@medipetsa.co.za
Website	www.medipetsa.co.za

3. THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000

- 3.1 The Promotion of Access to Information Act (No. 2 of 200) grants a requester access to records of Medipet, 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 Promotion of Access to Information Act (No. 2 of 200) 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: +27-11-887 3600
 Fax Number: +27-11-484 0582
 Website: www.sahrc.org.za

4. **APPLICABLE LEGISLATION**

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act

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 • Media Releases 	Freely available on web site www.medipetsa.co.za
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts 	Proprietary (Medipet Pty Ltd) - Not required to disclose.
Marketing	<ul style="list-style-type: none"> • Market Information • Public Customer Information: <ul style="list-style-type: none"> ○ Product Brochures ○ Owner Manuals • Performance Records, marketing strategy and customer database. 	Limited availability on web site www.medipetsa.co.za

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 Chief Operating Officer
- 6.3 Provide sufficient details to enable Medipet 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 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, accompanied by Form C, see next pages;
- 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 [http:// www.sahrc.org.za](http://www.sahrc.org.za) , or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at <http://www.doj.gov.za/>

FORM C

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

STATE YOUR REFERENCE NUMBER:

NOTE: A person who lodges an internal appeal may have to pay an appeal fee.

If an appeal fee is payable, the decision of the internal appeal may be deferred until the fee is paid.

A. Particulars of public body

The Information Officer/Deputy Information Officer:

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B. Particulars of requester/third party who lodges the internal appeal

(a) The particulars of the person who is lodging the internal appeal, must be completed below.

(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.

(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be stated at C below.

Full names and surname :

Identity number :

Postal address :

Fax number :

Telephone number :

E-mail address :

Capacity in which an internal appeal on behalf of another person is lodged:

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C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname :

Identity number :

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:

	Refusal of request for access.
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	Decision regarding fees determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.
	Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.
	Decision to grant request for access.

E. Grounds for appeal

If the provided space is inadequate please continue on a separate folio and attach it to this form.
You must sign all the additional folios.

State the grounds upon which the internal appeal is based:

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State any other information that may be relevant in considering the appeal:

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F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. 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.

State the manner:

Particulars of manner:

Signed at..... this..... day..... of 20.....

SIGNATURE OF APPELLANT

.....

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on (date) by (state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
CONFIRMED/SUBSTITUTED BY NEW DECISION

NEW DECISION:

DATE RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM
THE RELEVANT AUTHORITY: