



+27 (0)10 211 5000 • info@digicall.co.za • [www.digicall.co.za](http://www.digicall.co.za)  
110 Conrad Drive • Craighall Office Park • Craighall Park • Johannesburg • 2196  
Postnet Suite 118 • Private Bag X 75 • Bryanston • 2021

---

THE  
INFORMATION MANUAL IN TERMS OF SECTION 51. OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2  
OF 2000 ( as AMENDED )

OF

**Digicall Claims Administration Solutions (Pty) Ltd**

*An authorised Financial Services Provider FSP No: 46323*

Registration No. 2005/023531/07

Date 20180628

**Contents**

1. Contact Details ..... 3

2. Section 10. Guide ..... 3

3. Records Available i.t.o. Other Legislation ..... 3

4. Access To Our Records ..... 4

5. The Procedure For Requesting Our Records ..... 5

6. Fees Payable For Requesting Our Records ..... 5

7. Other Information ..... 6

8. Availability Of Our Manual ..... 6

## 1. Contact Details

- 1.1. Postal Address : Postnet Suite 118, Private Bag X75, Bryanston, 2021
- 1.2. Street Address : 110 Conrad Drive, Craighall Office Park, Craighall Park, Johannesburg, 2198
- 1.3. Telephone Number : 010 211 5000
- 1.4. Facsimile Numbers : N/A
- 1.5. Electronic Mail (e-mail) [info@digicall.co.za](mailto:info@digicall.co.za)
- 1.6. Our Website : [www.digicall.co.za](http://www.digicall.co.za)
- 1.7. Head of Organisation: Mr Ruben Moggee

## 2. Section 10. Guide

**NOTE:** The Guide is available from The South African Human Rights Commission at:  
29 Princes of Wales Terrace, Parktown, Johannesburg  
Private Bag 2700, Houghton 2041  
Telephone number : (011) 848-8300.

## 3. Records Available i.t.o. Other Legislation

**NOTE:** There may not be specific records that mention us by name in the records of all or any of the institutions that administer the Acts mentioned below, but the following legislation is applicable to us:

- 3.1. The Financial Services Board Act No. 97 of 1990 – categorized as a financial institution in terms hereof.
- 3.2. The Long Term Insurance Act No. 52 of 1998 – registered as an Intermediary in terms hereof.
- 3.3. The Short Term Insurance Act No. 53 of 1998 – registered as an Intermediary in terms hereof.
- 3.4. The Collective Schemes Control Act No. 45 of 2002 - registered as a “manager” in terms hereof.
- 3.5. The Financial Advisory and Intermediary Services Act No. 37 of 2002 (FAIS) – categorized as a financial services provider in terms hereof and to be licenced as such in due course.

## 4. Access To Our Records

### 4.1. Latest Notice regarding Categories of Records

Not Applicable

### 4.2. Records that may be Requested

#### 4.2.1. Administration

- Licences (in terms of FAIS Act)

#### 4.2.2. Human Resources

- Employment Contracts
- Remuneration Records and Policies
- Records of Disciplinary Hearings
- Staff Salaries and Benefits

#### 4.2.3. Operations

- Business Conducted by the Organisation
  - Sales of all types of Insurance, as defined in the Long Term Insurance Act
  - Investment Planning and Placing
  - Tax and Retirement Planning
  - Disablement Planning
  - Estate Planning ( Estate Duty, Capital Gains Tax)
- Income Tax Returns for Clients

#### 4.2.4. Client Registry

- Personal Particulars of Clients
- Product Particulars of Clients
- Policy Details
  - Premium/Contribution details
  - Loan Payment Details
  - Termination Payment Details (Surrender, Maturity, Disablement, Death)
  - Cessions and Beneficiary Details
- Income Tax Particulars of Client

#### 4.2.5. Finances

- Fixed Asset Registry
- Movable Asset Registry
- Commission Statements (Consolidated and per Producer)
- Financial Statements

### **5. The Procedure For Requesting Our Records**

- The requester must use the prescribed form to make the request for access to a record. This must be made to our Head of our Organisation. The request must be made to our postal address, fax number or e-mail address contained above.
- The requester must provide sufficient detail on the request form to enable the Head to identify the record and the requester. The requester must also indicate which form of access is required and specify its postal address or fax number in the Republic.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation as to why the requested record is required for the exercise of that right.
- If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Head of our Organisation.

### **6. Fees Payable For Requesting Our Records**

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The Head of the Organisation must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

- The requester must pay a fee of R50. The requester may lodge an application to court against the tender or payment of the request fee.
- After the Head of our Organisation has made a decision on the request, the requester will be notified in the required form.
- If the request is granted, a further access fee must be paid for the search, reproduction, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

#### **7. Other Information**

- Not applicable

#### **8. Availability Of Our Manual**

This Manual can be viewed on our website, or is available for inspection free of charge at our above physical address. Copies of it can be obtained from the South African Human Rights Commission.