



# PAIA MANUAL

**Momentum Insurance Company Limited****Promotion of Access to Information (Act 2 Of 2000) Section 51 Manual For Momentum Insurance Company Limited**

This manual also applies to the following companies:

Company Name	Registration number	FSP No.
Momentum Insurance Solutions (Pty) Ltd	2007/018501/07	35409
Momentum Insurance Administration Services (Pty) Ltd	1972/000632/07	34557

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# Functions and functional structure

Momentum Insurance Company Limited is an authorised financial services provider and is part of Momentum Metropolitan Holdings Limited. The purpose of the company is: "To carry on all types of insurance, reinsurance, assurance, underwriting and any other intermediary services in accordance with the Short-term Insurance Act."

## Business and management structure

The registered office for the company is 268 West Avenue, Centurion, 0157.

### Directors

HP Meyer (Chairman), SG Pretorius (Managing), RF Schmidt, SC Jurisich, SH Schoeman, JJ Sieberhagen, L De Beer, SL McPherson, Company Secretary: NC Ntshalintshali

### Executive Committee

SG Pretorius, RF Schmidt, RJF Britz, IP van der Merwe, V Swanevelder, D Radia, J Le Roux, L Moalusi, PW Brugman, LJ Botha.

## Contact detail

<b>Information Officer</b>	Mr. J Le Roux
<b>Phone</b>	0860 100 000
<b>E-mail</b>	mominsinfo@momentum.co.za
<b>Postal Address</b>	P.O.BOX 7400 Centurion 0046
<b>Physical Address</b>	268 West Avenue Centurion 0157

## Guide of South African Human Rights Commission

The South African Human Rights Commission is required in terms of the Act to compile a guide in every official language, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission  
PAIA Unit  
The Research and Documentation Department  
Private Bag X2700  
Houghton  
2041

## Information request

In terms of Chapter 1 Section 50 of the Act, any person may request access to information from MOMENTUM INSURANCE COMPANY LIMITED provided that:

1. The record is required for exercising or protection of rights;
2. The requestor complies with the procedural requirements as defined in the Act for a request to access a record; and
3. Access to a record is not refused on any ground for refusal as contemplated in the Act.

## Voluntary disclosure

In terms of Section 52 of the Act, the following categories of Momentum Insurance Company Limited records are available without a person having to request access:

1. Annual financial reports;
2. Product information;
3. Advertising pamphlets and brochures; and
4. Newsletters.

Information is available on request or on the website: [www.momentum.co.za](http://www.momentum.co.za).

## Access form

Momentum Insurance Company Limited will entertain a request for access to a record as defined in terms of chapter 3, Section 53 of the Act provided that, the request is received on the prescribed form and addressed to the contact person as given in paragraph 4 above. A form for use is added to this manual.

# Access fees

In terms of Chapter 3 Section 54 of the Act, unless it is a personal request\*, a request fee will be levied as prescribed before any further processing is made.

*\*A personal request means a requestor seeking access to a record containing personal information about them.*

## Procedure to request a record

The following is the basic procedure to be followed when requesting a record:

- (a) The attached application form must be completed providing as much detail as possible.
- (b) Momentum Insurance Company Limited will only process your application if we receive it on the prescribed form.

When completing the form:

1. Provide your full personal and contact details.
2. If you are acting on behalf of another person state in what capacity, for example, legal guardian, next of kin etc. Note that proof of capacity must be attached.
3. If you are making the request on behalf of another person, you must provide that person's full names and identity number.
4. Provide a detailed description of the record required providing any reference numbers if possible.
5. If the request is for a record other than a record containing personal information about you, then prescribed fees are payable. Should you qualify for exemption full details must be provided.
6. If you are unable to read, view or listen to the record requested due to disability, you must provide details of your disability and, in what form we must supply the record to you.
7. Mark with an (X) the appropriate record type option as provided on the form i.e., written, visual, audio or data that you require.
8. The right to be exercised or protected by you must be detailed as well as the reason for exercising or protecting this right.
9. The form must be dated and signed in the places provided for this purpose.
10. Once you have completed the application form it must be emailed or posted to, the Information Officer at the address given on the form or, faxed/delivered to the offices of Momentum Insurance Company Limited as provided in this manual.
11. On receipt of your application, the Information Officer at Momentum Insurance Company Limited will make a decision based on the information provided.
12. You will then receive a written notification of the decision made and our further advices.

Please note that all attachments/additional folios you add to the form must be signed by you.

# Record types that may be requested

1. Personnel records;
2. Financial records;
3. Sales records;
4. Client care records;
5. Claim records;
6. Information technology records;
7. Secretariat records; and
8. "Other parties" records \*\*

*\*\* Other parties records are defined as those records pertaining to other parties held by Momentum Insurance Company Limited or vice versa.*

# Records that cannot be found or do not exist

In terms of Chapter 3 Section 55 of the Act, Momentum Insurance Limited Company Limited will after all reasonable steps have been taken to find the record requested, notify the requestor as prescribed by affidavit or affirmation should the record not be found or, does not exist.

# Decision on request and notice thereof

In terms of Chapter 3 Section 56 of the Act, Momentum Insurance Company Limited will respond to the request within 30-days as per the provisions prescribed and notify the requestor of the decision made.

# Grounds for refusal of access to records

In terms of Chapter 4 of the Act, Momentum Insurance Company Limited, reserves its right to refuse and or grant access to records in accordance with the sections and subsections of this chapter.

# Third party notification and intervention

In terms of Chapter 5 of the Act and its sections and sub-sections Momentum Insurance Company Limited will take all reasonable steps to inform a third party of a request received that pertains to them in the manner so prescribed in this chapter.

## Table of fees

Ref	Charges	Cost
1.	Electronic PDF copy of the manual	Free
2.	Posted paper copy of the manual	R 15.00
3.	Request fee (Other than a personal requestor)	R 50.00
4.	Access fee: electronic record format: A4 per page Reproduce: electronic record format: A4 per page	R 0.75 R 0.75
5.	Access fee: photocopy record format: A4 per page Reproduce: photocopy record format: A4 per page	R 1.10 R 1.10
6.	Access fee: record on stiffy disk Reproduce: record on stiffy disk	R 7.50 R 7.50
7.	Access fee: Record on compact disc	R 70.00 R 70.00
8.	Access fee: transcription of visual images: A4 page Reproduce: transcription of visual images: A4 page	R 40.00 R 40.00
9.	Access fee: copy of visual images reproduce: copy of visual images	R 60.00 R 60.00
10.	Access fee: transcription of audio record: A4 page Reproduce: transcription of audio record: A4 page	R 20.00 R 20.00
11.	Access fee: copy of audio record Reproduce: copy of audio record	R 30 .00 R 30 .00

## Deposit

In terms of Section 54 (2) of the Act, Momentum Insurance Company Limited may require a deposit in cases where searching for the record exceeds 6-hours. The deposit will represent one third of the access fee payable by the requestor.

# Application form

**Request for access to a record**

(Section 53(1) of the Promotion of Access to Information Act) (Act No. 2 of 2000)

The Information Officer  
Momentum Insurance Company Limited  
P.O.BOX 7400  
Centurion 0046

**Request details****Particulars of person requesting access to the record**

Full names and surname

Identity number

Postal address

Physical address

Fax number

Telephone number

E-mail address

Capacity in which request is made, when made on behalf of another person:

(Proof of the capacity in which the request is made, if applicable, must be attached.)

**Particulars of person on whose behalf request is made**

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

Full names and surname

Identity number

**Particulars of record**

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requestor must sign all the additional folios.



**Description of record or relevant part of the record**

Reference number, if available:

Reference number, if available:

**Form of access to record**

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 hereunder, state your disability and indicate in which form the record is required.

Disability

Form in which record is required

- Compliance with your request in the specified form may depend on the form in which the record is available.
- 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.
- 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 box with an X)**

If the record is in written or printed form:

- Copy of record
- Inspection of the record

☐
☐

If the record consist of visual images

- View the images
- Copy of the images\*
- Transcription of the images\*

☐
☐
☐

If the record consist of recorded words or information which can be reproduced in sound

- Listen to the soundtrack (cassette)
- Transcription of the soundtrack

☐
☐

If the record is held on computer or in an electronic or machine-readable form

- Printed copy of the record\*
- Printed copy of the information from the record
- Copy in computer readable form (memory stick or compact disc)

☐
☐
☐

\* If you requested a copy or transcription of a record, do you wish the copy or transcription to be posted to you?

Y	N
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If yes, postage is payable

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**Particulars of right to be exercised or protected**

- (a) If the provided space is inadequate, please continue on a separate folio and attach it to this form  
(b) The requestor must sign all the additional folios.

Indicate which right is to be exercised or protected:

--

Explain why the record requested is required for the exercise or protection of the said 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 advised 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 requestor / person on  
whose behalf the request is made

--

## Get in touch

For more information, you can get in touch with your service consultant.

Assistance Services: 0860 911 000

Momentum Insurance Company Limited  
Private Bag 6784, Centurion, 0046  
268 West Avenue, Centurion, 0157  
T 086 000 6784 F 086 000 3784  
**[www.momentum.co.za](http://www.momentum.co.za)**



[https://www.twitter.com/Momentum\\_za](https://www.twitter.com/Momentum_za)



<https://www.facebook.com/MomentumZA>

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