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**AIG SOUTH AFRICA  
PAIA INFORMATION MANUAL**

**PAIA INFORMATION MANUAL  
FOR  
AIG SOUTH AFRICA LIMITED  
AND  
AIG LIFE SOUTH AFRICA LIMITED**

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# **AIG SOUTH AFRICA PAIA INFORMATION MANUAL**

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# AIG SOUTH AFRICA PAIA INFORMATION MANUAL

## Introduction

**AIG South Africa Limited** (Registration number 1962/003192/06, FSP license number 15805) and **AIG Life South Africa Limited** (Registration number 2001/016602/06, FSP license number 15804), hereafter referred to as **AIG South Africa** is an authorised financial services provider in terms of the Financial Advisory & Intermediary Service Act.

## Procedure for obtaining access to information

### Relevant contact details

Any person who wishes to request any information from **AIG South Africa** in order to protect or exercise a right may contact the information officer at the following contact details:

| Postal address  | Physical Address |
|---|------------------|
| The Information Officer   | 10 Queens Road   |
| AIG South Africa Limited  | Parktown         |
| P.O. Box 31983  | Johannesburg     |
| Braamfontein  | 2193             |
| 2017  |                  |
| Email: <a href="mailto:Pasha.Karodia@aiginsurance.com">Pasha.Karodia@aiginsurance.com</a> |                  |
| Website: <a href="http://www.AIGinsurance.com">www.AIGinsurance.com</a>                   |                  |

### Prescribed Access Form

A request for access to a record of **AIG South Africa** must be made in the prescribed form to **AIG South Africa** at the postal, physical, or email addresses provided above. Please [click here](#) to obtain the Prescribed Access Form (Annexure A).

Requesters must:

- Provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requestor is.
- Indicate which form of access is required.
- Specify a postal address or fax number of the requester in RSA.
- Identify the right exercised or to be protected and why the record is required to exercise and protect that right.
- Where they need to be informed of the decision on the request in any other matter, state the manner and particulars to be so informed.
- If the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officers satisfaction.



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### **The Section 10 guide on how to use the Promotion of Access to Information Act**

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African Official languages free of charge and any person may request a copy of the guide. Please direct queries to:

#### **The South African Human Rights Commission**

##### **PAIA Unit**

**2<sup>nd</sup> floor Braampark Forum 3**

**33 Hoofd Street, Braampark Office Park**

**Telephone: +27 11 877 3627**

**Fax: +27 11 403 0688**

**Website: [www.aiginsurance.co.za](http://www.aiginsurance.co.za)**

**Contact: Chantelle Kisoon**

**Email: [ckisoon@sahrc.org.za](mailto:ckisoon@sahrc.org.za)**

### **Types of Records held by AIG South Africa**

Requests for access to documents held by **AIG South Africa** will be in accordance with the Act. The following records are available to the requester from the **AIG South Africa** office:

#### **Human Resources Records**

These include but are not limited to the following:

- Any personal records provided to **AIG South Africa** by their personnel.
- Any records a third party has provided to **AIG South Africa** about any of their personnel.
- Conditions of employment and other personnel-related contractual and quasi-legal records.
- Internal evaluation records.
- Other internal records and correspondence.

#### **Customer Related Records**

A customer includes any natural or juristic entity who receives services from **AIG South Africa**. Customer related information includes but is not limited to the following:

- Any records a customer has provided to a third [party](#) acting for or on behalf of **AIG South Africa**.
- Any records a third party has provided to **AIG South Africa**.
- Records generated by or within **AIG South Africa** pertaining to the customer, including transactional records.



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### **Financial, IT and Operational Records**

This includes but is not limited to the following:

- Financial records, operational records, databases, information technology, marketing records, internal correspondence, product records, statutory records, internal policies and procedures, treasury-related records, securities and equities, and records held by officials of **AIG South Africa**.

### **Other Parties**

**AIG South Africa** may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers. Alternatively, such other parties may possess records which can be said to belong to **AIG South Africa**. The following records fall under this category:

- Personnel, customer or **AIG South Africa** records which are held by another party as opposed to being held by **AIG South Africa**.
- Records held by **AIG South Africa** pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

### **Records available in terms of other legislation**

The requester may also request information which is available in terms of legislation, such as the following:

- Basic Conditions of Employment Act
- Companies Act
- Compensation for Occupational Injuries & Diseases Act
- Employment Equity Act
- National Credit Act
- Pension Funds Act
- Financial Services Board Act
- Income Tax Act,
- Skills Development Levies Act
- VAT Act
- Financial Advisory and Intermediary Services Act
- Labour Relations Act
- Unemployment Insurance Act
- Long Term Insurance Act
- Occupational Health and Safety Act
- Promotion of Equality and Prevention of Unfair Discrimination Act
- Electronic Communications and Transactions Act
- Short Term Insurance Act
- Skills Development Act
- South African Qualification Authority Act
- Financial Intelligence Centre Act
- Protection of Constitutional Democracy Against Terrorist and related Activities Act



## **AIG SOUTH AFRICA PAIA INFORMATION MANUAL**

### **The request procedure**

- The requester must use the prescribed form to make the request for access to a record to the above **AIG South Africa** address, fax number or email address for the attention of the Information Officer;
- The Information Officer will notify the requester of the prescribed fee (if any) payable before processing the request;
- A requester seeking access to a record containing their own personal information will not be charged a request fee;
- The fee that the requester must pay to **AIG South Africa** is **R50**. The requester may lodge an application to court against the tender or payment of the fee;
- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation, and time that exceed the prescribed hours to search and prepare the disclosure.

### **Availability of the Manual**

This manual is also available for inspections at **AIG South Africa** office, free of charge, on the **AIG South Africa** website and copies are available at the South African