



SYNERGY

RISK MANAGERS

Short Term Insurance

Registration Number of Company:

2014/042807/07

NAME OF COMPANY

SYNERGY RISK MANAGERS

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

DATE OF FIRST COMPILATION : 1 APRIL 2026

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1. INTRODUCTION

SYNERGY RISK MANAGERS conducts business as a Short Term Insurance Broker. We are an Authorized Service Provider in terms of the Financial Advisory & Intermediary Service Act. Our FSP licence number is FSP45273

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2. COMPANY CONTACT DETAILS

Persons designated/duly authorised persons:

Directors: Miss. Aletta Ona Dicks

Postal Address: 40 Affodil Street, Ruwari, Brackenfell. 7550

Street Address: 40 Affodil Street, Ruwari, Brackenfell. 7550

Telephone Number: 021 – 903 3140

Email: synergyLL14@gmail.com

3. THE SECTION 10 GUIDE ON HOW TO USE HE ACT

- 3.1** The ACT (in terms of section 51(1)(b)) grants a requester access to records of a private body, 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 paragraphs 6 and 7 of the Act.
- 3.3** Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	• Public Product Information • Public Corporate Records • Media Releases	Freely available on request
Financial	• Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts	Proprietary (Pty Ltd) - Request in terms of PAIA.
Administration	• License of product categories • Public Customer Information: ◦ Product Brochures ◦ Owner Manuals • Field Records • Performance Records • Product Sales Records • Marketing Strategies • Customer Database • Dealer Franchise Documents	Request in terms of PAIA In our annual report freely available Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA

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.
- 6.2** Address your request to the Head of the Company (CEO).
- 6.3** Provide sufficient details to enable the COMPANY 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

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;
- 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 www.sahrc.org.za.

"In Service We Pride Ourselves... In Delivering We Express Ourselves"

AUTHORISED SERVICES PROVIDER

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