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FSP	MIMA Mihr Integrated Membership Administration (Pty) Ltd
Company Reg.	2012/051477/07
FSP No	48667
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Prepared By	Oracle Compliance June 2017



1. Contact Details

Postal Address: PO Box 2588
HOUGHTON, 2041
Johannesburg, Republic of South Africa

Street Address: 565 Nupen Crescent
HALFWAY HOUSE, 1685
Midrand, Republic of South Africa

Telephone Number: 010 446-6273

Facsimile Numbers : 011 805-0721

Electronic Mail (e-mail): info@mihl.co

Our Website: <http://www.mihl.co>

Head of Organisation: Ms. Rosa Theron

2. Section 10. Guide

NOTE: The Section 10 Guide as prescribed in the Act is available from:

Addressee: The South African Human Rights
Street Address: Commission at 29 Princes of Wales Terrace, Parktown, Johannesburg.
Postal Address: Private Bag 2700, Houghton 2041.
Telephone number: (011) 848-8300.



3. Records Available In Terms Of Other Legislation Applicable to Us

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 for Intermediary Services and a Binder Holder 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 licensed 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

4.2.1.1 Licenses (in terms of FAIS Act)

4.2.2 Human Resources

4.2.2.1 Employment Contracts

4.2.2.2 Remuneration Records and Policies

4.2.2.3 Records of Disciplinary Hearings

4.2.2.4 Staff Salaries and Benefits

4.2.3 Operations

4.2.3.1 Business Conducted by the Organisation

4.2.3.2 Product design and costing

4.2.3.3 Sales of all types of Insurance, as defined in the Long-Term Insurance Act.

4.2.3.4 Disablement Planning

4.2.3.5 Statutory Information for Clients



- 4.2.4 Client Registry
 - 4.2.4.1 Personal Particulars of Clients
 - 4.2.4.2 Product Particulars of Clients
 - 4.2.4.2.1 Policy Details
 - 4.2.4.2.2 Premium/Contribution details
 - 4.2.4.2.3 Loan Payment Details
 - 4.2.4.2.4 Termination Payment Details (Surrender, Maturity, Disablement, Death)
 - 4.2.4.2.5 Cessions and Beneficiary Details
 - 4.2.4.3 Income Tax Particulars of Clients
- 4.2.5 Finances
 - 4.2.5.1 Fixed Asset Registry
 - 4.2.5.2 Movable Asset Registry
 - 4.2.5.3 Commission Statements (Consolidated and per Producer)
 - 4.2.5.4 Financial Statements

5. The Procedure for Requesting Our Records

- 5.1. 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.
- 5.2. The requester must provide enough 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.
- 5.3. 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.
- 5.4. 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:

- 6.1. 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.



- 6.2. 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.
- 6.3. After the Head of our Organisation has made a decision on the request, the requester will be notified in the required form.
- 6.4. 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.

