

---

## **GJM ULTRA BROKERS**

Specialist financial planning for medical practitioners

---

### **GJM Ultra Brokers 1 (Pty) Ltd**

Registration Number:

(2017/524744/07911)

## **PAIA MANUAL**

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act 2 of  
2000 (as amended)**

DATE OF COMPILATION: 01/10/2021  
DATE OF REVISION: 18/10/2023

---

Johannesburg - 011 455 2015  
Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

Durban - 031 536 8053  
The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban



[www.gjmultraholdings.co.za](http://www.gjmultraholdings.co.za)

Table of Contents

1. LIST OF ACRONYMS AND ABBREVIATIONS .....3

2. PURPOSE OF PAIA MANUAL .....3

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GJM ULTRA BROKERS 1 (PTY) LTD .....4

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE .....5

5. CATEGORIES OF RECORDS OF GJM ULTRA BROKERS 1 (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS .....8

6. DESCRIPTION OF THE RECORDS OF GJM ULTRA BROKERS 1 (PTY) LTD AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION .....10

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GJM ULTRA BROKERS (PTY) LTD .....11

8. PROCESSING OF PERSONAL INFORMATION .....12

9. AVAILABILITY OF THE MANUAL .....16

*Annexure 1 – Form 02: Request for Access to Record .....17*

*Annexure 2 – Form 03: Outcome of request and of fees payable .....21*

*Annexure 3 – Form 04: Internal Appeal Form .....24*

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **“CEO”** Chief Executive Officer
- 1.2 **“DIO”** Deputy Information Officer;
- 1.3 **“IO”** Information Officer;
- 1.4 **“Minister”** Minister of Justice and Correctional Services;
- 1.5 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000( as Amended);
- 1.6 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.7 **“Regulator”** Information Regulator; and
- 1.8 **“Republic”** Republic of South Africa

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GJM ULTRA BROKERS 1 (PTY) LTD

#### 3.1. Chief Information Officer

Name: Gregory James Meaden  
Tel: 011 455 2015  
Email: tanya@ultrabrokers.co.za

### 3.2. Deputy Information Officer

Name: Tanya Van Niekerk  
Tel: 011 455 2015  
Email: tanya@ultrabrokers.co.za

### 3.3 Access to information general contacts

Email: info@ultrabrokers.co.za

### 3.4 National or Head Office

Postal Address: 3 Riley Road, Bedfordview Office Park, Unit 12, CSA House, Bedfordview, Johannesburg, South Africa

Physical Address: 3 Riley Road, Bedfordview Office Park, Unit 12, CSA House, Bedfordview, Johannesburg, South Africa

Telephone: 011 455 2015

Email: info@ultrabrokers.co.za

Website: www.gjmultrabrokers.co.za

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and

4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

<sup>1</sup> Section 17(1) of PAIA – For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for the requesters of its records.

<sup>2</sup> Section 56(a) of POPIA – Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>3</sup> Section 11(1) of PAIA – A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>4</sup> Section 50(1) of PAIA – A requester must be given access to any record of a private body if –

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer.

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeq/>).

---

<sup>5</sup> Section 14(1) of PAIA – The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA – The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA – The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

<sup>8</sup> Section 22(1) of PAIA – The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

<sup>9</sup> Section 22(1) of PAIA – The information officer of a public body to whom a request is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA – The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding –

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.6 A copy of the Guide is also available in the following official languages, for public inspection during normal office hours-

4.6.1 English

4.6.2 Afrikaans

**5. CATEGORIES OF RECORDS OF GJM ULTRA BROKERS 1 (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Available on Website	Available upon request
Public Affairs	<ul style="list-style-type: none"> <li>Public Product Information</li> <li>Public Corporate Records</li> <li>Media Releases</li> </ul>	www.gjmultra brokers.co.za	n/a
Financial	<ul style="list-style-type: none"> <li>Annual Financial Statements</li> <li>Financial and tax Records (Company &amp; Employees)</li> <li>Asset Register</li> <li>Management Accounts</li> <li>Tax Returns</li> <li>Accounting Records</li> <li>Banking Reports</li> <li>Bank Statements</li> <li>Paid Cheques</li> <li>Electronic Banking Records</li> <li>Rental Agreements</li> <li>Invoices</li> </ul>	n/a	All financial records are held by our auditors and can be requested using the following contact details: Orkin Brown & Associates 43 Saint Margaret street, Hurleyvale, Edenvale 1611 011 453 1611 www.orkinbrown.co.za
Marketing	<ul style="list-style-type: none"> <li>Market Information</li> <li>Public Customer</li> </ul>	www.gjmultra brokers.co.za	n/a

011 455 2015  
Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

031 536 8053  
The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban



www.gjmultraholdings.co.za



	<p>Information:</p> <ul style="list-style-type: none"> <li>○ Product Brochures</li> <li>○ Owner Manuals</li> <li>• Field Records</li> <li>• Performance Records</li> <li>• Product Sales Records</li> <li>• Marketing Strategies</li> <li>• Customer Database</li> </ul>		
Income Tax Records	<ul style="list-style-type: none"> <li>• PAYE Records</li> <li>• Documents issued to employees for income tax purposes</li> <li>• Records of Payments made to SARS on behalf of employees</li> <li>• All other statutory compliances: UIF</li> </ul>	n/a	<p>Records can be requested from our Tax department using the following contact details:</p> <p>Dhivania Moodley  <a href="mailto:dhivania@ultratax.co.za">dhivania@ultratax.co.za</a>  011 455 2015</p>
Personnel Documents and Records	<ul style="list-style-type: none"> <li>• Employment Contracts</li> <li>• Pension Fund Records</li> <li>• Disciplinary Records</li> <li>• Salary Records</li> <li>• SETA Records</li> <li>• Disciplinary Code</li> <li>• Leave Records</li> <li>• Training Records</li> <li>• Training Manuals</li> </ul>	n/a	<p>All employee records are shared with the employee. Where a third-party requests employee records, the employee must provide consent on whether they want their information to be shared or not. Contact:</p> <p>Tanya Van Niekerk  <a href="mailto:tanya@ultrabrokers.co.za">tanya@ultrabrokers.co.za</a>  011 455 2015</p>
Regulatory	<ul style="list-style-type: none"> <li>• Copy of Licence displayed</li> <li>• Disclosure Letter</li> <li>• Risk Management and Compliance Programme</li> </ul>	n/a	<p>Records are available on request. Contact</p> <p>Tanya Van Niekerk  <a href="mailto:tanya@ultrabrokers.co.za">tanya@ultrabrokers.co.za</a>  011 455 2015</p>

**6. DESCRIPTION OF THE RECORDS OF GJM ULTRA BROKERS 1 (PTY) LTD AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

<b>Category of Records</b>	<b>Applicable Legislation</b>
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013
Financial Planning & Services	Short Term Insurance Act 53 of 1998
Financial Planning & Services	Copyright Act 98 of 1978
Employment matters	Employment Equity Act 55 of 1998
Financial and Tax services	Income Tax Act 95 of 1967
Employment matters	Labour Relations Act 66 of 1995
Financial and Tax services	Value Added Tax Act 89 of 1991
FAIS	Financial Advisory and Intermediary Services Act 37 of 2002
Employment matters	Basic Conditions of Employment Act 75 of 1997
Advertising and Marketing	Electronic Communications and Transactions Act 25 of 2002
Employment matters	Unemployment Insurance Act 30 of 1996
FICA	Financial Intelligence Centre Act 38 of 2001
Financial Planning & Services	Long Term Insurance Act 58 of 1998

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GJM ULTRA BROKERS (PTY) LTD**

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> <li>- Annual Reports</li> <li>- Strategic Plan</li> <li>- Annual Performance Plan</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Information of prospective employees</li> <li>- Employees records</li> <li>- Training registers and material</li> <li>- Payroll records</li> <li>- Leave records</li> <li>- Emergency contact details</li> </ul>
Public Affairs	<ul style="list-style-type: none"> <li>- Media Releases</li> <li>- Public Product Information</li> </ul>
Financial	<ul style="list-style-type: none"> <li>- Annual Financial Statements</li> <li>- Financial and Tax Records (Company and Employees)</li> <li>- Asset Register</li> <li>- Management Accounts</li> <li>- Debtor and creditor's list</li> <li>- Invoices</li> <li>- UIF, VAT and PAYE records</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>- Market Information</li> <li>- Public Customer Information (Products brochures)</li> <li>- Products Sales Records</li> <li>- Marketing Strategies</li> <li>- Customer Database</li> </ul>
Client Personal Information	<ul style="list-style-type: none"> <li>- Financial &amp; Accounting records</li> <li>- Insurance Records</li> <li>- Claims History</li> </ul>

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Information Technology	- Computer Software Agreements - Support and Maintenance Agreements
Risk and Compliance	- Policies and Procedures - Risk Registers - Minutes of meetings - Records of changes to registration information

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

**GJM Ultra Brokers 1 (Pty) Ltd** undertakes to receive, only from clients, and process the personal information that is necessary for the purpose to assist its clients with required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect its clients rights to withdraw their consent for the processing of their personal information.

### 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Clients (Individuals)	name, surname, identity or passport number, date of birth, age, marital status, citizenship, telephone numbers, email address, physical and postal addresses, income tax number, financial information, banking information including account numbers, FICA documentation, employment status and health information
Clients (Legal Entities)	Entity name, registration, tax related information, contact details for representatives, banking information including account numbers and FICA documentation

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Service Providers	names, registration number, VAT numbers, contact details, addresses, payment details including bank account details and invoices and contractual agreements
Employees / potential employees	Name, surname, identity number, contact details, physical and postal addresses, date of birth, age, marital status, gender, race, disability, employment history, criminal background checks, CVs, education history, qualifications, banking details, income tax number, remuneration and benefit information, health information, data relating to employee performance and disciplinary procedure information

**8.3 The recipients or categories of recipients to whom the personal information may be supplied**

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
<u>Client (Individual)</u> Name, surname, identity or passport number, date of birth, age, marital status, citizenship, telephone numbers, physical and postal addresses, income tax number, financial information, banking information including account numbers, FICA documentation, employment status  <u>Client (Legal Entity)</u> Entity name, registration number,	Product providers Masthead (Pty) Ltd Financial Intelligence Centre Financial Sector Conduct Authority

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
tax-related information, contact details for representatives, banking details including account numbers, financial information, FICA documentation	
<u>Employees</u> Name, surname, identity number, contact details, physical and postal address, date of birth, age, marital status, gender, race, disability, employment history, criminal background checks, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information	Financial Sector Conduct Authority Client South African Revenue Service Masthead (Pty) Ltd
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualification Authority
Credit and payment history, for credit information	Credit Bureaus

#### 8.4 Planned transborder flows of personal information

**GJM Ultra Brokers 1 (Pty) Ltd** does not transfer personal information outside of The Republic except in the circumstances where interacting with the client whose personal information is held by **GJM Ultra Brokers 1 (Pty) Ltd** and who now lives outside of The Republic, through digital communication mediums (such as email, Zoom, Teams, etc.)

## 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Respecting and protecting the client's Personal Information is very important to **GJM Ultra Brokers 1 (Pty) Ltd**. It is also a Constitutional right, legal, and good business practice requirement, which we take very seriously.

The nature of the security safeguards implemented by **GJM Ultra Brokers 1 (Pty) Ltd** is to ensure the confidentiality and integrity of the personal information under the care of the body. This includes Data Encryption; Anti-virus and Anti-malware Solutions.

- All hard copies of personal information are stored in fireproof cabinets which are locked overnight.
- Digital copies of personal information are stored on a cloud based shared folder with restricted access to only those who need to process the information.
- Password protected attachments are planned and our IT department is working on options to implement this feature.
- POPIA training has been scheduled for staff applicable to the processing of information and registers of the training held are kept on file.
- Masthead (our Compliance Officers) are assisting us becoming fully compliant with the Act.

Personal Information is defined by the Protection of Personal Information Act (the Act) as:

*"means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears*

with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person”.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on [www.gjmultrabrokers.co.za](http://www.gjmultrabrokers.co.za);

9.1.2 head office of **GJM Ultra Brokers 1 (Pty ) Ltd** for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

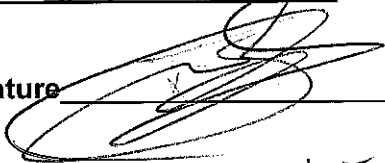
## 10. UPDATING OF THE MANUAL

The head of **GJM Ultra Brokers 1 (Pty) Ltd** will on a regular basis update this manual.

Issued by:

**CEO: Gregory James Meaden**

Signature



Signed on this day 19/10/2023



**Annexure 1 – Form 02: Request for Access to Record**

**FORM 2  
REQUEST FOR ACCESS TO RECORD  
[Regulation 7]**

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorization, must be attached to this form.

TO: The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

- Request is made in my own name       Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers			
Contact Numbers	Tel. (B):		Facsimile
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			

Tel: 011 455 2015  
Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

Tel: 031 536 8053  
The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban



www.gjmultraholdings.co.za

E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			
<b>FORM OF ACCESS</b> (Mark the applicable box with an "X")			
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)			
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
Transcription of soundtrack (written or printed document)			
Copy of record on flash drive (including virtual images and soundtracks)			
Copy of record on compact disc drive (including virtual images and			

soundtracks)	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.	
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages. Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

<b>FEES</b>
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p> <p>Reason</p>

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Requester / person on whose behalf request is made

**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
Signature of Information Officer

011 455 2015  
Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

031 536 8053  
The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban

   
www.gjmultraholdings.co.za

011 455 2015  
Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

GJM Ultra Brokers 1-Pty (Ltd) FSP 26085  
031 536 8053  
The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban

20  
   
www.gjmultraholdings.co.za

**Annexure 2 – Form 03: Outcome of request and of fees payable**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the –
  - a. amount of the deposit, (if any), is payable before your request is processed; and
  - b. requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

### 3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier services to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud information <i>(including soundtracks if possible)</i>	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

### 4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
i. Flash drive	R40.00		
• To be provided by requestor			
ii. Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
i. Flash drive	R40.00		
• To be provided by the requestor			
ii. Compact disc	R40.00		
• If provided by the requestor	R60.00		

Tel: 011 455 2015

Bedfordview Office Park, Unit 12, CSA House  
3 Riley Road, Bedfordview, Johannesburg

Tel: 031 536 8053

The Boulevard, 19 Park Lane, 3rd floor  
Umhlanga, KwaZulu-Natal, Durban



www.gjmultraholdings.co.za

• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>Total:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of Account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit Proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Information Officer

# INTERNAL APPEAL FORM

## FORM 4

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?		Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(if lodged by a third party)</i>			
Full Names			
Identity Number			



Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
<b>DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED</b> <i>(mark the appropriate box with an "x")</i>			
Refusal of request of access			
Decision regarding fees prescribed in terms of section 22 of the Act			
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act			
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester			
Decision to grant request for access			
<b>GROUND FOR APPEAL</b> <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed)</i>			
State the grounds on which the internal appeal is based:			
State any other information that may be relevant in the considering the appeal:			

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>
----------------	-----------	---

--	--	--

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of Appellant/Third party

**FOR OFFICIAL USE  
OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes <input type="checkbox"/>
			No <input type="checkbox"/>
<b>OUTCOME OF APPEAL</b>			
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Access (Sec29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Request for access granted.	Yes	<input type="checkbox"/>	New decision

Confirmed?	No	<input type="checkbox"/>	(if not confirmed)
------------	----	--------------------------	--------------------

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Relevant Authority