

2006/037413/07

TOKAI FINANCIAL SERVICES (PTY) LIMITED MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

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TOKAI FINANCIAL SERVICES (PTY) LIMITED (Pty) Limited

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1. INTRODUCTION

Tokai Financial Services (Pty) Ltd conducts business as a financial advisory and intermediary business. We are an Authorized Service Provider in terms of the Financial Advisory & Intermediary Service Act. Our FSP licence number is FSP 36786.

This company is a private body which provides financial advice and intermediary services. We recognize that the Promotion of Access to Information Act ("The Act") seeks to promote a culture of transparency, accountability and democracy, by giving effect to a person's constitutional right of access to information.

In furtherance of this objective we are required by the Act to compile a manual that will assist either private or juristic persons in obtaining information from this company. This document is hence a manifestation of this requirement.

2. COMPANY CONTACT DETAILS

Full Name:	Tokai Financial Services (Pty) Ltd
Company Registration Number:	2006/037413/07
Registered Address:	16 Inverness Avenue Pinelands Cape Town 7405

Directors: Mr. Gregory Buckle

Office Manager/CEO and information officer in terms of PAIA of the entity: Mr. Gregory Buckle

Postal and Physical Address: 16 Inverness Avenue, Pinelands, Cape Town, 7405

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Telephone Number: 021 532 0579

Fax Number: None

Email: admin@theactuary.co.za

3. THE ACT SECTION 10 GUIDE

- 3.1** The ACT 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

4. APPLICABLE LEGISLATION

We keep information in accordance with the following legislation:

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act

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5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	- Public Corporate Information - License information and categories	Freely available on web site www.theactuary.co.za Available from the FSCA on their website and search function Physical license on display at registered premises
Financial	Financial and tax records are not available to the public	Proprietary (Pty Ltd) - Request in terms of PAIA. Not available.
Marketing	- Market Information - Public Customer Information: - Business disclosures	Limited Information available on web site Request in terms of PAIA
Customer records	- Data held about the customer and their financial affairs - Written correspondence and records of meetings and discussions that have been reduced to writing	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 2, available on our website www.theactuary.co.za. It is also 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) or Information officer.

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;

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- (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 FEES

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.