

Samba Co-operative Limited
MANUAL
in terms of
The Promotion of Access to Information Act (PAIA)
Act 2 of 2000
(the "ACT")
Edition: June 2021

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1. INTRODUCTION

Samba Co-operative Limited is a buy-aid organization, founded in 1938 with the purpose to negotiate benefits for members. Each approved member is issued with a Samba card, with a credit limit approved based on their affordability. The Samba card can be used as a payment method to pay for daily purchases at selected retailers nationwide.

Samba Co-operative Limited also offer the following additional services:

- Personal loans
- Sales instalment agreements
- Payment of short-term insurance premiums
- Budget account
- Funeral assistance
- Group Life Insurance
- Gap cover

2. COMPANY CONTACT DETAILS

Persons designated/duly authorised persons:

Head of Body: Mr. Louis Nel (CEO)

Postal Address: PO Box 911
Bloemfontein
9300

Street Address: 146 Charlotte Maxeke Street
Bloemfontein
9301

Telephone Number: (051) 448 0111

Fax Number: (051) 430 7564

E-Mail address: info@sambakoop.com

Website: www.sambakoop.com

3. THE ACT

- 3.1** The ACT grants a requester access to records of the CO-OPERATIVE, 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.
- 3.3** Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
 Telephone Number: +27-11-484 8300
 Fax Number: +27-11-484 0582
 Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 14 of 2005	Co-operatives Act
2	No 37 of 2002	Financial Advisory and Intermediary Services 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 75 of 1997	Basic Conditions of Employment Act
8	No 53 of 1998	The Short Term Insurance Act
9	No 34 of 2005	National Credit Act
10	No 2 of 2000	Promotion of Access of Information Act
11	No 30 of 1996	Unemployment Insurance Act
12	No 38 of 2001	Financial Intelligence Centre Act

5. ACCESS TO RECORDS AND AVAILABILITY

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public	Public Product Information	Freely available on web site
Affairs	Public Corporate Records Media Releases	www.sambakoop.com
Financial	Financial Statements Financial and Tax Records (Company & Employees) Asset Register Management Accounts	Co-operative Limited Not required to disclose Not required to disclose
Marketing	Market Information Public Customer Information Product Brochures Performance Records Product Sales Records Marketing Strategies Customer Database	Limited information available on website (see above)

6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1** Use the prescribed form, available at the offices of Samba Co-operative Limited at 146 Charlotte Maxeke Street, Bloemfontein, 9301.
- 6.2** Address your request to the CEO, Mr. Louis Nel.
- 6.3** Provide sufficient details to enable the CO-OPERATIVE 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 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.

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