

## **Investa Financial Services(Pty) Ltd (Investa) - FSP 24958 PAIA Manual**

MANUAL PRODUCED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT NO. 2 OF 2000

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#### **1. PREAMBLE**

The information in this manual pertains to Investa Financial Services (Pty) Ltd, ("Investa") Registration Number 2012/051758/07 .

Investa is a licensed financial services provider, FSP no 24958, operating in South Africa.

The manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act No.2 of 2000 ("the Act") and is aimed at assisting potential Requesters in requesting information (documents or records) from Investa, as contemplated in the Act.

In terms of Section 51 of the Act, the manual may be updated from time to time. The latest version of the manual will be available on Investa's website ([www.investa.co.za](http://www.investa.co.za)). Contact the Information Officer for assistance.

## **2. DESCRIPTION OF GUIDE REFERRED TO IN SEC 10: SECTION 51(1)(b)**

The Act grants a Requester access to records subject to specific requirements and prescribed procedures. A Guide on how to use the Act has been compiled and is available on the website of the SA Human Rights Commission ([www.sahrc.org.za](http://www.sahrc.org.za)) Any queries should be directed to

The South African Human Rights Commission:

- Address:  
PAIA Unit, Research and Documentation Department  
Private Bag 2700  
Houghton  
2041
- Telephone: (027) 11 877 3600
- Fax: (027) 11 403-0625
- Website: [www.sahrc.org.za](http://www.sahrc.org.za)
- Email: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## **3. DISCLOSURE IN TERMS OF SECTION 52 OF THE ACT**

At this stage no records are available in terms of section 52 of the Act.

## **4. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)**

Records are kept by Investa in terms of relevant legislation applicable to Investa, which includes, but is not limited to, the following:

- Companies Act 71 of 2008
- Financial Advisory and Intermediary Services Act, no 37 of 2002

## **5. SUBJECTS AND CATEGORIES OF RECORDS HELD IN TERMS OF SECTION 51(1)(e)**

This section of the Manual sets out the subject and categories of records held by Investa. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under the Act.

In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.

### **a. COMPANY RECORDS**

Documents of incorporation  
Statutory information  
Share register

b. FINANCIAL RECORDS

Financial Statements  
Accounting and tax records  
Banking Records

c. OPERATIONAL INFORMATION

Contract documentation  
Correspondence  
Trademark

d. WEBSITE

Investa's website, [www.investa.co.za](http://www.investa.co.za), contains information regarding the company and its services.

## 6. HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)

The requester must use the prescribed form and pay the required request fee, to make a request for access to a record

The form must:

- The form must be submitted to the Information Officer at the address or electronic mail address of Investa.
- provide sufficient particulars to enable the Information Officer to identify the record/s requested and to identify the requester,
- indicate which form of access is required,
- specify a postal address or fax number of the requester in the Republic,
- identify the right that the requester is seeking to exercise or protect,
- and provide an explanation of why the requested record is required for the exercise or protection of that right,
- if in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner,
  - to state that manner and the necessary particulars to be informed in the other manner,

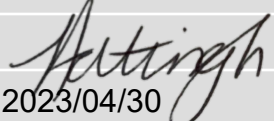
if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

## INVESTA CONTACT INFORMATION

For any queries or feedback relating to this policy, please contact us through any of the communication channels provided below:

- Telephone number: (012) 004 1445
- Address:  
The Club Retail Centre, Shop 201,  
The Workspace Offices, Cnr Pinaster Avenue & 18th Street,  
Hazelwood, Pretoria, 0081
- Email address:
  - For complaints: [complaints@investa.co.za](mailto:complaints@investa.co.za)
  - Other communication: [management@investa.co.za](mailto:management@investa.co.za)
- Website: [www.investa.co.za](http://www.investa.co.za)

## POLICY APPROVAL

Name & Surname	Christiaan Hattingh
Position	CEO
Signature	
Date	2023/04/30