



# **FAMILIAE LEGATUM (PTY) LTD**

**FSP NO. 54212**

## **ACCESS TO INFORMATION MANUAL**

Prepared in terms of Section 51 of the Promotion of Access to Information Act

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Policy Owner	Elsje Niemann
Version	2026.v1

## 1. PURPOSE OF THE MANUAL IN TERMS OF PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from Familiae Legatum (FSP no. 54212).

## 2. REQUEST FOR ACCESS TO INFORMATION

In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact Elsje Niemann in terms of section 25(2) which states that:

- (2) If the request for access is granted, the notice in terms of subsection (1)(b) must state—
- a) **the access fee** (if any) to be paid upon access;
  - b) the form in which access will be given; and
  - c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
- (3) If the request for access is refused, the notice in terms of subsection (1)(b) must—
- a) state adequate reasons for the refusal, including the provisions of this Act relied upon;
  - b) exclude, from such reasons, any reference to the content of the record; and
  - c) state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

## 3. BACKGROUND OF FAMILIAE LEGATUM (PTY) LTD

Familiae Legatum (Pty) Ltd is a licensed Financial Services Provider operating as a Category I FSP. The company provides professional financial advice and intermediary services, for insurance products, investment and savings products. Our FSP License number is 54212.

## 4. SECTION 51 (1) (D)

Records (as amended) that are available in terms of other legislation are as follows:

- Electronic Communications and Transactions Act 25 of 2002
- Financial Advisory and Intermediary Services Act no 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Insurance Act 27 of 1943
- Long Term Insurance Act 52 of 1998
- Prevention of Organised Crime Act 121 of 1998
- Short Term Insurance Act 53 of 1998
- The Financial Intelligence Centre Act 38 of 2001
- The National Credit Act 34 of 2005

## A. Organisation Contact Details

FSP Name:	Familiae Legatum (Pty) LTd
Postal address:	Southdowns Ridge Office Park, John Vorster Drive, Centurion, 0062
Street address:	Southdowns Ridge Office Park, John Vorster Drive, Centurion, 0062
Phone number:	+27 83 609 6323
Email address:	<a href="mailto:elsje@famleg.co.za">elsje@famleg.co.za</a>
Website:	<a href="http://www.famleg.co.za">www.famleg.co.za</a>

## B. Information Officer

Full names & surname:	Elsje Emerentia Niemann
Email address:	<a href="mailto:elsje@famleg.co.za">elsje@famleg.co.za</a>
Phone number:	+27 83 609 6323

## C. Deputy Information Officer

Full names & surname	Yolandi Terblanche
Email address:	<a href="mailto:yolandi@famleg.co.za">yolandi@famleg.co.za</a>
Phone number:	+27 82 452 6271

## D. Directors

Full names & surname:	Elsje Emerentia Niemann
Email address:	<a href="mailto:elsje@famleg.co.za">elsje@famleg.co.za</a>
Phone number:	+27 83 609 6323

Full names & surname:	Martin Phillip Niemann
Email address:	<a href="mailto:martin@famleg.co.za">martin@famleg.co.za</a>
Phone number:	+27 83 609 6323

## E. Key Individual

Full names & surname:	Elsje Emerentia Niemann
Email address:	<a href="mailto:elsje@famleg.co.za">elsje@famleg.co.za</a>
Phone number:	+27 83 609 6323

Full names & surname:	Martin Phillip Niemann
Email address:	<a href="mailto:martin@famleg.co.za">martin@famleg.co.za</a>
Phone number:	+27 83 609 6323

## 6. SECTION 51 (1) (E)

The following records may be requested:

- Advice Records
- Customer Due Diligence documents
- Accounting records
- Personnel Records
- Sales and Marketing
- Statutory Company records
- Client Databases
- Internal Phone lists
- Policies & Procedures
- Minutes of Meetings
- Administrative information

## 7. REQUESTING PROCEDURE

A person who wants access to the records must complete the necessary request form, available from the information officer, and the completed form must be sent to [elsje@famleg.co.za](mailto:elsje@famleg.co.za) and marked for the attention of the information officer.

The requester must indicate which form of access is required and identify the right that is sought to be exercised or protected and provide an explanation of which the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requester is requesting the information should be attached.

## 8. AVAILABILITY OF THE MANUAL

This manual is available on our website, [www.famleg.co.za](http://www.famleg.co.za) and for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices. Copies of the manual may be made available subject to the prescribed fees.

## 9. FEES

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fees. Any other requester who is not a personal requester must pay the required fee:

- A fee will be required by the information officer before further processing of the request in terms of S54 of the Act
- A requester fee of R50 should be paid, this amount will be refunded should the request for access be refused
- A portion of the access fee (not more than one third) may be required before the request is considered
- The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act
- The head may withhold a record until the requester has paid the applicable fees

## 10. DETAILS OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

Any queries with regard to this manual should be directed to:



**The South African Human Rights Commission**  
**PAIA Unit**  
**Research and Documentation Department**  
**Private Bag 2700**  
**Houghton**  
**2041**

Phone: 011 484 8300

Fax: 011 484 0582

Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

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Signature:		
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