



**MANUAL IN TERMS OF SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION
ACT (PAIA) 2/2000 (THE “ACT”)**

1. Introduction

Genlife Financial Services (Pty) Ltd (“Genlife”) is an authorised financial services provider (FSP 43895) specialising in group funeral insurance and administration of funeral policies. This manual has been compiled in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), No. 2 of 2000, to inform the public and our clients how to request access to information held by Genlife. Genlife has never received any PAIA requests to date. All requests are processed in accordance with the prescribed procedures.

2. Company Contact Details (Section 51(1)(a))

Information Officer / PAIA Head: Mrs Lorraine Heislitz-Venter (CEO) Email: compliance@genlife.co.za Postal Address: PO Box 65007, Erasmusrand, Pretoria, 0165 Physical Address: Unit 1, Block 4, Boardwalk Office Park, 107 Haymeadow Street, Faerie Glen, 0043 Telephone: 012 450 5581

All PAIA requests should be addressed to the Information Officer.

3. The Act (Section 51(1)(b))

- PAIA grants any person the right to request access to records of a private body if the record is required for the exercise or protection of any rights.
- Requests must be made using the prescribed form (Form 2) or a written request containing the same information.
- Form 2 is attached as Annexure A.

Contact details for the Information Regulator: Postal: P.O. Box 31533, Braamfontein, 2017 Telephone: +27 10 023 5200 - Website: <https://www.justice.gov.za/inforeg/>

4. Applicable Legislation (Section 51(1)(c))

Genlife observes the following legislation (non-exhaustive):

<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 25 of 2002	Electronic Communications and Transactions Act
10	No 2 of 2000	Promotion of Access to Information Act
11	No 30 of 1996	Unemployment Insurance Act
12	No 4 of 2013	Protection of Personal Information Act
13	No 12 of 2004	Prevention and Combating of Corrupt Activities Act
14	No 85 of 1993	Occupational Health and Safety Act
15	No 4 of 2002	Unemployment Insurance Contributions Act
16	No 89 of 1991	Value Added Tax Act
17	No 5 of 1998	Employment Equity Act
18	No 57 of 2002	Disaster Management Act
19	No 38 of 2001	Financial Intelligence Centre Act

20	No 9 of 2017	Financial Sector Regulation Act
21	No 52 of 1998	Long Term Insurance Act
22	No 130 of 1993	Compensation for Occupational Injuries and Diseases Act

5. Schedule of Records (Section 51(1)(d))

Category	Records	Availability
Public Affairs	Media releases, Corporate info	Freely available on www.genlife.co.za
Financial	Financial statements, Asset register, Management accounts	PAIA request required
Marketing	Product brochures, Field records, Sales records, Marketing strategies, Customer database	PAIA request required
Proprietary / Employee	HR and internal records	PAIA request required

6. Form of Request (Section 51(1)(e))

To request access:

1. Use Form 2 (Annexure A) or a written request containing the same information.
2. Address request to Lorraine Heislitz-Venter, Information Officer.
3. Provide: - Description of the record(s) requested. Details of requester (and capacity if acting on behalf of another). Form of access required (copy, inspection, etc.). Postal or fax address in South Africa, or alternative contact method. Explanation of the right being exercised or protected.

Requests may be submitted via: Email: compliance@genlife.co.za

Postal: as per Section 2 above.

7. Prescribed Fees (Section 51(1)(f))

- A request fee of R50 is required before processing non-personal requests.
- If preparation exceeds six hours, a deposit of up to one-third of the full access fee is required.
- Fees are payable before access is granted; payment disputes may be lodged with a court.
- Fee structure available at the Information Regulator's website.

8. Approval

This PAIA Manual has been prepared in accordance with Section 51(1) of the Act and is approved by:

Signed at: Pretoria Date: 12 January 2026

Name: Lorraine Heislitz-Venter (CEO / Information Officer) Signature:



Annexure A: Prescribed Form 2 – Request for Access to Records

[Annexure forms part of the PAIA Manual and must be utilised as the official document for requests related to access to records]

Approver	Lorraine Heislitz
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