



Registration Number of Company:2019/142387/07

PROMED BILLING SOLUTIONS (PTY) LIMITED

MANUAL

in terms of

Section 51 of

The Promotion of Access to Information Act

2/2000

(the "ACT")

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1. INTRODUCTION

ProMed Billing Solutions (PTY) Limited offers a complete medical claims and administration management service, processing of medical claims with correct coding to all medical aids or patients. Helping medical professional to get registered with BHF and all medical aids.

2. COMPANY CONTACT DETAILS

Directors: Mrs M Williams (Managing)

Office Manager/CEO: Mrs M Williams

Postal Address: P.O. Box 30743, Wonderboompoort, Pretoria, 0033

Street Address: 408 Airport Road, Doornpoort, Pretoria, 0186

Telephone Number: 012 004 1295

Email: info@promed-billing.com

Website: www.promed-billing.com

3. THE ACT

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 Legislations:**

| <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 |

5. **Schedule of Records**

| <u>Records</u> | <u>Subject</u> | <u>Availability</u> |
|-----------------------|---|--|
| Public Affairs | <ul style="list-style-type: none"> • Public Product Information • Public Corporate Records • Media Releases | Freely available on web site www.promed-billing.com |
| Financial | <ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts | NBD (Pty Ltd) - Request in terms of PAIA. Not available. |
| Marketing | <ul style="list-style-type: none"> • Market Information • Public Customer Information: <ul style="list-style-type: none"> ○ Product Brochures ○ Owner Manuals • Field Records • Performance Records • Product Sales Records | Limited Information available on web site. (see above) Request in terms of PAIA In our annual report available Request in terms of PAIA |

- Marketing Strategies
- Customer Database

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, 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).

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;

(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.