

Naked Financial Technology

PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) ("PAIA")

Last amended: December 2022

Table of contents

Table of contents	2
Introduction	2
Key contact details	3
Naked:	3
Chief Information Officer & FAIS Key Individual:	3
Purpose of & Guide on how to use PAIA	3
Categories of Naked records available	3
Categories of Naked records available upon request in accordance with legislation	4
How to request access to Naked records	4

Introduction

Naked Financial Technology Pty Ltd (Reg. No. 2016/427911/07) ('Naked') is an authorised Financial Services Provider, licensed for providing intermediary services for Short Term Insurance: Personal Lines. Naked acts as the intermediary between you and The Hollard Insurance Company Limited ("Hollard"), represents you in your dealings with Hollard and "binds" and administers various aspects of your policy and potential claims on behalf of Hollard, within mandates.

Key contact details

Naked:

- Physical address: The Pines, 9 Gordon Hill, Parktown, Johannesburg, 2193.
- Postal address: The Pines, 9 Gordon Hill, Parktown, Johannesburg, 2193.
- Tel: 0860 995 125
- Email: help@naked.insure
- Website: www.naked.insure

Information Officer & FAIS Key Individual:

- Ernest North
- Tel: 0860 995 125
- Email: help@naked.insure

Purpose of & Guide on how to use PAIA

The purpose of PAIA is to give effect to the Constitutional right of access to information. It 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. Requests in terms of PAIA 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. In terms of section 10(1) of PAIA, the South African Human Rights Commission has made available a guide on how to exercise rights in terms of PAIA ('Guide'). This Guide is compiled in each official language and has been drawn up in an easily comprehensible form and manner. It is available at the below link:

<https://www.sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf>

Categories of Naked records available

Category of records	Types of record	Available on the Naked Website	Available in the Naked App	Further records available upon request
Terms of Use	Terms and conditions	x		
Privacy Policy	Policy	x		
Conflict of Interest Policy	Policy	x		
Complaints Resolution Policy	Policy	x		
Policy wordings	Cover details	x	x	
Policy snapshot	Personalised cover details		x	
Your personal information	Personal information of requester		x	x
Historical policy information	Historical cover details			x
Customer statement	History of charges and payments		x	

Categories of Naked records available upon request in accordance with legislation

Category of records	Applicable legislation
Memorandum of Incorporation	Companies Act 71 of 2008

PAIA Manual	Promotion of Access to Information Act 2 of 2000
Privacy Policy	Protection of Personal Information Act 4 of 2013
Financial Sector Conduct Authority Licence	Financial Advisory and Intermediary Services Act 37 of 2002

How to request access to Naked records

Should you wish to access any records described in this PAIA Manual, please reach out to help@naked.insure with the below details:

- Name and surname.
- Postal address.
- ID number and email address if the request is in respect of a specific insurance policy.
- Which record you are requesting access to.
- Details of the right you wish to exercise in requesting such access.
- If the request is being made on behalf of a particular person, proof of the capacity in which you make such request.
- Whether or not the record is preferred in a particular language.