

Undergrad.

Undergrad 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: 20 November 2025

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Introduction

Undergrad Financial Technology (Pty) Ltd
Registration Number: 2023/948801/07
(Hereinafter referred to as “Undergrad”)

Undergrad Financial Technology (Pty) Ltd is a private company duly incorporated in accordance with the laws of the Republic of South Africa. As a responsible corporate citizen, Undergrad is committed to transparency, accountability, and the protection of information in line with the constitutional right of access to information as enshrined in Section 32 of the Constitution and regulated by the Promotion of Access to Information Act, 2 of 2000 (“PAIA”).

Key contact details

Undergrad:

- Physical address: UJ, Adelaide Tambo Building Chris Hani Road Power Park, Soweto
- Postal address: UJ, Adelaide Tambo Building, Chris Hani Road, Power Park, Soweto
- Tel: 068 770 7274
- Email: help@undergrad.co.za
- Website: www.undergrad.co.za

Information Officer:

- Khangwelo Magada
- Tel: 068 770 7274
- Email: help@undergrad.co.za

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.

Categories of Undergrad records available

Category of records	Types of record	Available on the Undergrad Website	Available in the Undergrad App (Coming soon)	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		
Policy snapshot	Personalised cover details			
Your personal information	Personal information of requester			x
Historical policy information	Historical cover details			x
Customer statement	History of charges and payments			x

Categories of Undergrad 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 Undergrad records

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

- Name and Surname.
- Postal address.
- ID number and email address 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 a request.
- Whether or not the record is preferred in a particular language.