

LANGUAGE POLICY

The purpose of the Language Policy is to provide guidelines in terms of language usage for document management, marketing practice and customer communication in the group. A consumer has the right to receive any document that is required in terms of the National Credit Act (NCA) (Section 63(1)) in an official language that the consumer reads or understands, to the extent that is reasonable having regard to usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by the person required to deliver that document. The Language Policy as outlined in this document was accepted by the NCR on 26 May 2009 and the Bank is committed to the implementation of the language policy by latest September 2010. In accordance to the Act the bank will hence forward make all documents and forms as required in the NCA available in English, Zulu and South Sotho. Customers will be asked to indicate their language of choice at loan application stage.

1. Documentation

1.1 Pre-Agreement Statement and Quotation

The Pre-Agreement Statement and Quotation used in the Bank's lending process form an integral part of the credit agreement and as such together with all other documentation prescribed in terms of the NCA will be made available in English, Zulu and South Sotho. These documents are systems generated and will be available via the front end process in the language selected on application.

1.2 Terms and Conditions

The standard Terms and Conditions for loans and card are pre-printed in English, which is provided on application. Translated versions of the Terms and Conditions will be made available in Zulu and South Sotho and will be added to African Bank's internal websites as well as www.africanbank.co.za. Consultants will be able to print these should a Zulu or South Sotho version be requested.

1.3 Income and Expense leaflet

African Bank has developed an Income and Expense leaflet to assist customers with determining affordability levels. This leaflet is pre-printed in English, but will be made available on African Bank's internal website for branch printing in Zulu and South Sotho.

1.4 Enforcement Notice (Letter of Demand)

Enforcement Notices are printed in English, but in the event that a language other than English was contracted in, the Bank will address the section 129 letter in English and will include an additional version of the letter in the elected language, at the back of the English letter.

1.5 Information Brochure

A supplementary loan and facility Information Brochure outlining the key obligations, terms, costs, risks and rights of the consumer under the relevant credit agreement is currently available to the consumer in English. This document is in plain understandable language and aimed at ensuring the best possible general understanding of the credit agreement. This Information Brochure will be available to customers of the Bank in 6 languages namely English, Zulu, South Sotho, Afrikaans, Tswana, and Xhosa.

The Information brochure will be pre-printed in English, but an electronic version will be made available on www.africanbank.co.za as well as the internal sites. If requested, the information brochure can be printed and handed to the client in any of the above mentioned 6 languages by the loan consultant.

2. Internet

The Internet site www.africanbank.co.za is published in English. Credit information such as generic product flyers and the Standard Loan Terms and Conditions will be made available on www.africanbank.co.za in English, Zulu and South Sotho. The customer information brochure will be available in English, Zulu, South Sotho, Afrikaans, Tswana, and Xhosa.

3. Call Centres

The servicing and collection call centres within African Bank Limited have the capability to deal with all consumer enquires including general and technical enquiries in English, Zulu, Xhosa, North Sotho, South Sotho and Afrikaans. African Bank Limited will in future use its best endeavours to introduce all 11 languages in all its call centres. All credit sales calls are in English and consultants will where possible assist the consumer in their home language.

In legal collections all communication is in English. All court and legal documentation utilised by the attorneys or external collectors are in English. However, should African Bank Limited contact a client telephonically and the client request to be communicated to in his/her own home language, African Bank Limited will endeavour to accommodate them in a telephonic conversation.

4. Branch servicing

The standard language of servicing is English. African Bank branches will endeavour to service customers in all 11 official languages. In additional consultants are required to ensure that customers understand their rights and obligations as it relates to the credit agreement. Interactions with customers should be conducted in a language that the customer understands. Consultants are recruited from the branch feeding area, and are typically able to communicate and service customers in the regional vernacular.