DirectAxis
FINANCIAL SERVICES

Language Policy

In terms of the National Credit Act, 34 of 2005

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1. Introduction

This document sets out the language policy for Direct Axis SA (Pty) Limited ('DirectAxis), as required in terms of Section 63 of the National Credit Act, 34 of 2005 (the Act). This policy was part of a proposal which was approved by the National Credit Regulator.

2. Scope

This policy applies to all loans funded by FirstRand Bank Limited.

3. Background

DirectAxis manages and administers personal loans under various brands on behalf of FirstRand Bank Limited as a registered Credit Provider (NCRCP20).

DirectAxis is located in Diep River, Cape Town.

4. Policy

Documentation to Which this Language Policy Applies
As required in terms of the Act, the below mentioned documentation shall be available to our customers in 5 (five) of the official languages: English, Afrikaans, isiZulu, Sesotho and isiXhosa: The documentation includes but is not limited to:

1 **Personal Loan Agreements**

1.1 **Quotes and Cost of Credit**
DirectAxis produces the quotes and cost of credit documentation pertaining to loan agreements in five official languages namely English, Afrikaans, isiZulu, Sesotho and isiXhosa.

1.2 **Terms and Conditions**
DirectAxis produces the full terms and conditions to its small, intermediate and large agreements in two official languages namely English and Afrikaans. Plain language explanations of the terms and conditions are available for selection by consumers in isiZulu, Sesotho and isiXhosa.

1.3 **Enforcement Notices**
DirectAxis produces enforcement notices and other letters that are required under the Act in English, Afrikaans, isiZulu, Sesotho and isiXhosa, in line with the customer's selection of their language of choice.

2 **Insurance Policy Documentation**
Due to interpretation of policy documentation, all insurance related documentation shall be provided in English only.

3 **Marketing and Advertising Material**
Marketing and advertising material is published in English and Afrikaans.

5. Implementation

The implementation date of the policy is with immediate effect.

6. Availability of the Language Policy

All consumers can obtain a copy of this Language Policy from our website which is www.directaxis.co.za

Regulatory Compliance
April 2016