



**DirectAxis**  
FINANCIAL SERVICES

## Language Policy

DirectAxis a business unit of FirstRand Bank Limited



# Language Policy

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## Purpose of the Policy

DirectAxis a business unit of FirstRand Bank Limited, a registered Credit Provider (NCRCP20) as required to comply with the requirements of Section 63(1) of the National Credit Act, 34 of 2005, as amended (NCA/the Act) as well as any conditions of registration imposed on First Rand Bank by the National Credit Regulator . This policy is part of the FirstRand Bank Limited language policy approved by the National Credit Regulator .

## Scope

This policy is applicable to DirectAxis, a business unit of FirstRand Bank Limited with NCA impacted products and consumers.

## Application of the policy

The policy applies in the Republic of South Africa only. DirectAxis is located in Diep River, Cape Town.

All consumers can obtain a copy of this Language Policy from our website which is [www.directaxis.co.za](http://www.directaxis.co.za)

The implementation date of the policy is with immediate effect.

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## Documentation to which this language policy applies

### Personal Loan Agreements

#### Quotation and Pre-Agreement Statement including the General Terms and Conditions (Credit Agreement)

The English version will be the legally binding contract between the consumer and FirstRand Bank and be provided to the consumer.

At the request of the consumer, DirectAxis on behalf of FirstRand Bank will make the quotation (which includes the costs of credit) and a summary of the pre-agreement statement including the General Terms and Conditions available in Afrikaans, isiZulu and isiXhosa.

### Enforcement Notices

DirectAxis produces enforcement notices and other letters that are required under the Act in English, and where requested by the consumer a version will be made available in Afrikaans, isiZulu and isiXhosa.

### Insurance Policy Documents

Due to interpretation of credit insurance policy documentation, all insurance related documentation shall be provided in English only.

### Marketing and Advertising Material

The marketing and advertising of credit products is typically provided in the language of the media utilised and the targeted audience, which is mostly published in English and Afrikaans.

### Delivery Channels (point of contact)

#### Call Centre

The DirectAxis servicing call centre will have the capability to converse with consumers in English, Afrikaans, isiZulu and isiXhosa. All credit sales executed through calls and maintained as voice recorded Credit Agreements, will be recorded in English. At the request of the consumer, DirectAxis will explain the quotation (which includes the cost of credit) and a summary of the pre-agreement statement including the General Terms and Conditions in Afrikaans, isiZulu and isiXhosa.

### Online / Digital Platforms

The content of our online platforms is published in English. However, at the consumer's request, the quotation (which includes the cost of credit) and a summary of the pre-agreement statement including the General Terms and Conditions will be made available to the consumer in Afrikaans, isiZulu and isiXhosa.

Compliance Risk

June 2022