

Capitec Bank Language Policy

Purpose

This document outlines Capitec's language policy, which was drafted with the objectives of Section 63 of the National Credit Act 34 of 2005

Read along with this content

No content

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1. Introduction

1.1 In 2011, the National Credit Regulator (NCR) requested an implementation report on the approved Language policy, in fulfilment of its registration requirements in terms of Section 63 of the National Credit Act 34 of 2005 (the act).

1.2 This document outlines Capitec's language policy which was drafted with the objectives of Section 63 in mind, more specifically the following requirement contained in Section 63 (1):

"A consumer has a right to receive any document that is required in terms of this act in an official language that the consumer reads or understands, to the extent that is reasonable having regard to the usage, practicality expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by the person required to deliver the document".

2. Client Communication

2.1 Pre-agreement Statement and Quotations, Credit agreements, Insurance

2.1.1 Clients who apply for credit in branches have access to the pre-agreement statement and quotation, credit agreement and insurance agreement in either English, isiZulu or Sepedi. The aforementioned documentation contains all the relevant client and transaction specific data.

2.1.2 Clients also has access to the salient terms and conditions for the relevant agreement in a generic format, which contains no client or transaction specific data. The language offering of our generic agreements is outlined in Annexure A.

2.1.3 Clients who apply for credit through the direct loan channel (non-face to face) receive the necessary documentation in English, however, a consultant is able to assist the client in one of the 11 official languages.

2.3 Marketing, advertising, transactional and communication channels and written communications

Marketing and advertising	
Brochures	English (The isiZulu and Sepedi translations can be provided to the client upon request)
ww	English (Some publications and radio stations may require specific languages)

Other transactional and communication channels	
Banking app	English
Mobile banking	English
SMS updates	English
Website	English
ATM	English
Central Processing Centre	Branch, call centre and client facing employees are recruited from the local communities which means clients can be assisted by someone speaking in their preferred language

Other written communications	
Central Rescheduling agreement letters	English, isiZulu, Sepedi
Arrangement letters	English
Facility Closure letter	English