

## Will it cost me money to go under debt review?

You usually pay restructuring, legal, and administration fees to the debt counsellor while under debt review. It is common practice to pay restructuring and legal fees before any money goes towards paying your debts. Fees must be based on your unique situation and may vary. They must be calculated according to the NCR guidelines.

## What happens once I've repaid all the debt?

Your debt counsellor will give you a clearance certificate, and your credit bureau profile will be updated. You'll be able to apply for credit again. If your home loan agreement was included under debt review, it doesn't have to be repaid in full to exit debt review. You will still get a clearance certificate, but you must have paid all other debt in your debt review agreement.

## What if my financial position changes?

You must look at your financial position every year and adjust your plans if necessary. Speak to your debt counsellor to review your repayment plan. Ask your credit providers for statements to know how much you owe. Increase your repayments to pay off your debt sooner.

## How can I exit the debt review process?

You can only exit debt review if:

- 1** Your debt counsellor finds that you aren't over-indebted after starting the process.
- 2** You challenge your debt counselling application in court. You may need a lawyer for this.
- 3** You settle all your debts and get a clearance certificate from your debt counsellor.

## What happens if I don't keep up with my repayments?

Your credit providers can terminate their part of the debt from debt review. Regular debt collection processes may start again, and you could face legal action. Contact your debt counsellor if your financial position changes. Speak to them to review your repayment plan if you still have financial difficulties.

## #SimplifyBanking #LiveBetter

[capitec.co.za](https://www.capitec.co.za) 067 418 9565 0860 10 20 43

Conditions apply. Fees include VAT.  
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18568 Debt Relief Flyer

# debt relief

## Take action before debt becomes a problem

Scan to learn more about debt relief



# struggling with debt?

We know times are tough. Before the situation gets worse, review your budget, cut unnecessary expenses, and don't take more credit. Contact your credit providers about repayment options.

option

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## Debt rescheduling

### What is debt rescheduling?

By rescheduling, you and Capitec agree to change the terms of your existing loan or access facility to lower your repayments.



Contact us to find out how debt rescheduling can lower your repayments:

- Visit a branch
- Phone 0860 66 77 18 (Monday – Friday, 8am – 7pm or Saturday, 8am – 1pm)
- Email CentralisedCollections@capitecbank.co.za

### How will my loan or access facility repayments be lowered?

You will pay your loan or access facility back over a longer period to lower your repayments. Your interest rate will stay the same.

### How does a longer term affect me?

While your repayments could be lower, your total cost of credit will be more because you'll pay interest over a longer period. You can manage this by increasing your repayment once your financial position improves.

### When can I reschedule my loan or access facility?

You can proactively reschedule your loan or access facility if you're worried that you may not be able to make your loan repayments. You can also reschedule your loan if you've fallen behind on your loan repayments.

### How does the rescheduling work?

We have different types of rescheduling that work differently. We'll ask you questions to help us determine what type will best suit your needs.

option

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## Debt review

### What is debt review?

Debt review is also known as debt counselling. It was introduced in the National Credit Act (NCA) in 2007 to help clients with no other form of credit relief if they're over-indebted. It is a legally binding process in which your debts are restructured using a court order.



If debt review is your only option, contact the NCR to find registered debt counsellors:

- Visit [www.ncr.org.za](http://www.ncr.org.za)
- Call 0860 62 76 27

**Important:** Speak to your bank first if you struggle to repay your debts. They could help you with debt relief options. Be aware of advertising promising payment holidays or writing off debt. Immediately lodge a complaint with the National Credit Regulator if you were wrongly placed under debt counselling.

### Debt review is not debt consolidation

Debt consolidation involves taking a new loan to pay off your existing credit, leaving you with one loan amount, interest rate, and monthly repayment.

### What does it mean to be over-indebted?

You are over-indebted when you don't have enough money left after your debt repayments and necessary living expenses.

### What happens when I apply for debt review?

If you're over-indebted, a debt counsellor will calculate a single, affordable monthly repayment towards your debt. This should leave you with enough money each month to pay your necessary living expenses. They'll send a repayment proposal to your credit providers. If your creditors accept, your debt will be restructured using a consent or court order.

### Can I apply for credit while under debt review?

Your credit bureau records will reflect your debt review status. Credit providers are not allowed to grant you credit when you enter the debt review process. You also won't be able to use any of your existing credit.

