

Effective communication between Bidvest Bank Limited (the Bank) and its borrowers is of the utmost importance. The Bank will provide documentation that will enable users of such documentation to understand the products, services and agreements offered by the Bank.

In light of the above, the Bank's credit language policy, as set out below, has been developed not only to meet the criteria of the National Credit Regulator (NCR) but also to implement a process to ensure the effectiveness of the Bank's communication.

1. Language policy

With reference to section 63(3) of the National Credit Act (NCA) the Bank has chosen English and Afrikaans as the languages in which it will act and operate as credit provider.

2. Credit documentation

In terms of section 63 of the NCA the Bank acknowledges that a consumer has the right to receive any document in plain language and in an official language, having due 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 the document. The Bank's credit customer base consists mostly of corporate entities (88% as at 31 December 2008) to which the NCA is not applicable. The balance consists of individuals, most of whom are employees of the Bank. It is therefore appropriate for the Bank to offer credit documentation in the same two official languages for all its borrowers.

The following documents are available in English and Afrikaans:

- 2.1 Pre-agreement statement and quotation
- 2.2 Credit agreement
- 2.3 Enforcement notice in terms of section 129 of the NCA

3. Marketing and advertising material

The Bank's marketing and advertising material for credit products and services will be produced mainly in English. Advertising in Afrikaans publications will be produced in Afrikaans.

4. Corporate office, call centre and branch staff

The Bank's corporate office is the only Bidvest Bank office registered with the NCR to approve credit. The call centre and retail branches will therefore refer all credit-related queries to a lending officer or credit specialist at the Bank's corporate office. Call centre and retail branch staff communicate in English and Afrikaans, as do the lending officers and credit specialists.

5. Online information

The Bank will provide information regarding its credit products and services on its website in English. Enquiries can be made in the 'Contact us' section.

6. Other related areas

Additional correspondence to borrowers via mail, email and facsimile will be available in English and Afrikaans.