

LANGUAGE POLICY AND PROCEDURE

Purpose

This policy outlines the procedures and obligations for providing documents to consumers in official languages as mandated by Section 63 of the National Credit Act (NCA) and its accompanying regulations. The aim is to ensure that consumers have access to necessary information in a language they understand, promoting transparency and fairness in all credit-related communications.

Scope

This policy applies to all employees, departments, and affiliates involved in the production, distribution, and regulation of credit-related documents that are required by the NCA. It covers the selection, approval, and delivery of these documents in official languages.

Principles

- R Right to Information:** Consumers have the right to receive any document required by the NCA in an official language that they read or understand.
- R Practicality and Reasonableness:** The selection of languages must consider usage, practicality, expense, regional circumstances, and the needs and preferences of the population served.
- R Consumer Choice:** Consumers must be offered a choice of at least two official languages in which to receive documents.

1. PROCEDURE

1.1 Document Preparation and Language Selection

R Initial Submission:

- All credit providers, particularly those required to register, must submit a proposal to the National Credit Regulator (NCR) outlining the official languages in which they plan to make required documents available.
- The proposal should include at least two official languages and may suggest the same languages for the entire country or different languages for different regions.

NCR Approval:

- The NCR will review each submission, considering factors such as usage, practicality, expense, and regional needs.
- The NCR may either approve the proposal or require the submission of a revised proposal if the initial one does not meet the requirements for maximising consumer rights.

Revisions and Appeals:

- If the NCR requires a new proposal, the credit provider must submit a revised version.
- The credit provider may appeal the NCR's decision to the Tribunal, which can confirm or overturn the NCR's decision.

1.2 Offering Language Choices to Consumers

Registered Credit Providers:

- Registered credit providers must offer consumers the opportunity to choose from at least two official languages for receiving documents.
- These languages should align with the proposal approved by the NCR.

1.3 Delivery of Documents

Language of Choice:

- Once a consumer selects an official language, the credit provider must deliver all required documents in that language.
- The selected language should be used consistently for all communications unless the consumer requests a change.

1.4 Available documents

- Reset can provide the Pre-agreement Statement, Quotation, and Credit Agreement in two official languages. While most of our clients primarily speak Afrikaans and English, all Credit Agreements are currently printed in English due to considerations of practicality, cost, regional circumstances, and the preferences of the communities we serve. However, upon request, we are able to provide the Pre-agreement Statement, Quotation, or Credit Agreement in Afrikaans.

1.5 National Credit Regulator's Documentation

NCR Documentation:

- The NCR may prescribe at least two official languages for use in its own documents, depending on regional and practical considerations, to ensure the broadest possible access for consumers.

2. RECORD KEEPING

Documentation of Language Choices:

- All consumer language choices must be documented and stored securely.
- Records should be maintained for a period of at least five years or as required by law.

3. REVIEW OF POLICY

Annual Review:

- This policy will be reviewed annually to ensure continued compliance with the NCA and to incorporate any updates or changes in legislation or NCR guidelines.

4. CONTACT INFORMATION

For any queries regarding the language policy, consumers or employees may contact:

Compliance Department:

- **Contact Person:** Henro Coetser
- **Telephone:** 081 040 8313
- **Email:** henro@resetsolutions.co.za

National Credit Regulator:

- **Website:** www.ncr.org.za
- **Telephone:** 0860 627 627 / 011 554 2700