



## **LANGUAGE POLICY – AFRICAN DAWN PROPERTY TRANSFER FINANCE 1 (PTY) LTD**

### **Statement**

African Dawn Property Transfer Finance 1 (Pty) Ltd, registration number 1998/024852/07 (“Afdawn PTF1”), as a registered credit provider (NCRCP3863) is required, as a condition of its registration requirements, to have a language policy in place as per section 63(1) of the National Credit Act.

Section 63(1) of the National Credit Act, Act 34 of 2005 (“the Act”) states that *“a consumer has a right to receive any document that is required in terms of the Act in an official language that the consumer reads or understands, to the extent that is reasonable having 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 that document.”*

### **Afdawn PTF1 Language policy**

i) Afdawn PTF1 undertakes to provide any document which is required to be delivered to the customer in terms of the Act, including but not limited to credit agreements, pre-agreement statements and quotations, enforcement notices, marketing and advertising materials, in the following 4 (four) official languages:

- English
- Afrikaans
- isiZulu
- Sesotho

these being the main identified languages of the customer this business serves.

ii) Support staff will be made available who are proficient in the 4(four) official languages to explain the implications and effects of the credit agreement and to answer and explain customer’s questions on its credit documentation.

iii) Any credit documentation will be verbally translated into isiZulu and Sesotho on request by a customer.

Due to specialized financial and legal terminology it is not possible to provide legal documentation in any other language than English to ensure legal certainty should the validity of the document be contested in a South African court of law. Due to the aforementioned, Afdawn PTF1 has adopted the legal stance that any documentation which requires a signature by a customer will be on the English version only.