38 Melle Street, Management House
Office 416
Braamfontein, 2017

Language Policy
Revised 01/03/2025

The proposed language policy applies to the provision of credit by Versa Fin NCRCP 10939 as required in terms of Section 63 of the National Credit Act of 2005 (Act 34 of 2005)

We, the Credit Provider, take cognisance of the requirements of Section 63 of the National Credit Act of 2005 ("NCA") and acknowledge:

1.1 that our consumers have the right to request and receive any document that is required in terms of the NCA in an official language that the consumer reads and understands.

1.2 that our policy must have reasonable regard to usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by us.

1.3 that we are obliged, and to ensure the best business practice, to make such documents available in at least two official languages.

1.4 that each of our consumers will have the opportunity to choose to receive any document that is required to be delivered in terms of the NCA, in any of the two official languages in which our documents are available.

1.5 that we are required to deliver to the consumer each such document in the language chosen by the consumer.

It is generally accepted that it is not practical and is too expensive to produce our documentation in all 11 official languages. Therefore, in order to meet our commitments under the NCA, we have undertaken a survey to identify the commonly spoken languages of the community(-ies) this business serves.

We have offices in the following geographic areas:

1 _Braamfontein, Johannesburg _________

The languages predominately spoken in this geographic area are:

1. _Braamfontein - Johannesburg_______

Geographic area 1

1.1. __English_______________________________

1.2. __Sotho________________________________

1.3. __Zulu__________________________________

1.4. __Xhosa________________________________

2. Geographic area 2

2.1. ___N/A____________________________

3. Geographic area 3

3.1. ____N/A____________________________

4. Geographic area 4

4.1. _____N/A___________________________

Notwithstanding the above, we hereby state that English is the recognised and accepted language of commerce, politics, and law as well as our business and operating language. Based on the languages identified above and having regard for usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily services by us, we have identified two languages as indicated below.

We undertake to have available on our business premises staff who are proficient in at least 2 (two) of the languages identified and to have documentation available in those 2 (two) languages.

The two languages we have selected for the initial implementation are:

1. __Braamfontein - Johannesburg________________

Geographic area 1

1.1. _English_____________________________

1.2. _Sotho______________________________

2. Geographic area 2

2.1. _____N/A_______________________________

3. Geographic area 3

3.1. _____N/A_______________________________

4. Geographic area 4

4.1. _____N/A_______________________________

We commit ourselves to the following timelines in the implementation process:

PHASE 1:

a) to have *staff who are proficient* in the two languages identified as being predominately spoken by the members of the community within 6 (six) months of registration. It is a commitment of this business that our staff will have the language competencies and knowledge to be able to explain the implications and effects of all aspects of credit transactions as well as the supporting documents.

   Date implemented: 29/04/2022

   Date completed: All staff members proficient in at least two official languages. 29/04/2022

b) to have the following documentation available in the two languages identified within 12 months of the date of completion of clause (a) of this document:

- Agreement to Use Electronic Signature
- Authority and Mandate for Payment Instructions
- Consumer Affordability Assessment
- Credit Life Insurance Schedule
- Loan Agreement
- Pre-Agreement Statement and Quotation for Small Agreements
- Universal Insurance Administrators Beneficiary Plan Police Schedule.

Date commenced: 01/05/2022

Date completed: 28/02/2025 – All documents now available in English and Sotho.

PHASE 2:

c) to have available the following documentation required to complete the credit cycle, including enforcement notices (Section 129 notices), marketing and advertising materials, statements of account and consumer education literature within the next 24 months after completion of Phase 1 of this policy document.

d) to be able to assist a client verbally and with relevant documentation in any one of the official languages.

To meet our commitments, we undertake to facilitate the service of our clients in an official language of their choice as far as possible within the constraints of the small size of the business.

FULL NAME(S) and capacity-------Annize Raath - Director---

A. Raath
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SIGNED: DATE