

Volkswagen Financial Services (Pty) Ltd South Africa Language Policy in Terms of the National Credit Act, 34 of 2005

1. INTRODUCTION

The language policy serves to comply with VWFS's obligation as a registered Credit Provider with the National Credit Regulator ("NCR") under registration number NCRC6635. Specifically, adherence to the requirements of Section 63(1) of the National Credit Act 34 of 2005, as amended ("NCA"/the Act) as well as any conditions of registration imposed on VWFS by the NCR.

2. PURPOSE

To promote and advance the social economic welfare of South Africans and to promote a sustainable, responsible, efficient, effective and accessible credit market VWFS caters for additional official languages, to the extent that it is reasonable having regard to usage, practicality, expense, regional circumstances and the balance of the needs and language preferences of its consumers.

To ensure that customer communications are effectively implemented and executed fairly and consistently.

VWFS shall draft all documents required in terms of the NCA and those documents will be available in English and, at the request of the customer, will be translated into the language of the customer's choice.

3. BACKGROUND

Volkswagen Financial Services South Africa (Pty) Ltd is primarily focused on providing asset finance and fleet management solutions. Volkswagen Financial Services South Africa (Pty) Ltd.'s asset finance portfolio includes motor vehicles, commercial and company vehicles, solutions.

Volkswagen Financial Services South Africa (Pty) Ltd further offers customers' short term and long-term insurance underwritten by South Africa's leading insurers.

Volkswagen Financial Services South Africa (Pty) Ltd is located in Sandton, Gauteng with region offices across South Africa. It also has agents on motor dealer floors across the country to assist customers with their finance applications.

4. POLICY

4.1 Documentation to which language proposal applies

As required in terms of the Act, the below mentioned documentation shall be available to our customers in 4 (four) of the official languages: English, Afrikaans, isiZulu and Xhosa: The documentation includes but not limited to:

4.2 Instalment Agreements/ Lease Agreements

Quotes and Cost of Credit (Instalment Sale Agreements/ Lease)

Quotes and cost of credit documentation pertaining to the instalment sale agreements, lease agreements and personal loans are produced in four official languages namely English, Afrikaans, isiZulu, and isiXhosa.

Terms and Conditions

Volkswagen Financial Services South Africa (Pty) Ltd produces the full terms and conditions to its small, intermediate, and large agreements in two official languages namely English and Afrikaans. Plain language explanations of the terms and conditions are available for selection by consumers in isiZulu and isiXhosa.

Enforcement Notices

Enforcement notices and other letters that are required under the Act are produced in English, Afrikaans, isiZulu and isiXhosa, in line with customer's selection of his or her language of choice.

4.3 Insurance policy Documentation

Due to interpretation of policy documentation, all insurance related documentation shall be provided in English only.

4.4 Marketing and Advertising Material

Marketing and advertising material are published in English only.

5. IMPLEMENTATION

The implementation date of the policy is the 01 July 2025.

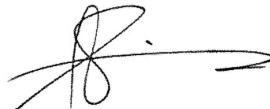
AVAILABILITY OF THE LANGUAGE POLICY

All consumers can obtain a copy of the Language policy from our website which is www.vwfs.co.za

Language Policy Proposal sign off:



Nicolaas Burger Kotze
Director: Front Office



Siyabulela Paschal Dayile
Director: Back Office

Date: 26 June 2025

26 June 2025