

Language Policy in Terms of the National Credit Act, 34 of 2005

INTRODUCTION

Background

This document sets out the language proposal for Volkswagen Financial Services South Africa (Pty) Ltd, a registered Credit Provider as required in terms of Section 63 of the National Credit Act, 34 of 2005 ("The Act"). This proposal was approved by the National Credit Regulator.

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.

POLICY

Documentation to which language proposal applies

As required in terms of the Act, the below mentioned documentation shall be available to our customers in 5 (five) of the official languages: English, Afrikaans, isiZulu, Sesotho and Xhosa: The documentation includes but not limited to:

1. Instalment Agreements/ Lease Agreements

1.1. 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 five official languages namely English, Afrikaans, isiZulu, SeSotho and isiXhosa.

1.2 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, Sesotho and isiXhosa.

1.3 Enforcement Notices

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

2. Insurance policy Documentation

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

3. Marketing and Advertising Material

Marketing and advertising material are published in English only.

IMPLEMENTATION

The implementation date of the policy is the 01 June 2023.

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:

Name of person signing the report: Nicolaas Burger Kotze
Siyabulela Paschal Dayile



Designation of person signing the report:
Directors: Front and Back Office – Volkswagen Financial Services (Pty) Ltd South

Date: 23 May 2023