

Language Policy

In Terms of the National Credit Act , 34 of 2005

INTRODUCTION BACKGROUND

This document sets out the language proposal for WesBank, a division of FirstRand Bank Limited, 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.

WesBank is primarily focused on providing asset finance and fleet management solutions. WesBank's asset finance portfolio includes motor vehicles, agriculture, commercial and company vehicles, plant and office equipment, public sector and franchise finance solutions.

WesBank further offers customers' short term and long term insurance underwritten by South Africa's leading insurer's and has further extended its business to provide personal loans which are managed by Direct Axis SA (Pty) Ltd (Direct Axis)

WesBank is located in Fairlands, Gauteng with branches across South Africa. It also has agents on motor dealer floors across the country to assist customers with their finance applications.

Direct Axis is located in Diep River, Cape Town.

POLICY

Documentation to which language proposal applies

As required in terms of the Act, the belowmentioned 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 Installment Agreements/ Lease Agreements and Personal Loans

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

WesBank 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.

Direct Axis produces the full terms and conditions to its small, intermediate and large agreements in 5 official languages namely English, Afrikaans, 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 Fleet: Credit Facilities

Due to the nature of WesBank's fleet business and our customer base who avail of the auto card facilities all our agreements and communication shall only be in English.

The WesBank fleet business was previously conducted under the First Auto (Pty) Ltd license but with the recent divisionalisation of this wholly owned company, all credit facilities are now entered into under the FirstRand Bank Limited Credit Provider license. The customer base remains unchanged and we respectfully request that we continue with their approved language policy of English only.

3. Insurance policy Documentation

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

4. Marketing and Advertising Material

Marketing and advertising material are published in English and Afrikaans but for personal loans it is also available in, isiZulu, Sesotho and isiXhosa.

IMPLEMENTATION

The implementation date of the policy is July 2014

AVAILABILITY OF THE LANGUAGE POLICY

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

Regulatory Risk Management
July 2014