

# Terms & Conditions

In order to finalise your Zeeva application each section of the Terms & Conditions (Sections A, B, C & D) must be accepted & signed.

## Section A - Agreement / Power of Attorney

1. 

|   |  |     |
|---|--|-----|
| I,  |  |     |
| with ID number  |  | and |
| I,  |  |     |
| with ID number  |  |     |
| do hereby acknowledge that my personal financial situation is of such a nature that I am currently unable to meet my present monthly commitments to my credit providers, or foresee it to be the case in the near future. |  |     |
2. I undertake to comply with all requests from the Debt Counsellor to assist him/her to evaluate my state of indebtedness and the prospects for responsible debt restructuring.
3. The determination of my debt position and the debt-restructuring plan by a debt counsellor has been fully explained to me and is acceptable and may, if implemented, drastically improve my present financial position.
4. I hereby instruct Zeeva to take whatever legal steps they may deem necessary to ease or improve my financial position, as well as to improve my inability to meet my current financial liabilities, either in full or in part, towards my credit providers.
5. I hereby grant Zeeva the following powers and authority:
- To correspond and communicate and append my name in such correspondence with all my credit providers, credit bureaux or financial services providers.
  - To obtain and disclose all information regarding my financial position to/from credit providers and credit bureaux. I hereby authorize Zeeva to verify my personal credentials and financial records. I furthermore unconditionally indemnify Zeeva and its verification suppliers against any liability that may result from furnishing information in this regard.
  - To recommend and negotiate a debt-restructuring plan with my credit providers;
  - To cancel any authority given by me to my credit providers prior to this agreement that may be necessary to improve my financial position;
  - To instruct an attorney to apply to the magistrate's court for an order recording the debt-restructuring plan or recommendation.
  - To substitute credit life or credit cover insurance, in particular on credit agreements where the credit provider requires such insurance, in terms of sec. 106(6) of the NCA, with a Credit Life Insurance Policy provided by Finsafe.
6. I, the undersigned authorise Zeeva to obtain my complete credit profile from Transunion, Experian, XDS or any other credit bureau registered with the NCR. I also authorise Zeeva to store my credit record and account information their system for as long as it may be required, in order to enable Zeeva to perform the functions as envisioned in Section 86 of the NCA.
7. That the services to be rendered by Zeeva on my behalf are clearly understood by me and I acknowledge that Zeeva does not undertake to make payment on my behalf of any amount to any of my credit providers.
8. I agree to pay Zeeva the fees as explained to me, and which are calculated as follows:
- An Application fee of R 50.00 plus Valued Added Tax;
  - An Administration fee of R 300.00 plus Valued Added Tax, payable on rejection of the application and notification thereof,
  - A Determination fee-
    - A restructuring fee in the amount equal to the amount established as the rehabilitation amount on day 35 of the process, and accepts that an upward adjustment may be made to the rehabilitation amount in the application form (Form 16), as on the date of application, or R 8000.00 (For a single application) and R 9000.00 (For consumers married in community of property or joint application) plus Valued Added Tax, whichever amount is the lesser,
 

The fees in (a), (b) and (c)(i) shall be payable in the first month of my application;
    - A Reckless Lending Assessment fee of R 1 500.00 plus Valued Added Tax, payable in the second month of my application;
  - An After-Care fee of 5% of my payment – to a maximum of R 450.00 per month plus Valued Added Tax; payable monthly for the duration of my debt review,
  - A PDA fee of 3% of the monthly payment, with a minimum of R 50.00 up to a maximum of R 500.00 plus Valued Added Tax; payable for the duration of my debt review.
  - An Attorney Fee / Legal fee to obtain a court order, Zeeva must appoint attorneys. The fee is payable to Zeeva or its nominees to enable the debt counsellor to fulfil his/her duties in this regard and the terms will be agreed upon in writing between Zeeva/its nominees and the consumer, payable in the second and succeeding months of my application.
  - All fees will be included in the restructuring process.
9. I acknowledge that if I inform Zeeva, after a court order has been obtained for my debt review, of a creditor that was not previously disclosed by myself and I want that particular creditor to be included in the debt re-arrangement plan, the whole process will have to start over and all above fees will be payable as if I was never placed under debt review.
10. I am aware that I may not incur any further debt whilst I am under debt review or until Zeeva has issued a clearance certificate stating that I have fulfilled all of my payment obligations in terms of my debt-restructuring plan or court order.



## Section A - (Continued) - Agreement / Power of Attorney

- 11. I indemnify all employees and nominees of Zeeva against any claim that may be instituted against it arising from any act or omission by such person appointed by Zeeva or its nominee in the lawful execution of the terms and conditions of this agreement/power of attorney entered into with myself, and confirm that Zeeva shall not be liable for any damages suffered by me resulting from any act or omission of whatsoever nature, however arising.
- 12. In the event of me not punctually paying any of my monthly payments to the Payment Distribution Agent in terms of my debt- restructuring plan Zeeva shall be entitled to terminate this agreement and decline to further attend to my case, which will have the result that my credit providers will collect all amounts due to them as they deem fit.
- 13. All confidential information received by Zeeva will be treated as such.
- 14. I hereby confirm that the critical aspects of the Debt Review process have been fully explained and that I have been informed of the following by the Zeeva Facilitator:
- 15. I declare that:
  - a. The information in this document is true and correct:
  - b. That I have read and understood the terms and conditions of this agreement/power of attorney, and that the contents have been explained to me.
- 16. I acknowledge that Zeeva mandates ADCAP (Pty) Ltd to act as the administrator of the debt review process. I explicitly acknowledge that ADCAP and its employees shall have the same rights and indemnifications as contained in this Agreement and Power of Attorney, and I hereby ratify or promise to ratify the mandate and all that ADCAP does on my behalf as if done by myself.
- 17. I confirm that I am currently residing at the address mentioned in my application form and will immediately inform Zeeva in writing of any change of address. I accept that a new Legal Administration Fee will be payable to apply for a court date in a new jurisdiction if I fail to adhere to this request.

- Tick to agree to the below.

I must go to the bank and stop all debit order-payments to creditors. I take full responsibility for this step.

I must open a new savings account at an institution where I don't have any credit obligations. I take full responsibility for any amounts deducted from my old accounts if I neglected to open a new account according to Zeeva's instructions.

I must arrange with my salary department to deposit my salary into my new bank account.

I must stop all creditor related deductions from my salary immediately. This excludes court orders. Zeeva will not be able to assist with this.

|           |  |         |  |        |  |    |  |
|-----------|--|---------|--|--------|--|----|--|
| Signed at |  | on this |  | day of |  | 20 |  |
|-----------|--|---------|--|--------|--|----|--|

Applicant Signature

Spouse Signature

Debt Counsellor (NCRDC2182)

## Section B - Agreement in Respect of Legal Fees

|                    |  |     |
|--------------------|--|-----|
| I, the undersigned |  |     |
| with ID number     |  | and |
| I, the undersigned |  |     |
| with ID number     |  |     |

**Agree to pay ADCAP ( Pty ) Ltd the legal fees as explained to me, and which are calculated as follows:**

1. In order to obtain a court order, Zeeva or its nominees must appoint attorneys. The matter might become opposed at Court and might be referred to trial. A **fixed legal administration fee** of R8 300.00 ( VAT Excluded ) must be paid to enable Zeeva or its nominees to appoint attorneys and to attend to all aspects concerning the required court case pertaining to the re-arrangement of my obligations in terms of the National Credit Act. This fee will remain fixed irrespective of the number of creditors opposing the application, the number of court appearances necessary to obtain the court order and to what extent the debt counsellor must assist the court with testimony, further proposals, etc. The legal administration fee include the costs of an attorney attending to the negotiation of a male fide termination and / or legal steps of a creditor. Zeeva or its nominees will at its own costs make available its attorneys to consult with the consumers in this regard.

This fee does not include the actual costs of the defense of the summons , if necessary.

In the event that you withdraw from the application and or fail to cooperate and the debt counsellor suspends his further services, the legal fees or any remaining portion thereof shall be kept on your file and be applied for any future legal; process in which your debt counsellor may be called upon to intervene, testify and or to resolve a dispute as your debt counsellor remains the debt counsellor of record notwithstanding your withdrawal or suspension. In the event that you request a transfer to another debt counsellor of your choice, the legal fees or remaining portion thereof shall be paid to the newly appointed debt counsellor.
2. If in the opinion of Zeeva or its nominees the Magistrate’s Court application for re-arrangement is unsuccessful and the ruling is unfair towards the consumer, Zeeva or its nominees will proceed to appeal the matter to a higher court. The legal administration fee also includes the costs hereof. Zeeva or its nominees will have full discretion in deciding whether the matter should be taken on appeal or not.
3. In the event that a creditor in our opinion, refuses to participate and negotiate in good faith in the debt review process, as required by the NCA, and it becomes necessary for the consumer to enforce her rights in terms of Sections 86 (11) and 85 of the NCA, Zeeva or its nominees undertakes to instruct its attorneys to draft the required supporting documentation so as to support the consumer’s application. The cost hereof is included in the aforesaid fee.
4. Zeeva or its nominees will not be able to provide the service and refer the matter to court failing payment of this fee.
5. I acknowledge that the fees referred to above will be deducted from my monthly payment made to the Payment Distribution Agency appointed to collect and distribute my monthly payments in terms of my debt restructuring plan, and will be paid directly by the Payment Distribution Agent to Zeeva or its nominees.
6. **All fees will be included in the restructuring process.**

|           |  |         |  |        |  |    |  |
|-----------|--|---------|--|--------|--|----|--|
| Signed at |  | on this |  | day of |  | 20 |  |
|-----------|--|---------|--|--------|--|----|--|

Applicant Signature

Spouse Signature

Debt Counsellor (NCRDC2182)



## Section C - Debit Order Form

|   |                  |                                      |                |
|---|------------------|--------------------------------------|----------------|
| To: <b>Hyphen Technology (Pty) Limited</b>  |                  | Date:                                |                |
| This signed Authority and Mandate refers to a Statutory Debt Repayment Plan of a Consumer in terms of the National Credit Act 34 of 2005.   |                  |                                      |                |
| <b>A. AUTHORITY</b>   |                  |                                      |                |
| I,  |                  | (Name of Debtor(s) / Consumer)       |                |
| ID,   |                  |                                      |                |
| of,   |                  | (Address of Debtor(s) / Consumer)    |                |
| hereby authorise <b>Hyphen Technology (Pty) Limited (Hyphen PDA)</b> of:  |                  |                                      |                |
| <b>Postal Address:</b> Private Bag X9980, Sandton, 2146   |                  |                                      |                |
| <b>Physical Address:</b> Inanda Greens Office Park, 54 Wierda Road West, Wierda Valley, Sandton, Gauteng, 2196  |                  |                                      |                |
| To issue and deliver payment instructions to your banker for collection against my/our bank account, being:   |                  |                                      |                |
| Name of Bank:   |                  |                                      |                |
| Name of Branch:   |                  |                                      |                |
| Branch Number:  |                  |                                      |                |
| Account Number:   |                  |                                      |                |
| <b>Type Of Account</b> <i>(Tick Applicable):</i>  | Current / Cheque | Savings / Transmission               |                |
| <b>I/we agree that the first payment instruction will be issued and delivered on or after</b>   |                  |                                      | <b>(date).</b> |
| <p>Subject to the condition that the sum of such payment instruction/s will not exceed my/our obligations as agreed to in the Debt Repayment Plan with Hyphen PDA and/or my responsibility for any unpaid fees.</p> <p>The individual payment instructions so authorised must be issued and delivered on or after the dates when the obligations in terms of the Debt Repayment Plan are due and the amount of each individual payment instruction may not be more or less than the obligation due.</p> <p>I recognise and accept that the Debit Order and / or NAEDO instructions will emanate from you and thus give you authority to collect from my bank account the amounts as indicated in the Debt Repayment Plan.</p> <p>I further accept that, in the event that the collection/s becomes unpaid for whatever reason, I will be personally liable for any unpaid fees and penalty fees that may apply.</p> <p>Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Debt Repayment Plan have been paid or alternatively, the Debt Repayment plan has been cancelled on the Hyphen PDA system for whatever reason.</p> |                  |                                      |                |
| <b>B. MANDATE</b>   |                  |                                      |                |
| I/we acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally.  |                  |                                      |                |
| <b>C. CANCELLATION</b>  |                  |                                      |                |
| I/we also understand that I/we cannot reclaim amounts which have been withdrawn (paid) from my/our account in terms of this authority and mandate if such amounts were legally owing in terms of the Debt Repayment Plan and we understand that such action will constitute breach of mandate.  |                  |                                      |                |
| <b>D. ASSIGNMENT</b>  |                  |                                      |                |
| I/We acknowledge that this authority may be ceded or assigned to a third party if the Debt Repayment Plan is also ceded or assigned to that third party.  |                  |                                      |                |
| Signed at   |                  | on this                              |                |
|   |                  | day of                               | 20             |
|   |                  |                                      |                |
| Signature as used for operating on the account  |                  | Assisted by capacity (if applicable) |                |



## Section D - Insurance Policies

Your insurance policies get outdated as life goes by. Your needs today might be very different from your needs a few years ago. Making sure your cover stays relevant to your unique circumstances could save you thousands of Rands.

Please complete and sign this section if you would like FinSafe to review your insurance products. Your personal details will be gathered from your Form16 Debt Review Application.

### Credit Linked Insurance

Credit Linked Insurance is cover that ensures your debt gets paid when you become deceased, retrenched, disabled or have a loss of income due to maternity leave. It is most likely that you are currently paying

too much for your credit linked insurance on your credit agreements with your credit providers. It could also be that you are not sufficiently covered and that your benefits do not suit your unique credit profile.

| Benefits under this product include:   |   |
|--|---|
| <ul style="list-style-type: none"> <li>• <b>Death, Critical Illness and Permanent Disability</b><br/>- Debt will be settled up to R500 000</li> <li>• <b>Retrenchment, Temporary Disability</b><br/>- Monthly Debt Review Contribution will be paid for up to 12 months</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Maternity Benefit</b><br/>- Monthly Debt Review Contribution will be paid for up to 3 months</li> <li>• <b>ID Theft Benefit</b><br/>- Loss covered up to R10 000</li> </ul> |

### Short Term Insurance

**Short Term Insurance** is insurance you take out on your assets such as your car, your house and your household contents. You may already have short term insurance in place, but your current reality might

differ from the time when you initiated the policy, especially given the extent of your debt review, budget and affordability. A Rand saved on insurance could get you out of debt a whole lot quicker.

| BROKER APPOINTMENT  |  |            |  |
|---|--|------------|--|
| I, (main applicant)   |  | ID Number: |  |
| and (spouse)  |  | ID Number: |  |
| <p>hereby appoint FINSAFE, a juristic representative of Eranja financial services (FSP 41094) as my broker i.t.o the above products and categories, and authorise Finsafe to obtain any information pertaining to my insurance policies and/or other personal information as might be necessary in rendering a good and effective service, and to share that information with third parties as would be required from time to time in rendering the service. I also authorise Finsafe to manage and maintain all my insurance and related administration, both new and existing, with relation to the above products, and to communicate with me via email/SMS/telephone or physical mail. I confirm that all information obtained by Finsafe is treated as confidential and is used in line with the Protection of Personal Information Act (POPI). I furthermore authorise Finsafe to substitute all credit life or credit linked insurance on my existing credit agreements, and in particular on credit agreements where the credit provider requires such insurance, in terms of section 106 (6) of the NCA, with a credit linked insurance policy provided by Finsafe.</p> <p>I hereby, i) nominate the applicable credit providers as "loss payees" in terms of the Finsafe credit life policy up to the settlement value on the happening of the insured event and; (ii) authorise the insurer to make payment up to the settlement values to the credit providers on the happening of the insured event and/or; (iii) authorise the insurer to settle my obligations to the credit providers, as preferred creditors, at any time during the terms of the credit agreements on the happening of the insured event.</p> |  |            |  |

|           |  |         |  |        |  |    |  |
|-----------|--|---------|--|--------|--|----|--|
| Signed at |  | on this |  | day of |  | 20 |  |
|-----------|--|---------|--|--------|--|----|--|

|                     |                  |                             |
|---------------------|------------------|-----------------------------|
|                     |                  |                             |
| Applicant Signature | Spouse Signature | Debt Counsellor (NCRDC1078) |

*(Finsafe also provides other services with regard to other insurance products such as life policies, medical aids and investments. If you would like to inquire about these services, please contact Finsafe at info@finsafe.co.za)*

# Debit Order Cancellation Form

|                   |  |
|-------------------|--|
| Date:             |  |
| Client Name:      |  |
| Client ID number: |  |

I wish to inform you that I have applied for Debt Counselling in terms of Section 86 of the National Credit Act (Act 34 of 2005) and I hereby request that you cancel all debit order authorizations on the agreements listed below.

### My debt counsellor's contact details:

|                          |                  |
|--------------------------|------------------|
| Debt counselling number: | NCRDC2182        |
| Name:                    | Linda du Plessis |
| Company:                 | Zeeva            |
| Contact number:          | 086 144 4483     |

## Kindly cancel the following debit order(s) on the following agreements with immediate effect:

### **Debit Order 1**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

### **Debit Order 2**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

### **Debit Order 3**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

### **Debit Order 4**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

**Debit Order 5**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

**Debit Order 6**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

**Debit Order 7**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

**Debit Order 8**

Product: (credit card/home loan, etc.)

Product account number:

Credit provider:

Bank account number from which the funds are drawn:

Bank from which funds are drawn:

Amount:

Thank you for your assistance in this regard.

Yours sincerely,

Signature

Date: