

# VOLKSWAGEN FINANCIAL SERVICES

SOUTH AFRICA

VOLKSWAGEN FINANCIAL SERVICES SOUTH AFRICA (PTY) LTD. • PO BOX 784162 • SANDTON, 2146

PHONE +27 11 245 7000  
FACSIMILE +27 11 649 9307  
E-MAIL INFO@VWFS.CO.ZA

DATE: 10/07/14

## Language Policy

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In Terms of the National Credit Act , 34 Of  
2005

VOLKSWAGEN FINANCIAL SERVICES SOUTH AFRICA (PTY) LTD  
135 PATRICIA ROAD, FREESTONE OFFICE PARK BLOCK A,  
SANDOWN, SANDTON, 2146  
PHONE +27 11 245 7000  
FAX +27 11 649 9307  
INFO@VWFS.CO.ZA  
WWW.VWFS.CO.ZA

NCR REGISTRATION NUMBER: NCRCP6635  
COMPANY REGISTRATION NO. 2013/133698/07  
VAT REGISTRATION NO: 4760263576  
FSP REGISTRATION NO: 44827  
VOLKSWAGEN FINANCIAL SERVICES SOUTH AFRICA (PTY) LTD  
IS AN AUTHORISED FINANCIAL SERVICES PROVIDER

LOCAL MANAGEMENT:  
H.P. RIESE (SWEDEN)  
O.F.T. SCHMITT (GERMANY)  
M.C. GLENDINNING  
G.R. DE NEIDELS (GERMANY)  
C. DE KOCK  
S.H. VERMAAK  
W.G. STADTLANDER  
C. LOW (COMPANY SECRETARY)

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## 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, agriculture, commercial and company vehicles, plant and office equipment, public sector and franchise finance 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 outsourced flight centres 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 Installment Agreements/ Lease Agreements and Personal Loans

### 1.1 Quotes and Cost of Credit (Installment Sale Agreements/ Lease

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

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## 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 Fleet: Credit Facilities

Due to the nature of Volkswagen Financial Services South Africa (Pty) Ltd's fleet business and our customer base that avail of the auto card facilities all our agreements and communication shall only be in English.

The Volkswagen Financial Services South Africa (Pty) Ltd fleet business was previously conducted under the First Auto (Pty) Ltd license but with the recent launch of the joint venture company, all credit facilities are now entered into under the Volkswagen Financial Services South Africa (Pty) Ltd 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.

# VOLKSWAGEN FINANCIAL SERVICES

## IMPLEMENTATION

The implementation date of the policy is the 10 July 2014

## AVAILABILITY OF THE LANGUAGE POLICY

All consumers can obtain a copy of the Language policy from our website which is [www.vwfs.co.za](http://www.vwfs.co.za)

Language Policy Proposal sign off:

Name of person signing the report:

**Wessel Stadlander**

Designation of person signing the report:

**Managing Director - Finance**

Date: 10 July 2014

Signature:



**Regulatory Risk Management  
July 2014**