

Dear Valued Client

Oneplan is implementing,  **DebiCheck** which is a new way you control and protect, how certain debit orders are taken out of your bank account. You confirm this once, at the start of the contract. This is done to inform your bank that you give permission for the money to be taken from your account.

Here are some frequently asked questions which we hope will help you better understand why DebiCheck has been introduced for consumers in South Africa by Banks.

WHAT IS DEBICHECK?

DebiCheck is the name for a specific type of debit order mandate where you accept, electronically and on a once-off basis (at the start of your contract), the details of the debit order with your bank before it is processed to your account.

HOW DOES DEBICHECK WORK?

For DebiCheck debit orders, you will receive a request from your bank to electronically confirm the debit order information relating to the new loan contract you have signed with your Financial Institution. Your bank can then verify the information every time before the debit order is processed to your account. If the information matches, the debit order is processed. If not, the debit order is rejected.

WILL MY BANK SEND ME A LINK TO CONFIRM DEBICHECK DEBIT ORDER OR ASK ME TO SEND MY BANK DETAILS, CARD PIN OR PASSWORD?

No, your bank will never send you a link or ask that you provide your card PIN, password or personal details. You must always keep these safe. A request like this may be a form of phishing. If you are worried, please check with your bank.

The link will be initiated from Oneplan through DebiCheck to your mobile phone number.

WHERE CAN I FIND MORE INFORMATION ABOUT DEBICHECK?

You can contact your bank or go to www.debicheck.co.za for more material.

WHY IS DEBICHECK BEING INTRODUCED?

Most South Africans agree that debit orders are a convenient way to pay their accounts. However, over the past number of years, debit order abuse has become a major issue in South Africa. There has been bad behaviour by some companies that process invalid debit orders to consumer bank accounts. In addition, there are consumers that avoid paying valid debit orders by unfairly arguing them with their banks.

As a result, the South African Reserve Bank has asked PASA, which includes the South African banks, to find a solution. And so, DebiCheck was introduced. A DebiCheck debit order is a new debit order electronically confirmed by you, with your bank or service provider, on a once-off basis, at the start of a new contract that you have signed with a company.