

**REAL PEOPLE GROUP LANGUAGE POLICY IN TERMS OF SECTION 63(2) OF THE NATIONAL CREDIT ACT, 34 OF 2005.**

<b>VERSION</b>	<b>FORUM</b>	<b>DATE APPROVED</b>
1	Group Compliance Forum	April 2020

<b>Ver</b>	<b>Comments</b>	<b>Author</b>	<b>Owner</b>	<b>Approval Date</b>
1	New Language policy to incorporate new group structure	Fanie van Biljon	Head of Compliance	April 2020

## **1 Introduction**

1.1 The National Credit Regulator ('NCR') on 24 March 2021 approved a language policy for OPCO 365 (Pty) Ltd (Previously DMC Debt Management (Pty) Ltd) ("Opco"), which policy is applicable to all companies listed below;

1.1.1 Opco 365 (Pty) Ltd – NCRCP 103

1.1.2 Real People Home Improvement Finance (Pty) Ltd – NCRCP 3185

1.1.3 Umuzi Finance (RF) (Pty) Ltd – NCRCP 8286

1.1.4 DMC Evolution (RF) (Pty) Ltd - NCRCP 11070

## **2 Scope of Application**

2.1 This policy is applicable to all entities within The Real People Group, including, but not limited to, all subsidiary, associate or affiliate companies of Real People Investment Holdings Ltd.

## **3 Criteria**

3.1 The National Credit Act is specific on the criteria to be applied in assessing a proposal from a credit provider in terms of section 63(4) which provides that the National Credit Regulator must-

- (a) consider each proposal in terms of subsection (2) having regard to usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by the person making the proposal....;

## **4 The Languages of South Africa**

4.1 South Africa's Constitution guarantees equal status to 11 official languages to cater for the country's diverse peoples and their cultures. These are;

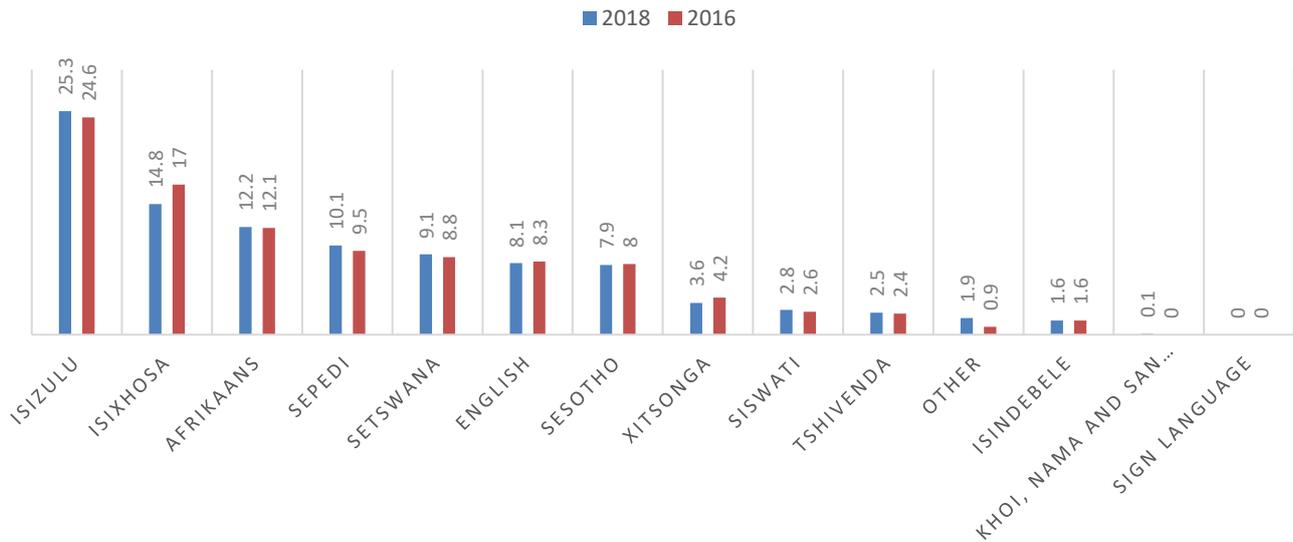
4.1.1 Afrikaans • English • isiNdebele • isiXhosa • isiZulu • Sepedi • Sesotho • Setswana • siSwati • Tshivenda • Xitsonga

4.2 The distribution of the population by language spoken most often at home is set out in the table below<sup>1</sup>.

---

<sup>1</sup> 2018 General Household Survey <http://www.statssa.gov.za/publications/P0318/P03182018.pdf>

## SOUTH AFRICA: HOME LANGUAGE PERCENTAGE



### 5 Approach

- 5.1 The Group is of the view that the ability to serve a client in his/her own language is of utmost importance when considering the nature of our business.
- 5.2 That being the case our approach is driven by the preferred language choice of our clients.
- 5.3 While the Group would like to serve all its clients in their preferred languages, this must be balanced with its capacity to meet its business objectives in a cost effective manner.

### 6 Language Policy.

- 6.1 The Group will ensure that there will at all times be the capacity to assist clients in the following languages through the call centre.  
 Afrikaans • English • isiXhosa • isiZulu • Sotho/Sepedi
- 6.2 Quotation and Loan agreements, will be produced in the following languages;  
 • English • isiZulu • Sepedi
- 6.3 Statements and related notices will be produced in the following languages;  
 Afrikaans • English • isiXhosa • isiZulu • Sotho/Sepedi
- 6.4 All marketing material will be done in English as marketing material is usually generic and for distribution in all provinces. It is not cost effective or practical to go through the extra cost of translating marketing material into the other languages and ensuring their correct distribution.

- 6.5 Insofar as documents required to be furnished under the Act will be provided in languages other than English, this will be done to the extent that it is practical and reasonable. Where, for instance, a certain term or phrase on such a document is not reasonably capable of being translated in a comprehensible concise manner, such term or phrase will be expressed in English (but explained to the client in a language of his or her choice).
- 6.6 We anticipate that we will experience problems in the translation of specialised financial terminology and legal terminology into languages other than English, resulting in concerns that these documents will currently not have the necessary legal standing in South African law courts or be standardised across all languages. This has resulted in the Group having to adopt the stance that any documentation requiring clients' signatures must be obtained on the English version only, this includes, but is not limited to, enforcement notices

## **7 Approval & Availability**

- 7.1 This policy was approved by the National Credit Regulator on 24 March 2021 and must be reviewed every two years.
- 7.2 A copy of this copy will be made available, free of charge, on request to all consumers either electronically or hard copy.
- 7.3 A copy of the policy will also be published on the official website [www.realpeople.co.za](http://www.realpeople.co.za) and [www.dmc.co.za](http://www.dmc.co.za)