

What is the Capitec Connect Code of Conduct?

A set of commitments which Capitec undertakes, as well as your rights as a client.

Capitec commits to:

- Act in a professional, non-discriminatory, reasonable and fair manner at all time
- Display the utmost courtesy and care in dealing with our clients
- Make available the pricing and functionality of services and products as specified on our website
- Keep your information confidential
- Ensure that all our services and products are offered in line with legal and regulatory requirements
- Not advertise offers in a misleading way
- Assist and guide you to resolve all your enquiries or formal complaints

As a Capitec client, you have the right to:

- Receive services on a non-discriminatory basis
- Receive accurate and understandable information on all products and services
- Choose a service provider of your choice
- Query your information held by Capitec
- Be assisted in the language of your choice
- Have your information kept confidential, unless indicated otherwise
- Choose to port your number
- Seek remedy in case of an infringement
- Lodge a complaint with Capitec

Need help or support?

For complaints and enquiries

- Dial **135** free of charge from a cellphone with a Capitec Connect SIM
- Call **084 1135** from any other network
- Send us an email on CapitecConnectSupport@capitecbank.co.za

You can also escalate your complaint to the **CEO escalation desk** on 0860 667 719.

If you are unhappy with the outcome of your complaint or your complaint remains unresolved, you may address the complaint to **ICASA** on Consumer@icasa.org.za or call **011 566 3000**.

Other services

Self Service: Dial ***147#**

Emergency services: Dial **112**