

are you in need of credit relief or assistance?

We're doing everything we can to help you during the COVID-19 crisis. If your income has been affected, speak to us about our credit payment relief and assistance options. Together, we can choose the best, personalised option that will give you time to improve your cash flow without increasing your total cost of credit.

If you have been affected by a temporary loss of income, we may be able to offer you credit payment relief in the form of a payment break and rescheduling on your loan. There are also other credit assistance options available like reducing your loan instalment, making a payment arrangement on your loan or credit card, arranging a payment plan on your credit card or credit insurance that covers you against unforeseen events or losses.

To apply for credit relief or any other assistance, choose one of the following:

1. SMS your 13-digit ID number to 30679 and follow the prompts
2. Email CentralisedCollections@capitecbank.co.za with your loan account number in the subject line
3. Call us on 0860 66 77 18 for one of our agents to assist you
4. Visit your nearest branch

Note: Please allow up to 48 hours for a response to your SMS or email.

Read more about our credit payment relief, other credit assistance and credit insurance that we may be able to help you with below.

Credit payment relief

Payment break on your loan

- Your loan instalment is lowered to R0 for 1 – 3 months
- Based on system calculations, the term of your loan may be extended to ensure you continue to pay an affordable instalment after the 3-month payment break

Rescheduling your loan

- You'll pay a reduced instalment for 2 – 6 months
- Your instalment will gradually increase before you go back to paying your normal instalment

Other credit assistance

Reducing your loan instalment

- You can reschedule your loan to reduce your remaining instalments by extending the term of your loan. This will increase your total cost of credit as interest will now be paid over a longer term
- You can also reschedule your loan to pay a higher instalment and shorten the term of your loan. This will decrease your total cost of credit as interest will now be paid over a shorter term

Payment arrangement on your loan/credit card (only if you are in arrears)

- Available on all loans or credit cards that are in arrears
- In addition to your normal instalment amount, you can arrange to pay the full amount in arrears on/before your next payment date
- Or you can arrange to pay your arrears off in 2 – 6 repayments along with your instalment on your monthly payment date
- Your credit profile status will remain in arrears until the full arrears amount is repaid

Payment plan on your credit card (only if you are in arrears)

- You'll pay a fixed amount per month that will be lower than your existing monthly minimum payment due
- A payment plan can range between 3 – 12 months
- Once your application is successful, your monthly minimum payment due is replaced with the agreed instalment for the duration of the payment plan

Credit insurance

- The purpose of insurance is to cover you against unforeseen events or losses. Insurance cover is compulsory for credit loan terms of 7 months and longer
- Your credit card agreement could include credit insurance cover, please refer to your agreement for more information
- Our credit insurance is aimed at covering a credit repayment obligation if you're unable to pay your instalment as a result of death or disability, as well as certain situations where you have lost your income like:
 - Death – full outstanding amount as at date of death
 - Unemployment (due to circumstances beyond your control) or retrenchment (involuntary) – credit agreements that include credit insurance and were granted before 10 May 2020: full outstanding balance as at date you are notified of your retrenchment
 - Unemployment (due to circumstances beyond your control) or retrenchment (involuntary) – credit agreements that include credit insurance and were granted after 10 May 2020: a maximum of 24 months' instalments, or the remaining term of the loan, or until the client finds employment again whichever is the shortest
 - Permanent disability – full outstanding amount as at date of disability
 - Temporary disability – a maximum of 12 instalments

This means that if you have credit insurance with us and you are retrenched or temporarily or permanently not earning an income, you may be covered.

Even in situations where you are not specifically covered by your insurance agreement, Capitec may still consider your claim in light of the unusual circumstances of the COVID-19 pandemic.

More on temporary loss of income or reduced income

In the event of **temporary loss of income**, we may consider cover based on the reduction in income.

As an example, if you're forced to take **unpaid leave** during the crisis, your instalments may be paid for either:

- A period of 12 months
- The remaining period of the credit agreement
- Until you can earn an income again

(Whichever is the shorter period)

In the event of a **reduced income**, debt repayments may be covered for the portion of income that you no longer receive.

As an example, if you only receive 40% of the income you had when taking out the loan, then 60% of the instalment may be covered for either:

- A period of 12 months
- The remaining period of the credit agreement
- Until your income returns to normal again

(Whichever is the shorter period)

How to claim

To start your insurance process, here is a list of the documents that you will need:

- A letter from your employer stating that your salary will be impacted during the COVID-19 crisis and how long it will be impacted for, **AND/OR**
- A payslip for the period where no or reduced salary/wages were paid, **AND**
- A letter from your employer stating the date of and amount paid to you from the Unemployment Insurance Fund-Temporary Employee/Employer Relief Scheme (UIF-TERS), or if the application was declined the letter should state the reason it was declined
- You must provide a payslip for each month that your income is reduced

There is also the following **minimum qualifying criteria** you need to consider as per the terms of your credit insurance policy. In short:

- For an Unemployment/Unable to Earn an Income or Temporary loss of Income claim, your policy must be at least 3 months old
- Claims are only valid for policies taken since 9 August 2017
- You must have an active, up-to-date credit insurance policy (credit terms of 7 months or longer, and credit cards). If your insurance premiums are not up to date, your policy will lapse or your claim will be declined
- Your claim can only be finalised once you receive the temporary employee/ employer relief scheme (TERS) – (UIF-TERS) payment from your employer, or if the UIF-TERS application is declined
- Your claim can only be finalised once you receive the temporary employee/ employer relief scheme (TERS) – (UIF-TERS) payment from your employer, or if the UIF-TERS application is declined
- All successful claims are subject to UIF applications. If the employer or employee did not apply for UIF, the claim cannot be assessed. As per the minimum qualifying criteria, note that if you have applied for payment relief option your insurance premium may be covered

What our credit insurance covers

Credit insurance covers you in the event of permanent or temporary disability, unemployment, the inability to earn an income, or death. It's compulsory for credit terms of 7 months and longer.

How to claim

Capitec must be notified within 12 months of the date of the event, in one of the following ways:

- Visit your nearest branch
- Call us on **0860 66 77 83** (Credit Collection Services Enquiries)
- Email us at **CreditInsuranceClaims@capitecbank.co.za**
- Fax us on **0860 11 11 52** (Credit Collection Services Enquiries)

After the claim has been approved or declined, we will **contact the claimant by SMS** with the outcome. It is the claimant's responsibility to ensure that we have their correct personal and contact details.

Documents needed to claim

Retrenchment, unemployment or inability to earn an Income (other than disability)

1. [Retrenchment, unemployment or inability to earn an income Cover Assessment form](#)
2. Retrenchment letter
3. Certificate of service
4. Copy of your identification document
5. Your latest salary slip
6. UIF UI19 form may be requested if additional information is required

You have **3 months from the date** of notification to Capitec to **submit the required documentation**.

Permanent and Temporary Disability

1. [Employer declaration](#) (to be completed by the Employer)
2. [Employee declaration](#) (to be completed by the client)
3. Copy of the employer issued job description
4. [Confidential medical](#) report completed by treating specialist
5. Copies of diagnostic test results
6. Copy of all available medical reports
7. Copy of client's identification document
8. Copy of payslip as at date of disability
9. Leave records for the 2-year period preceding your date of disability

You have **3 months from the date of notification** to Capitec to **submit the required documentation**.

Death

1. Copy of the deceased's identification document
2. Death certificate

After the claim has been approved or declined, we will contact the claimant by SMS with the outcome. It is the claimant's responsibility to ensure that we have their correct personal and contact details.

Note: Policies are underwritten by Guardrisk Life, an authorised financial service provider (FSP 76).

If you are not satisfied with the credit insurance offered or our claims process, [email us](#) your feedback.

Other useful credit insurance information

In the event that you may need cash flow relief before your credit insurance claim can be processed, it may be necessary to restructure the loan at first and then claim the credit life insurance later, once the required documentation is available. The 2 relief options can run concurrently, i.e. the restructure of your debt will not affect the credit insurance claim.

Only once your insurance claim is finalised and approved, can it be applied to the relevant instalments. Your account will be updated to reflect the correct capital, interest and outstanding balance amounts.

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[capitecbank.co.za](https://www.capitecbank.co.za)

Conditions apply. Fees include VAT.

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