



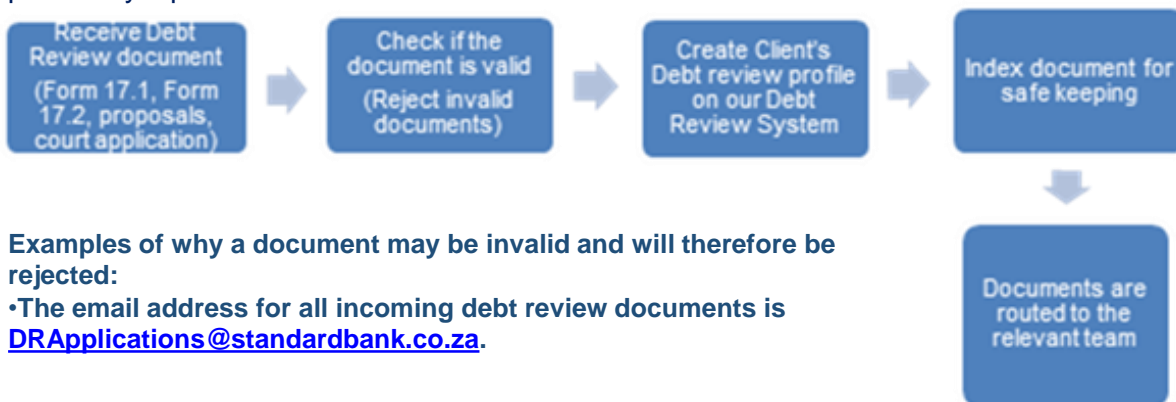
STANDARD BANK /
DEBT REVIEW /

Standard Bank Moving Forward™

Originations Department

The debt review process at Standard Bank begins with our Originations team. The team consists of 19 officers and two team leaders. Buddy Paul is the Manager overseeing the team. The Originations team receives and sorts all documents received by fax, email and/or hand delivery. An average of 40 000 documents are received and processed every month. The team's mandate is to index, assign and originate all documents within 24 hours at 100% quality to the various teams within the rest of our Debt Review Department. They manage the documents and complete thorough checks on the validity of the documents. They also capture all new Debt Counsellor's and customers onto our Debt Review System and manage all changes when a transfer is requested and contact details need to be updated.

Very important to note is that the Originations department cannot view any email content and therefore it is requested that all documents are sent through as an attachment to an email in preferably a pdf format.



Examples of why a document may be invalid and will therefore be rejected:

•The email address for all incoming debt review documents is DRApplications@standardbank.co.za.

Document Type	Reason for Rejection
Form 17.1 Form 17.2 Court Order Form 17.7 Form 17W Proposal Debit Order Cancellation Form	<ul style="list-style-type: none"> • Incorrect ID Number; • Form not dated nor signed; • Name or surname differs from our records; • ID number does not correspond with our records; • It is a joint application however only one name appears on the document; • Customer is already under debt review with another Debt Counsellor; • It is a Joint application but the proposal only has one customer listed; • Debit order cancellation by the Debt Counsellor and no Power of Attorney has been attached; • The Magistrate's signature is missing and there is no court stamp; • The Court order is incomplete, no cascade and schedule attached.

Certificates of Balance

The team comprises of 19 officers and 2 team leaders under the leadership of Buddy Paul. On average 4500 COB's are processed monthly, 3500 of which emanate from new applications.

The main role of the team is to generate the certificate of balance (COB) upon receipt of a new Form 17.1. COB's are also sent out upon the change of a Debt Counsellor through a Form 17.7 transfer for a single client and where there is bulk change the COB is sent out upon request from the new Debt Counsellor. A Debt Counsellor may also request a COB when conducting annual reviews.

Our COB's are issued within 5 days in line with the regulated turn around times by means of a manual and semi automated process. Our officers ensure that all the details on the COB are in line with the requirements of the Task Team Guidelines and furthermore verify all information against our host systems to ensure accuracy.

The team works tirelessly to ensure that Debt Counsellors receive COB's timeously.

Important to note the following:

- COB's will always contain information advising whether the account is excluded or included in the debt review process;
- If an account is excluded there will always be a reason for the exclusion given;
- Should the reason state book sold, you can contact the below addresses for more information:

Book Sold	
Cheques, Loans, VAF and Home Loans:	PersonalLendingSB2013@standardbank.co.za
Access Loans:	PTLSB2013Sapphire@standardbank.co.za
Credit Card:	CardSB2013@standardbank.co.za

- The COB will also contain any and all information relating to insurance payable on the account;
- The COB also has a clause accepting service of legal documents to our fax numbers and email addresses;

Proposals

The team comprises of 14 officers and 2 team leaders under the leadership of Candice Errens. This is one of our critical arrears and the team works tirelessly to ensure that each proposal is assessed and a response is sent to the Debt Counsellor within ten days of receipt of each proposal received.

We receive most of our proposals within the first 30 days of the application for debt review. There has been an improvement in the quality of proposals received which has resulted in an increase in our acceptance rate of late. Where a proposal is accepted or declined our team will always send a letter notifying the Debt Counsellor of the proposal outcome. When a counter offer is sent then the officer that worked on the counter offer will copy themselves in the email. In order to query the counter offer or receive immediate final acceptance please email this officer directly. Please ensure that you only copy the officer in respect of that specific counter offer as other queries directed thereto will be ignored. However should you not receive a response within 48 hours from the officer, please follow the normal query route.

Reasons for proposal decline

- Term offered by the Debt Counsellor is out of policy and the Task Team Guidelines;
- Debt counsellor is offering 0% interest rate on active accounts;
- The proposed instalment is not servicing interest on the account;
- The proposed instalment and term does not pay off/"solve" the debt.

Challenges on proposals

- No responses received from Debt Counsellors to counter proposals;
- Proposals received after day 35 from debt review application;
- Insurance and assurance not catered for on DCRS proposals.

NB: If insurance has been cancelled and client has opted for a replacement, the Debt Counsellor needs to provide proof of cancellation of the policy. If no proof is given the proposal will be declined.

Demystifying our proposals process

Important to note:

- Please note that matters that fall outside of the below guidelines need to be submitted with additional documentation and a motivation as to why the concessions should be extended;
- Further please note that interest rate concessions are not in terms of the NCA, however, we do from time to time give these concessions as a matter of good faith and we cannot be forced to do so;
- Further note that these concessions are applicable only to the Statutory process and not the DCRS process;
- Should you receive a counter offer, the email will have a standard bank officer copied on the email, feel free to respond immediately or shortly thereafter to that officer for improved turn around time and increased efficiency. Please however do not utilise that officer for other queries and proposals in other matters going forward as those emails will be ignored.

Going forward:

When we receive a proposal, the following is checked:

1 st check by SBSA	Action by SBSA	Required action from Debt Counsellor
Is it a joint or single application?	If single, will process without spouses information. If joint will call for spouses information and income and expenditure.	Send relevant information for one or both parties depending if single or joint application.
Has the Debt Counsellor issued proposals on all accounts?	If not then a counter proposal will be issued on included accounts not proposed on.	Proposal will be issued on excluded account, alternatively counter offer will be accepted.
Has the Debt Counsellor issued proposals on excluded accounts?	If they have then these will be immediately rejected.	Debt Counsellor or customer will liaise with the relevant product house to make an arrangement
Has the DC included the full income and expenditure of the customer?	Will review and check supporting documentation.	Submit salary slip and other relevant supporting documentation where necessary.
Has the DC included all proposals to all Credit Providers?	If not proposals will be rejected.	Full proposal with all customer's accounts to be included in proposal.
Have concessions been applied equally amongst all Credit Providers	Will check that proposal is fair, otherwise will reject.	Issue fair proposals.
Has the DC included the insurance/assurance on the account.	Will check if there is currently insurance/assurance and that it is catered for, otherwise will counter.	Cater for insurance or assurance, or provide proof of alternative insurance.

Demystifying our proposals process continued

In respect of concessions to be applied:

***We have drafted this document as a guide to assist debt counsellors and reduce the number of counter-offers issued, however we reserve the right to not apply any of the concessions above, should adverse circumstances come to light, ie. Fraud, abuse of the process, newly granted facilities etc.**

Unsecured products ie. Credit card, RCP			
1st term will extend Extend to 60 months	2nd service fees will be looked at Cancel fees	3rd will extend term Extend to a maximum of 84 months	4th Only as a last resort will interest rates be dropped Interest rate will be reduced incrementally, but will not reduce below SBSA's internal policy.

Secured – Vehicle and Asset Finance		
1st term will extend term up to 84 months less the months run from inception of the loan ***age of the car and loan taken into account	2nd service fees will be looked at Cancel fees	3rd Only as a last resort will interest rates be dropped Not drop below repo + 2%

Secured – Home loans		
1st term will extend term up to 360 less the months run from inception of the loan ***age of the loan taken into account	2nd service fees will be looked at Cancel fees	3rd Only as a last resort will interest rates be dropped Not drop below repo + 2%

**Please note that all concessions given in respect of Home Loans are only applicable for a period of 60 months, thereafter the contractual terms and interest rate will apply.

Restructures

Restructures Department

The team comprises of 25 officers and 3 team leaders under the leadership of Candice Errens. This is one of our critical arrears and the team works tirelessly to ensure that each account is restructured correctly according to an accepted proposal (interim restructure) or a court order (final restructure). A restructure is completed within 10 days for both of the above mentioned scenarios.

This department is always busy, as they always have a high inflow of work from the proposals department and the legal department based on the court orders received.

Reasons for restructures not being actioned

- Debt Counsellors do not come back to us on a counter offer to confirm that they have accepted same, as such we do not restructure;
- Court orders not received so the accounts cannot be restructured;
- Court orders are received, however the court order is not valid, ie. No court stamp, signature, schedule attached.

Challenges on restructures

- Insurance and assurance not catered for;
- Insurance and assurance not catered for on court order;
- Court order differs to accepted proposal materially and insurance or assurance are now not catered for;
- Court orders not being received within 5 days of granting;
- Cascades are not attached to court orders, so we cannot give effect to the cascade. This could mean that the court order is referred to the legal team to challenge as it appears it does not "solve".

NB: If insurance has been cancelled and client has opted for a replacement, the Debt Counsellor needs to provide proof of cancellation of the policy. If no proof is given the proposal will be declined.

❖ Court orders must be sent to *DRApplications@standardbank.co.za*

Default Management and Payments

The Default Management Team team comprises of 20 officers, 3 team leaders and their Manager Sakhiwo Nxumalo. Their main function is centred around ensuring that Standard Bank's debt review book is performing whilst the accounts are in debt review.

Terminations - Every month they receive a list of accounts that have not received the expected payment. It is their job to check that no payment has in fact been received, and if the expected payment has not been received then the account will be referred to an external vendor to transmit a termination notice to the Debt Counsellor and Consumer. After the notice has been sent the account will then be terminated from the Standard Bank debt review process.

Exits – They receive documents (Form 19's, Form 17.2's with a rejection and Form 17.W's) from Debt Counsellors and will exit customers from the Debt review process if the correct documents are received.

Payments– They are also entrusted with receiving payment schedules and ensuring that distribution of payments takes place and that the PDA or Debt Counsellor has the correct details on file. Also, the team deals with a wide range of payments related queries.

We have a pre-termination strategy, which is to bridge the gap between business and the debt counsellors by alerting the Debt Counsellor through an email containing a list of consumers, of a defaulting payment on a consumer's account and it then affords the consumer 5 working days to rectify same, failing which, we shall proceed to terminate the consumers account and the normal collection process would then take place.

What should you do if:

- Your customer's account was terminated, but they made a double payment the proceeding month – please email the proof of payment DRPayments@standardbank.co.za;
- Your customer is paying in terms of a counteroffer – Debt Counsellor to send proof of acceptance of the counter offer to DebtReviewServices@standardbank.co.za;
- The customer did in fact effect payment – please send the proof of payment to DebtReviewServices@standardbank.co.za;
- If you are sending a Form19, or Form17.W, please send all supporting documentation such as paid up letters, Rescission order, order declaring the consumer not over-indebted. These may be sent to Drapplications@standardbank.co.za

NB: Please check that you always use the account number listed on the COB as the reference number for the payments.

Legal

The Legal Team is a team that comprises of 8 staff which includes 2 negotiators and is managed jointly by two Legal Advisors: Nicolene Swartz and Jeneil Krotz.

The team manages the inflow of debt review applications, rescission applications, variation applications as well as applications for consumer's to be declared not over-indebted. We further instruct attorneys, of which we have a dedicated panel of 9 attorneys, who act on our behalf to oppose, rescind or vary matters that do not adhere to Standard Bank's policies.

When a court application or legal document is received, it is assessed by the Legal Team who will apply their skills and internal policy to make informed decisions to either negotiate or oppose the application received. Our goal is to manage and protect the Bank's interests in line with our processes and policies and doing so in accordance with the regulations as set out in National Credit Act 34 of 2005 as well as the National Credit Amendment Act 19 of 2014 and any other relevant legislation. Should you be contacted by one of our negotiators, we request that you attempt to reach an agreement with them on the consumer's accounts as it will mean that we no longer will have to oppose the matter at court. Our team further follows up on all matters that have been set down at court to obtain a copy of the court order. We request that the court order is sent within 5 days of the hearing of the matter, failing which the consumer loses out on the benefit of having his accounts immediately restructured, which in turn can lead to a termination.

Reasons why we oppose matters:

- A validly terminated or excluded account is included in the court application, or on the court order;
- The interest rate has been unilaterally varied in the application or on the court order;
- There is no accepted proposal on record and the amount set out in the application will not solve the debt in line with Standard Bank's policies;

All Legal documents must be sent to DRApplications@standardbank.co.za or DRLegal@standardbank.co.za

Kindly note that once an Attorney has been appointed to act on behalf of Standard Bank, the debt counsellor is requested to liaise directly with the Attorney on record.

Services Fulfilment and Inbound

The Services Fulfilment team (“Services”) team comprises of 19 officers, 2 team leaders and the Inbound team comprises of 10 officers and 1 team leader. They report to Senior Manager Bonginkosi Radebe. The main function of both teams are Customer and Debt Counsellor Service and assistance.

The team is passionate about customer service. They are highly skilled, always go the extra mile and are always willing to assist.

To ensure that you receive the best possible service from these teams, please note the following:

- Please put the Customer’s name and ID Number on the subject line of the email;
- When sending Form 17.3’s please ensure they are accompanied with the necessary supporting documents (retrenchment letters, salary advises, new proposal);
- Avoid copying multiple email addresses, as this duplicates efforts to resolve your queries and results in backlogs on our systems;
- Our standard turn around time is 5 business days;
- Using the correct entry points when engaging with us, please see points of which address to use in which situation:

Debt Review Inbound	Debt Review Services
<ul style="list-style-type: none">• Telephonic Debt Review enquiries;• Debt Review status confirmation;• Debt Review Balance Confirmation;• Settlement balances;• Proposal Final Acceptance Response;• Product and Debt Review status;• Confirmation of banking details;• COB Re-send;• Follow Up Requests.	<ul style="list-style-type: none">• Account Balances;• Reinstatement requests;• Balance Disputes;• Termination Disputes;• Credit bureaux updates;• Inclusions and Exclusions of accounts;• General Debt Review written queries;• Form 17.3’s accompanied by supporting documents.

How to contact these teams:

To send any documents, please send to DRApplications@standardbank.co.za

The first point of all services queries is the services mail box at DebtReviewServices@standardbank.co.za

Should you not receive a response within 5 days, please use DebtReviewComplaints@standardbank.co.za

Inbound call center number: **0861 111 402/525**

Admin

The team comprises of 15 officers, 1 team leader and is under the management of Buddy Paul. The main function of the team is to process administrative requests from customers, debt counsellors and our internal teams.

This is one of our critical areas that works tirelessly to ensure that the high inflow of admin queries are dealt within 5 days of receipt.

The staff is responsible for the effective first time resolution of admin related queries/complaints which include, but are not limited to:

Debit order cancellations;
Refunds;
Payment reversals;
Outstanding balance requests
Requests for statements;
Account closures and closure letters;
Settlement figures;
Paid up letters.

To ensure that you receive the best possible service from these teams, please note the following:

- 40% of debit order cancellation requests are rejected daily due to the absence of:
 - Power of attorney signed by the customer;
 - Account details and amounts not specified;
- Please note that debit orders can only be cancelled 5 days before the billing date;
 - Refunds will only be done if we received the debit order cancellation request and were at fault for not cancelling it timeously;
- Debit order cancellation requests must be sent to the Debit Order mailbox for it to receive priority attention which is DebitOrders@standardbank.co.za;
- We request that the subject Line on all requests should not be left blank, but rather include the customer's ID number, customer name and surname and type of request. This makes for easier identification of the request so that turnaround time can be faster;
- Requests should not be sent to multiple email boxes as it duplicates efforts, wastes production time and might delay the turnaround time;
- General refund requests must be accompanied by a valid bank statement, if it is not a Standard bank account so that we may verify the account details and expedite the refund;
- Please refrain from sending requests directly to a staff members personal email addresses. The staff member might be on planned or unplanned leave and the request might not receive priority attention.

Standard Bank Debt Review Contact Details

Debt Review Call Center:	0861 111 525 or 0861 111 402	
Debt Review Documents*:	DRApplications@standardbank.co.za	
Debt Review Service requests:	DebtReviewServices@standardbank.co.za	5 days
Debt Review payment queries:	DRPayments@standardbank.co.za	7 days
Debt Review administrative requests**	DebtReviewAdmin@standardbank.co.za	5 days
Debt Review complaints and escalations:	debtreviewcomplaints@standardbank.co.za	5 days
Reckless Lending Allegations	recklesslendingallegations@standardbank.co.za	
Debit order cancellation requests	Debitorders@standardbank.co.za	5 days

**Debt Review documents: Form 17.1; Form 17.2; Proposals; Court Applications; Court Orders*

***Debt Review Admin related requests: statement requests ; refunds; paid up letters; account closure instructions; settlement balances; or outstanding balances*

Other Standard Bank areas

Credit Card	086120 1000
Diners Club	0113588400 / 0860346377
Vehicle Asset Finance Recoveries	0861102347
Vehicle Asset Finance Collections	0861102347
Home Loans Pre Legal	0860102270
Home Loans Customer Service	0860123001
Standard Bank Insurance	0860123911
Deceased Estates	0860439770 (Option 1)
Insolvency	0860439770 (Option 2)

Book Sold

Cheques, Loans, VAF and Home Loans:	PersonalLendingSB2013@standardbank.co.za
Access Loans	PTLSB2013Sapphire@standardbank.co.za
Credit Card	CardSB2013@standardbank.co.za