

TERMS AND CONDITIONS OF THE REFINERY NAMIBIA CARD ACCOUNT AND CREDIT FACILITY
WITH
TENACITY FINANCIAL SERVICES, A DIVISION OF PEPKOR TRADING (PTY) LTD

Please carefully read these terms and conditions and pay special attention to all the terms printed in bold.

1. CREDIT FACILITY

1.1 Subject to the terms and conditions of this Agreement, We confirm that We will grant You a credit facility in the amount set out in the Pre-Agreement Statement and Quotation as provided to You which forms part of this Agreement.

2. DEFINITIONS AND INTERPRETATION

2.1 In this Agreement, the following words and phrases will, unless the contrary intention appears, have the following meanings:

- 2.1.1 "Agreement" means, this agreement, incorporating the Pre-Agreement Statement and Quotation;
- 2.1.2 "Account Holder" means the person who has applied for and has been granted a credit facility by Us as identified in the Pre-Agreement Statement and Quotation;
- 2.1.3 "Business Day" means any day other than a Saturday, Sunday or official public holiday;
- 2.1.4 "Card" means the plastic card issued to You or additional card holders by Us, pursuant to this Agreement, that is linked to Your Card Account;
- 2.1.5 "Card Account" means the account opened in Your name that is associated with the Card;
- 2.1.6 "Credit Facility" means the credit facility available on a Card Account which may be utilised by You for the purchase of goods from any Participating Branches by means of the Card;
- 2.1.7 "Credit Limit" means the Credit Facility amount specified in the Pre-Agreement Statement and Quotation, or any increased or decreased facility amount granted in accordance with the NCA;
- 2.1.8 "NCA" means the National Credit Act, 2005 (Act No. 34 of 2005) and the regulations promulgated thereunder, as amended or repealed from time to time;
- 2.1.9 "Participating Branches" means the branches of Ackermans, Shoe City, Refinery, Tekkie Town and Dunns Stores in Namibia, as may be amended or updated from time to time;
- 2.1.10 "Pepkor Group" means the group of companies which are either directly or indirectly held by Pepkor Holdings (Pty) Ltd;
- 2.1.11 "Pre-Agreement Statement and Quotation" means a pre-agreement statement and quotation as prescribed in the NCA;
- 2.1.12 "Principal Debt" means the deferred amount to which interest, fees and charges are added;
- 2.1.13 "Repo Rate" means the rate at which the South African Reserve Bank lends money to private banks;
- 2.1.14 "We", "Us" and "Our" unless the context indicates otherwise, means Tenacity Financial Services, a division of Pepkor Trading (Pty) Ltd (registration number: 1958/003362/07), a private company duly incorporated in accordance with the laws of the Republic of South Africa with business address at 31 Industrie Street, Industria, Kuils River a registered credit provider (NCRCP 13053) and includes any holding, affiliated or subsidiary company of any of them and their successors in title; and
- 2.1.15 "You" or "Your" means the Account Holder.

2.2 Reference to –

- 2.2.1 one gender includes all the genders;
- 2.2.2 the singular form of a word includes the plural;
- 2.2.3 the plural form of a word includes the singular; and
- 2.2.4 a law or regulation means that law or regulation on the date You sign this Agreement.

2.3 If there is a conflict between the terms and conditions of the Pre-Agreement Statement and Quotation and these terms and conditions, the terms and conditions of the Pre-Agreement Statement and Quotation will apply.

3. PRINCIPAL DEBT

3.1 Every purchase of goods or services obtained with the Card shall form part of the Principal Debt.

3.2 All amounts debited to the Card Account in terms of this Agreement together with interest thereon are repayable by You to Us in the manner set out in this Agreement.

4. VALIDITY OF THE CARD AND ADDITIONAL CARD HOLDERS

4.1 You must, as soon as You receive the Card, sign it with a ballpoint pen in the space provided on the reverse side of the Card.

4.2 You may have additional Cards linked to the Card Account if application for these additional Cards has been approved by Us.

4.3 It is Your duty to ensure that all additional cardholders understand their obligations in terms of this Agreement. **You will be responsible and liable for all transactions made with the additional Cards, the actions of the additional cardholders and for ensuring that any additional Card is used only in accordance with this Agreement.**

4.4 The issue of additional Cards will not increase the Credit Limit.

4.5 We will charge You a nominal fee for the replacement of the main Card and additional Card. You will not be charged for the first issue of any such Card.

5. USING YOUR CARD

5.1 Only the person in whose name the Card has been issued may use the Card.

5.2 You may only use the Card to purchase goods at Participating Branches and You may be required to sign a receipt after each such purchase.

5.3 **We have the right to pay the Participating Branch the amount of the purchase(s) made at that Participating Branch, even if a receipt has not been signed by You.**

5.4 **We will not be liable to You –**

5.4.1 **if any Participating Branch refuses to accept the Card for payment;**

5.4.2 **for any goods purchased with the Card and You will not have the right to claim any amount from Us or to institute any counter-claim or to apply set-off against Us on this basis.**

5.5 **No dispute between You and the Participating Branch will give You the right to**

5.5.1 **be exempted from Your obligation to Us for any payment made to the Participating Branch;**

5.5.2 **instruct Us to refuse to pay the Participating Branch;**

5.5.3 **instruct Us to do a charge back of any payment already made to the Participating Branch for goods purchased with the Card.**

5.6 Should You wish to return Your purchase to any Participating Branch; such return(s) will be subject to the Participating Branch's standard returns policy. Your account will be credited with the amount of the purchase returned, provided such return is in accordance with the standard returns policy of and accepted by the Participating Branch.

5.7 You acknowledge and agree that Your use of the Card may be suspended and/or terminated at any time for any reason whatsoever and that We shall have no liability of whatsoever nature and howsoever arising in consequence of any such suspension and/or termination.

6. SAFE KEEPING AND UNAUTHORISED USE OF YOUR CARD

6.1 You are responsible to look after Your Card, to keep it safe as well as the proper use of it.

6.2 **You must not allow anyone else to use Your Card. When You notice that Your Card is lost, stolen or has been used by another person, You must report it immediately to Our Service Centre on 021 928 1044. We will stop further transactions on the Card after being advised that the Card is lost or stolen.**

6.3 **You will not be liable for use of the Card after You have notified Us and We have stopped future transactions on the Card, unless –**

6.3.1 **Your signature appears on the voucher, sales slip, or similar record evidencing the particular use of the Card; or**

6.3.2 **We have other evidence sufficient to establish that You authorised or were responsible for the use of the Card.**

7. MALFUNCTION OF ELECTRONIC FACILITIES

We are not responsible for any loss arising from any failure, malfunction or delay in any electronic point of sale device, or Our supporting or shared networks, where applicable, resulting from circumstances beyond Our reasonable control.

8. INTEREST AND OTHER CHARGES

8.1 The interest rate is a variable interest rate, in fixed relationship to the Repo Rate, which means that the amount of the total interest as well as the amount of the instalments as specified in the Pre-Agreement Statement and Quotation may change if the Repo Rate changes.

8.2 Within 30 (thirty) Business Days from the day that a change in the interest rate takes place We will give You written notice of Your new interest rate.

8.3 Interest will be calculated daily and We are entitled to add any unpaid interest to the outstanding balance of the Principal Debt which at that stage is still payable in terms of this Agreement.

8.4 If You do not make the required payment by the stipulated due date, Your Card Account will be in arrears and You will therefore be in default of this Agreement. The interest charged on overdue amounts will be the same as the interest rate specified in 8.1 above.

8.5 We charge You a monthly service fee at the end of each month, which is reflected on the Pre-Agreement Statement and Quotation. We add this fee to Your outstanding balance and show it on Your statement. Should We decide to increase the monthly service fee, We will inform You. The monthly service fee will not be more than the maximum amount allowed by the NCA.

8.6 We may charge an initiation fee as specified in the Pre-Agreement Statement and Quotation.

8.7 We may also change any fees and charges set out in the Pre-Agreement Statement and Quotation. We will give You 5 (five) Business Days' notice if We do so. The fees and charges may not be greater than the maximum amount allowed under the NCA.

9. CANCELLATION OF THE CARD, SUSPENSION AND/OR CANCELLATION OF THE CREDIT FACILITY

9.1 The Card will always remain Our property and without Us losing any right to any claim which We may have against You, We have the right to –

9.1.1 suspend the Card at any time if You are in default of this Agreement; or

9.1.2 demand the return of the Card, cancel or repeal the Card in the event that the Credit Facility is closed.

9.2 We may–

9.2.1 suspend the Credit Facility at any time if You are in default of this Agreement;

9.2.2 close the Credit Facility by giving You prior written notice of at least 10 Business Days

9.3 If the Credit Facility has been suspended or cancelled or if You die –

9.3.1 the Card may no longer be used for any purchases;

9.3.2 We may notify any Participating Branch or any person We think should know of the suspension or cancellation without incurring any liability.

9.4 Notwithstanding the provisions of **clause 9.2**, this Agreement will remain in effect until You have repaid all amounts charged to the Card Account.

10. WE ARE ALLOWED TO GIVE INFORMATION TO CREDIT BUREAUS

10.1 You understand that We are allowed to give to one or more credit bureaus:

10.1.1 information about this Agreement;

10.1.2 information about Your Card Account with Us;

10.1.3 details of Your default if You do not adhere to any of the terms of this Agreement.

10.2 You have the right to contact the credit bureaus and look at Your record with them.

10.3 You can correct any information that is wrong.

11. YOUR CREDIT FACILITY AND LIMIT

11.1 We may refuse to authorise purchases through using Your Credit Facility for any reason whatsoever; including if You have exceeded Your limit.

11.2 You may not make any purchases with the Card which will cause the Credit Limit to be exceeded.

11.3 **If We accept to process a transaction that results in You exceeding the Credit Limit, it does not mean that We have increased the Credit Limit on a permanent basis, but rather that We have allowed a temporary increase at Your request. You will be liable for payment of the full amount by which the Credit Limit is exceeded.**

12. REDUCTION OR INCREASE IN THE CREDIT LIMIT

12.1 You may at any time, by prior written notice to Us, request that the Credit Limit be reduced and stipulate a maximum Credit Limit that You are prepared to accept.

12.2 We may, by written notice to You, reduce the Credit Limit. The reduction of the Credit Limit will be effective upon delivery of the written notice.

12.3 We may only increase the Credit Limit under this Agreement in accordance with the NCA.

12.4 You may by written notice authorise Us to apply automatic annual increases to Your Credit Limit, or withdraw that authorisation. Any increase of Your Credit Limit will be in Our sole discretion and in accordance with the NCA.

13. STATEMENTS AND PAYMENT

13.1 We will periodically, depending on the option selected by You, make available Your statement through e-mail or Your mobile device. The statement will show all transactions debited to the Card Account up to the date of the statement.

13.2 The statement will show both the full and minimum amounts payable to Us, on or before the due date shown on the statement.

13.3 **Non-receipt of the statement does not entitle You to refuse or fail to pay any amount that is due to Us.**

13.4 **It is Your responsibility to check Your statements. You must let Us know in writing within 30 (thirty) days of the date of the statement if there is something You do not agree with. If You do not let Us know within this time, We are entitled to treat the statement as correct. You will then have to prove that the statement is not correct.**

13.5 You may pay at any Participating Branch or via any other payment method that We may communicate to You from time to time.

13.6 The method of payment that You choose will be at Your own risk and We will only recognise the payment when We received and process it and once it has been cleared.

13.7 If Your details where You receive Your statements change, You must let Us know so that the change can be made. You understand that if You do not do so, Your statements will be returned and We will not send statements until You provide Us with updated details.

14. YOU CAN PAY MORE THAN THE MINIMUM PAYMENT

14.1 You can pay more than the minimum payment shown on Your statement each month. You are required to pay at least the minimum payment due each month.

14.2 We will apply the payments as follows:

14.2.1 first to pay any interest that is due;

14.2.2 second to pay any fees or charges that are due;

14.2.3 third to reduce the amount of the Principal Debt that You still owe to Us.

15. EARLY SETTLEMENT

15.1 You may end this Agreement early on the conditions set out below. If You end this Agreement early, the date on which this Agreement ends will be called the settlement date.

15.2 To end this Agreement early, You should contact Us to find out the amounts You still owe Us. You may ask to end the Agreement immediately or at a future settlement date. We will tell You the total amount You owe on the settlement date, that will include all of the following:

15.2.1 the amount of the Principal Debt You owe at the settlement date;

15.2.2 interest You owe on the Principal Debt at the settlement date;

15.2.3 the fees and charges You owe at the settlement date.

15.3 **You must destroy Your Card (by cutting through the magnetic stripe and account number). A Card that is not destroyed correctly may still be used and should this happen You will be responsible for the payment of all transactions that may take place.**

16. YOU MUST PAY A DEFAULT ADMINISTRATION FEE FOR LETTERS OF DEMAND

16.1 We will charge You a fee each time You miss one or more payments and We have to write a letter to You to advise You of Your default. This fee is called a default administration fee as per the NCA.

17. YOU MUST PAY COLLECTION COSTS IF WE BRING LEGAL PROCEEDINGS

17.1 If We bring legal proceedings against You to enforce payment of amounts You owe Us, You are liable to pay all costs We incur in collecting the payment.

17.2 The collection costs exclude the default administration fee.

18. WHEN YOU ARE IN DEFAULT?

18.1 **You are in default of this Agreement if:**

18.1.1 **You do not pay any amount You owe Us on the due date;**

18.1.2 **You breach any of the terms and conditions of this Agreement and You do not correct this within 7 (seven) days after We let You know;**

18.1.3 **anything You said, declared or promised is incorrect or false;**

18.1.4 **You voluntarily surrender Your estate or die;**

18.1.5 **You are placed under administration or become insolvent;**

18.1.6 **You cannot pay Your debt;**

18.1.7 **Your assets have been attached or judgment has been given against You;**

18.1.8 **You try to reach an agreement with Your creditors to delay payment of Your debt.**

19. WHAT WILL HAPPEN IF YOU ARE IN DEFAULT?

19.1 If You are in default, We may –

- 19.1.1 give You written notice of such default and suggest that You refer this Agreement to a debt counsellor, an alternative dispute resolution agent, a consumer court or an Ombud with jurisdiction, to resolve any dispute or reach an agreement to bring repayments up to date.
- 19.1.2 take legal steps to enforce this Agreement if –
 - 19.1.2.1 We gave You written notice as above or We gave notice to end any debt review process; and
 - 19.1.2.2 You are in default under this Agreement for at least 20 (twenty) Business Days; and
 - 19.1.2.3 it has been at least 10 (ten) Business Days since We gave You notice as above; and
 - 19.1.2.4 if We gave You notice as above and You did not respond to that notice, or You did not accept Our proposal; and
- 19.1.3 recover collections costs and default administration charges from You.

20. CERTIFICATE OF INDEBTEDNESS

A certificate signed by any of Our managers specifying the amount owing by You to Us and further stating that such amount is due, owing and payable by You, shall be sufficient proof of the amount thereof and of the fact that such amount is so due, owing and payable for the purpose of obtaining provisional sentence or other judgment in any competent court. It shall not be necessary to prove the appointment of the person signing any such certificate.

21. WE NEVER LOSE OUR RIGHTS

We do not lose any of Our rights under this Agreement if We do not immediately and in every instance insist on them. You may not raise it as a defence if We have a right but do not enforce it at the relevant time. For example, if We allow You extra time to pay Your monthly payments in one month, it does not mean We have allowed You extra time the next or any other month.

22. GOVERNING LAW

You agree that the Agreement is deemed to be concluded in South Africa and governed by South African law. This applies even if You do not live in the Republic of South Africa.

23. YOU AGREE THAT WE MAY BRING LEGAL PROCEEDINGS IN THE MAGISTRATE'S COURT

You agree that We may bring legal proceedings against You for this Agreement in any Magistrate's Court that has the authority to hear and decide on the case. (This authority is called jurisdiction.) You agree to the jurisdiction of the Magistrate's Court even if the amount We claim from You is more than the Magistrate's Court limit. This does not stop Us from bringing legal proceedings in a High Court that has jurisdiction.

24. TRANSFERRING RIGHTS OR OBLIGATIONS

- 24.1 You may not transfer any of Your rights or obligations under this Agreement.
- 24.2 You agree that We may transfer some or all Our rights and obligations under this Agreement to any other person. We do not have to inform You or get Your permission to transfer Our rights and obligations. If this clause applies, then the term "We", used in this Agreement, will include the person to whom We have transferred any of Our rights or obligations in terms of this clause.

25. YOU HAVE THE RIGHT TO APPLY TO A DEBT COUNSELLOR

You have the right to apply to a debt counsellor who will consider Your application to determine if You are over-indebted (this means that You have more debts than You are able to pay) or if You were given credit recklessly.

26. PROCESS TO FOLLOW IF YOU HAVE A COMPLAINT

- 26.1 If You have a complaint or dispute, You can do any one or more of the following:
 - 26.1.1 Visit an Refinery store and ask the customer services desk to connect You to the Tenacity Service Centre
 - 26.1.2 Contact Our Service Centre on 021 928 1044

26.1.3 Write a letter of complaint and send it to Tenacity Financial Services, P.O. Box 140, Kuils River, 7579, South Africa

26.1.4 Email: customerservice@tenacityinc.co.za

26.2 If We cannot resolve Your complaint We will let You know. If You are not satisfied with the outcome of Your dispute or complaint, You can refer the complaint or dispute to an alternative dispute resolution agent or contact the applicable regulatory body on the contact details below.

26.3 You can file any credit related complaints with the National Credit Regulator on:

Telephone: (011) 554-2600 or 0860 627 627

Fax: (011) 484-6122

E-mail: info@NCR.org.za

Post Address: 127, 15th Road, Randjespark, Midrand

27. ADDRESSES FOR NOTICES

27.1 The physical address You provide when applying for the credit facility will be regarded as Your chosen address where notices may be given and documents in legal proceedings may be served. You must notify Us in writing immediately if Your chosen address changes. Such notification should be mailed to P O Box 140, Kuils River, 7579 or e-mailed to customerservice@tenacityinc.co.za,

27.2 You should send any legal notice to us at Our chosen address provided above.

28. THESE TERMS AND CONDITIONS ARE THE WHOLE AGREEMENT

28.1 The Agreement is the whole agreement between You and Us. Neither party is legally obliged to comply with any express or implied term, condition, undertaking, representation, warranty, or promise not recorded in the Agreement. The Agreement replaces any arrangement or understanding held by the parties before this Agreement was signed.

28.2 If You want copies of documents relating to Your account, We will send these to You and We may charge a fee for this

28.3 We monitor and record all Our telephone calls and other interactions with You.

29. EACH CLAUSE IS SEPARATE

29.1 The parties acknowledge that each clause of this Agreement is separate. If any clause of this Agreement is or becomes illegal, invalid or unenforceable for any reason or in any jurisdiction, it will be treated as if it had not been written.

29.2 This does not:

29.2.1 make the rest of the Agreement illegal, invalid or unenforceable

29.2.2 affect the legality, validity or enforceability of the clause in another jurisdiction.

30. WE MAY CHANGE THESE TERMS AND CONDITIONS

30.1 We may change the provisions of the Agreement at any time and most of the time do not need Your permission to do so. We will inform You of any changes and the date the changes apply from by doing one or more of the following:

30.1.1 sending You a notice of the changes We intend to make or have made;

30.1.2 sending You a new set of terms and conditions to replace these terms and conditions; or

30.1.3 setting out the changes on Your monthly statement.

