

Dear Valued Client

Thank you for contacting SA Home Loans to discuss your home loan with us.

We understand the uncertainty created by these unprecedented times and the security that home ownership provides to you. We treat each client's needs individually as and when your financial situation changes and are always available to discuss your financial commitment to us. While we would encourage you to prioritise the payment of your home loan at this time, **if you are directly impacted by the Covid-19 virus, through loss of employment or income**, we are committed to working with you to come up with a personalised arrangement to meet your cashflow challenges. However, for us to assist we will require some information from you.

Loan account number		
	First Applicant	Second Applicant
Full name		
Contact cell number		
Occupation		
Salaried or self-employed		
Name of employer or own business		
Nature of your income change (e.g. reduced time, retrenchment, etc.)		
Have you approached your other creditors? (yes or no)		
What percentage of your instalment can you afford to continue paying?		
How many months do you require a reduced instalment? (maximum 3 months)		

Kindly provide all supporting documents to assist us in reviewing your situation and please return with the above information provided to losscontrol@sahomeloans.com.

Please note that we are unable to proceed with an arrangement request without the relevant documents.

We give you our assurance that we will give urgent attention to this matter, however, as we are dealing with high volumes, it may take longer than usual to respond. Please bear with us through this time.

Regards

SA Home Loans Loss Control Team

Tel: 0861 113 414