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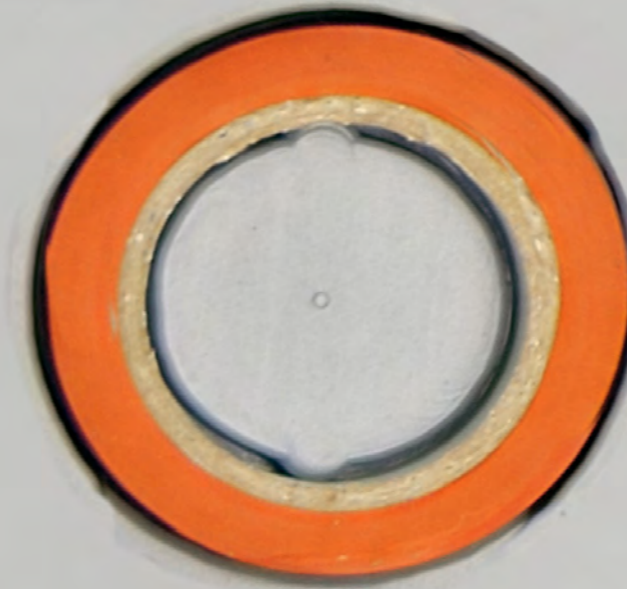
HOW IT ALL WORKS

An overview of
SA Home Loans



SA Home Loans

BOND WITH US



ABOUT SA HOME LOANS

SA Home Loans was launched in 1999 and is South Africa's largest non-bank mortgage provider.

We offer both switch and new home loans, with a flexible range of home loan options that allow us to meet your specific needs throughout the life of your loan.

We do things differently because we're not a bank – we're a specialist mortgage provider. It's all we do. We take the time to find out your needs, and make the application process simple and straightforward.

We pride ourselves on our personalised approach to assisting you in getting your home loan as well as providing service thereafter.

Our culture is deeply rooted in providing Amazing Service to you at all times.



HOW IS MY INTEREST RATE CALCULATED?

Our interest rate is linked to the JIBAR rate and your interest rate is calculated based on your particular circumstances. Because we're flexible and want your home loan to be appropriate to your changing needs, there are variable and capped options available. You're welcome to discuss this with us to ensure you're getting the best option throughout the life of your loan.

JIBAR

At SA Home Loans we use 3 month JIBAR (Johannesburg Interbank Agreed Rate) as our base rate, while the banks use Prime as their base rate. 3 Month JIBAR is an independently determined 3-month rate quoted on the SA Futures Exchange. REPO and JIBAR trend in similar fashion, with JIBAR anticipating movements in REPO and being about 0.2% to 0.5% above REPO at any point in time. Banks add 3.5% to the REPO rate to determine their Prime Rate. While JIBAR and Prime may have slight timing differences in their movements, they will always move in the same direction.

Instead of adding on 3.5% to REPO to determine your home loan rate, we at SA Home Loans add on a "link rate" (depending on your risk profile) to JIBAR to get to the total interest rate applied. Our lending rates are reset on a quarterly basis on predetermined dates, as set out in the loan agreement. JIBAR is reviewed on these quarterly reset dates, and the latest market quoted JIBAR rate is used to determine the interest rate for existing clients for the following quarter. The effect on you is that your interest rate will not move at the same time as Prime, but only on predetermined quarterly reset dates.



WHAT FURTHER LENDING OPTIONS ARE AVAILABLE AND HOW DO I APPLY?

a) REDRAW

This option allows you to apply for funds that you have paid in excess of the required instalment.

b) FURTHER ADVANCE

This option allows you to apply for funds available up to the registered bond amount.

c) FURTHER LOAN

This option allows you to apply for funds that exceed the registered bond amount. A Further Loan can take up to 6 weeks to be registered at the Deeds Office.

If you would like to apply for any of the further lending options available:

- Apply online via the Client Zone section on our website or;
- Contact the Client Services Help Desk and request an application form.

In addition to the completed application form for Further Advances and Further Loans, supporting documentation will be required. Further Lending is subject to Credit Terms and Conditions of lending. A new valuation of your property may be required as part of the Further Lending Application process.

Client Zone is our online self-service portal on our website where you'll be able to get important information about your home loan or chat with us via webchat. You can also use our further lending calculator to see what options are available to you prior to you applying online. Register in 4 easy steps - you will need your mobile number, ID number and loan account number.

d) PERSONAL LOANS

Our Personal Loan product can offer you up to R300 000, paid to you within 72hrs of your application.

The term of your loan can be tailored to suit your budget and the rate is fixed for the duration of the loan. The entire application is completed over the telephone for your convenience and Credit protection is already included to protect you against Death, Disability and Retrenchment.

To apply for your personal loan:

- Contact our Personal Loan Sales Centre
- Complete the application over the phone, including a full affordability assessment
- Send us your latest Bank Statements and Payslip
- On credit approval and signing of your contract, the funds will be disbursed to your Debit Order account
- For queries on your Personal loan, you can contact our Client Services Help Desk



LIFE ASSURANCE

The SA Home Loans Bond Protection Plan is a simple, trustworthy insurance plan that ensures you won't lose your home if you are unable to pay your bond due to death or disability.

Our comprehensive policy includes a Death Benefit as well as an Instalment Protection benefit:

a) DEATH BENEFIT

In the event of death, the outstanding balance will be settled*. Claims arising within 24 months of the date of commencement of the policy, from any condition or event which is directly, indirectly or traceable to a pre-existing or excluded condition, will not be paid.

b) INSTALMENT PROTECTION BENEFIT

In the event of a temporary disability where, for example, you are unable to work for more than 90 days due to an illness or injury, SAHL Life will pay the home loan instalments while you are unable to*. If the disability is of a permanent nature, SAHL Life reserves the right to settle the full outstanding bond balance. Claims arising from any condition or event which is directly, indirectly or traceable to a pre-existing or excluded condition, will not be paid for the duration of the policy.

Benefits of having your policy with SA Home Loans:

- Convenience – policy concluded over the phone.
- No medical examinations*.
- In some cases we can insure people who simply cannot get insurance elsewhere due to an existing medical condition.
- Cover automatically adjusts with any prepayments and further lending, which means you will always be covered to the value of the outstanding loan*.
- There are no separate debit order costs as the premiums are debited together with the home loan instalment.

*Please refer to the terms and conditions as set out in the policy document for more information.



HOME OWNER'S COVER

Home Owner's Cover is necessary to ensure that the financial risk undertaken by SA Home Loans is protected should the structure of the dwelling suffer damage. The cover provides peace of mind and a sense of security for you in the event of sudden and unforeseen circumstances.

The mortgage loan account is debited with the premiums due in terms of the policy and paid to SAHL Insurance Company on a monthly basis.

The policy provides cover for damage to the buildings in the event of:

- Fire
- Storm
- Accidents
- A burst geyser, etc

SAHL Insurance Company has a 24-hour claims centre – 7 days a week – in the event of an emergency.



WHAT IS SECURITISATION?

First launched and pioneered by SA Home Loans in 2001, securitisation is an alternative method of funding designed to bypass traditional intermediaries (the banks) and link borrowers directly to the money markets.

This non-bank concept of securitisation is a globally established means of funding. There is absolutely no risk for home owners. Properties are registered in the client's name and are therefore legally owned by the client.

WHAT ARE OUR INTEREST RATE REVIEW DATES?

SA Home Loans reviews interest rates on a quarterly basis on predetermined "reset dates" which are stipulated in the loan agreement. Please note that your rate will not necessarily increase or decrease on the reset dates, but will generally be in line with rate changes made by the South African Reserve Bank.



WHAT IF I SELL MY PROPERTY?

If you wish to cancel your loan with SA Home Loans, you need to contact the Client Services Help Desk and record your intention to cancel the loan. You are required to provide SA Home Loans with a 90 days' notice to prevent Early Termination Charges.

The cancellation process on average takes between 2-3 months. The duration will be dependent on the nature of the cancellation, as well as the attorneys and Deeds Office.

In the case where the loan is being cancelled due to a sale of the property – a formal request from the transferring attorney is required, in order for the loan to be placed “under cancellation” and the cancellation figures to be issued. In the event of a switch to another financial institution, the new bond registering attorney needs to send through the formal cancellation request prior to the cancellation figures being issued. Should the loan be paid up and you wish to cancel the bond, please contact our Helpdesk on 0861 888 777 for further assistance.



CONTACT DETAILS

CLIENT SERVICES HELP DESK	0861 888 777 admin@sahomeloans.com Self-service via Client Zone on our website	For all general enquiries regarding your home loan account, including: <ul style="list-style-type: none"> • Further lending • Debit orders • Loan statements • Updating of contact details • Settlement of the home loan
CAP TEAM	0861 888 444 cap@sahomeloans.com	For enquiries on capping your interest rate
BOND PROTECTION COVER	0861 401 401 lifecover@sahomeloans.com	For enquiries regarding our Bond Protection Plans
LIFE COVER TEAM	031 571 3280 life@sahomeloans.com	<ul style="list-style-type: none"> • For reporting of death, disability and retrenchment benefit claims (where applicable) • Requests for duplicate life policy documents
QUICK CASH TEAM	031 560 5403 quickcash@sahomeloans.com	For enquiries on accessing Quick Cash when you switch your home loan to SA Home Loans
HOME OWNER'S COVER	24-hour Emergency Hotline 0861 103 740	For all Home Owner's Insurance claims Open 24 hours a day, 7 days a week, 365 days a year
PERSONAL LOANS	0861 000 376 personalloans@sahomeloans.com	For enquiries on how to apply for a Personal Loan