



26 September 2022

To all registered debt counsellors

Dear debt counsellor

DEBT REVIEW OPERATIONAL VOLUMES – CAPITEC BANK - Update

As communicated, Capitec Debt review is currently experiencing high volumes in our proposals and NOM/COURT ORDERS workstreams.

We may not be able to attend to your queries immediately and be assured that we are using all our resources to catch up to our volumes as soon as possible.

Your cooperation and patience herein would be greatly appreciated.

For all urgent matters please follow the current escalation channels below.

Please refer to the communication channels listed in tables 1 and 2 below. It is important that documentation is sent to the correct communication channels to ensure timeous feedback.

Table 1: Debt Review communication channels

Channel	Description	E-mail address
Form 17's	All Forms 17's / Clearance Certificates	ccsforms17@capitecbank.co.za
Proposals	All Proposals	ccsproposals@capitecbank.co.za
Court documents	All Court documents (Notice of Motion's / NCT applications / Orders)	ccsdebtrevieworders@capitecbank.co.za
Terminations	Termination queries	debtreviewterminations@capitecbank.co.za
General enquiries	General Debt Review Enquiries	ccsdebtreviewqueries@capitecbank.co.za
Refund / Cancellation requests	Debt Review Refund Requests and Cancellation of Debit Orders	ccsrefundrequests@capitecbank.co.za
Insurance Certificates Substitutions and Certificates	Insurance Certificates Substitutions and Certificates	insurancepolicies@capitecbank.co.za
Reckless Lending Queries	Allegation of reckless lending and document requests	Rmcontrol@capitecbank.co.za
Credit Insurance Claims	All credit insurance claims	CreditInsuranceClaims@capitecbank.co.za
PDA Payment allocations	PDA payments received and allocated	ccsdebtreviewpaymentqueries@capitecbank.co.za
Share Call Contact number	086 066 7783 Option 2	



Table 2: Debt Review management escalation channels

Escalation Order	Name	Title	Responsible	Email Address
1	Meghan Bruiners	Team Leader	Proposal, Termination, Oppositions & Inclusion Request	meghanbruiners@capitecbank.co.za
1	Jolene Pieters	Team Leader	Forms, Noms & Court Orders	jolenepieters@capitecbank.co.za
1	Nathan Slavers	Team Leader	Debt Review queries including refund request	nathanslaverse@capitecbank.co.za
2	Cindy Maurits	Manager: Debt Review	All debt review related queries	cindymauritz@capitecbank.co.za
3	Carolina Visser	Manager: Process Recoveries	All debt review related queries	carolinavisser@capitecbank.co.za

Sincerely,

The Debt Review Team