



April 2023

Dear debt counsellor

RE: CAPITEC COMMUNICATION CHANNELS AND ESCALATION PROCESS

It is of utmost importance that debt review documentation is sent to the correct email address to ensure timeous feedback and action.

Further to the above, please ensure that only the channel email address applicable to the documents being submitted is used. Sending emails to multiple email addresses will result in a delay or even no feedback or action.

Table 1: Debt Review communication channels

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

Table 2 contains our escalation process should you have not received feedback within SLA's. Please ensure that the order of escalation is followed and refrain from sending your escalation to multiple email addresses.

Table 2: Debt Review escalation channels

Order of Escalation	Person	Designation	E-mail address
Forms 17s, Court documents			
1	Jolene Pieters	Team Leader: Debt Review (Court Orders/Forms/Inclusions)	JolenePieters@capitecbank.co.za
2	Cindy Mauritz	Manager: Debt Review	CindyMauritz@capitecbank.co.za
3	Carolina Visser	Manager: Process Recoveries	CarolinaVisser@capitecbank.co.za
Proposals			
1	Meghan Bruiners	Team Leader: (Proposals)	MeghanBruiners@capitecbank.co.za
2	Cindy Mauritz	Manager: Debt Review	CindyMauritz@capitecbank.co.za
3	Carolina Visser	Manager: Process Recoveries	CarolinaVisser@capitecbank.co.za
General Enquiries, Refund/cancellation requests, Termination queries, Updated COB's, Payment queries			
1	Nathan Slaverse	Team Leader: Enquires	Nathanslaverse@capitecbank.co.za
2	Carolina Visser	Manager: Process Recoveries	CarolinaVisser@capitecbank.co.za
Insurance replacements			
1	Mfundo Xaba	Officer: Market Conduct Oversight	MfundoXaba@capitecbank.co.za
2	Dries Olivier	Manager: Market Conduct and Oversight	DriesOlivier@capitecbank.co.za
Reckless Lending Queries			
1	Whitney Jardine	Team Leader: Recoveries Risk Support	WhitneyJardine@capitecbank.co.za
2	Zayaan Jurgens	Manager: Recoveries Risk Support	ZayaanJurgens@capitecbank.co.za
Credit insurance claims			
1	Grant Griffith Jessica Rademeyer Kanyisa Mbiza	Team Leader: Insurance Claims	GrantGriffiths@capitecbank.co.za JessicaRademeyer@capitecbank.co.za KanyisaMbiza@capitecbank.co.za
2	Brigitte October	Performance Manager - Insurance Claims	BrigitteOctober@capitecbank.co.za
Telephonic queries lodged			
1	Laetitia Pretorius	Team Leader: CCS Queries	LaetitiaPretorius@capitecbank.co.za
2	Tracey Govender	Manager: Recoveries Administration	TraceyGovender@capitecbank.co.za

Sincerely,

The Debt Review Team