



March 2024

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.

Nathan Slaverse, Team leader for Enquiries have joined another team and therefore we have updated the escalation channel for enquires as per the below:

**Table 1: Debt Review escalation channels**

Order of Escalation	Person	Designation	E-mail address
<b>General Enquiries, Refund/cancellation requests, Termination queries, Updated COB's, Payment queries</b>			
1	Robyn Lee Botes	Stand in Team Leader: Enquires	Robynleebotes@capitecbank.co.za
2	Carolina Visser	Manager: Process Recoveries	CarolinaVisser@capitecbank.co.za

Sincerely,

The Debt Review Team