

Debt Review

Contact & Escalation channel

Debt Review Team

Contact and Escalation channel

All mailboxes have a 5-business day SLA

Forms Team

All forms to be sent through to the mailbox CCSforms17@capitecbank.co.za

All court orders to be sent through to the mailbox CCSdebtrevieworders@capitecbank.co.za

Proposals Team

All Proposals to be sent to the mailbox ccsproposals@capitecbank.co.za

Termination, Inclusion and Opposition Team

All inclusion & termination disputes to be sent to Debtreviewterminations@capitecbank.co.za

All Opposing applications and orders to be sent to Debtreviewoppositions@capitecbank.co.za

Admin and Enquiries Team

General queries to be sent to the mailbox ccsdebtreviewqueries@capitecbank.co.za

Please allow for matters to be out of SLA before following the Escalation process

Escalation Process

Contact and Escalation channel

[DREscalationsOps@Capitec bank.co.za](mailto:DREscalationsOps@Capitecbank.co.za)

The types of escalations expected in this mailbox will generally be follow-ups on :

- All Forms (Form 17.1,17.2 etc)
 - Proposals
 - Court orders

When to escalate ? Matters should be escalated in the following situations:

- 1. SLA lapsed** : When you have not received feedback, and the dedicated SLA has lapsed.
- 2. Unresolved Issues**: If a problem has not been addressed satisfactorily after multiple attempts to resolve it.
- 3. Lack of Communication**: When there is insufficient or no communication from the team regarding the matter.
- 4. Disagree with Feedback** : When you are not in agreement with the feedback provided.

[DREscalationsQueries@Cap itecbank.co.za](mailto:DREscalationsQueries@Capitecbank.co.za)

The types of escalations expected in this mailbox will generally be follow-ups on:

- Paid in full requests
 - Settlements
- Updated Balances & COBs
- Refunds / Over payments
 - Reinstatements
 - Termination queries
 - Balance disputes
 - Tracing of payments

Both mailboxes have a 3-5 business day SLA

Additional Queries

Contact and Escalation channel

Insurance

Certificates and
Substitution

All requests to be
sent to the
mailbox

Insurancepolicies@capitecbank.co.za

**5 business day
SLA**

FAIS

Lapsed
insurance,
insurance queries
& disputes

All requests to be
sent to the
mailbox

FAIS@capitecbank.co.za

**5 business day
SLA**

Reckless Lending Queries

Allegation of
Reckless Lending
and document
retrieval

All requests to be
sent to the
mailbox

ARL@capitecbank.co.za

**5 business day
SLA**

Credit Insurance claims

All credit
insurance claims

All requests to be
sent to the
mailbox

CreditInsuranceClaims@capitecbank.co.za

**7 business day
SLA**

PDA Payment Allocation

PDA payments
received and
allocated

All requests to be
sent to the mailbox
ccsdebtreviewpaymentqueries@capitecbank.co.za

**5 business day
SLA**

All escalations for the above mailboxes are to be sent to the same mailbox that the request was sent to.