

SPECIMEN AND MINIMUM REQUIREMENTS FOR A VOICE RECORDED MANDATE

Consultant: Good Morning, my name is _____ and I am calling from _____ . Before I continue I need to inform you that all calls are recorded for quality control purposes. Mr/Mrs/Miss _____ , the purpose of this call is _____. Can I take you through the process of how it works? I will need a few minutes of your time to explain.

User: Yes/No

Consultant: (Explain the product or service you are selling) If the Users agree, confirm their personal details and ensure that they agree to the declaration below.

Contact Details _____
Name and Surname _____

Bank Code _____

Account Number _____

Amount _____

ID Number _____

Address _____

Abbreviated Name as it will appear on your statement _____

Pay Date _____

Contract/Agreement Number _____

Declaration: Do you authorise _____ to issue and deliver payment instructions to your Banker for collection against your Bank account on condition that the sum of such payment instruction will never exceed your obligations as agreed in your contract/agreement?

This method will commence effective (date) and will continue monthly, bi-monthly, three monthly, six monthly, annually, weekly, bi-weekly (select the appropriate option) thereafter until your obligation has ended or the Authority and Mandate is terminated by yourself by giving us notice of not less than one month/week.

In the event that the payment day falls on a Sunday or recognised South African public holiday, the payment day will automatically be the very next ordinary business day.

Payment instructions due in December may be debited against my account on _____ .

If there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account.

This Authority and Mandate may be cancelled by me/us however; such cancellation will not cancel the Agreement. I/We shall not be entitled to any refund of amounts which you may have withdrawn while this Authority was in force, if such amounts were legally owing to you.

The Authority and Mandate may be ceded or assigned to a third party only if the Agreement is also ceded or assigned to the third party.

Mr/Mrs/Miss _____ we will confirm your Authority and Mandate in writing prior to processing the debit order against your account.

Mr/Mrs/Miss _____ do you understand and accept what I have read to you? (Yes/No) If you have any questions or complaints, please contact _____ on _____ .

Consultant: Thank You Goodbye