



THE LANGUAGE POLICY FOR BMW FINANCIAL SERVICES (SOUTH AFRICA) (PTY) LTD

As required by Section 63 of the NCA the following documents are available to our customers on their request in Afrikaans, Zulu and South Sotho:

1. Application Form
2. Pre-Agreement Statement and Quotation
3. Summary of Terms and Conditions
4. Section 129 letter
5. Section 127 (1), 127(2), 127 (5) and (8) letters
6. Cancellation letter
7. Termination letter in terms of section 86
8. Statement

At the time of application for finance a customer will be able to select their preferred language and this request is stored on the data base in order that the customer can receive the abovementioned documents in their additional preferred language. Should the customer select to change the preferred language at any time during the lifetime of their active agreement, our Customer Services Department is able to assist and the request is saved on the data base.

In addition, we have employees in the various departments that speak Afrikaans, Zulu and South Sotho in order that a customer can be assisted in his/her preferred language if need be.

Company

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1990/004670/07

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