

DISCLOSURES

IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

PARTICULARS OF FINANCIAL SERVICES PROVIDER

EasyPay Financial Services (Pty) Ltd ("EasyPay") is an authorised financial services provider ("FSP") in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 ("FAIS Act"). EasyPay Financial Services receives variable commissions and other fees in respect of the intermediary services that it renders.

Registered Name: EasyPay Financial Services (Pty) Ltd
Trading Name: EasyPay Financial Services
Legal Status: Private Company
FSP Number: 46068
Registration Number: 1998/020799/07
Physical Address: 4th Floor, President Place, Corner Jan Smuts Avenue & Bolton Road, Rosebank, 2196
Postal Address: P.O. Box 2424, Parklands, 2121
Telephone Number: 0860 994 162
Website: www.epe-online.co.za
Compliance Department
Telephone: 011 343 2000
E-mail Address: faiscompliance@lesakatech.com

EasyPay carries professional indemnity insurance cover and accepts responsibility for the actions of its authorised representatives.

EasyPay is authorised to render the following intermediary services:

- 1) Long-term deposits (exceeding 12 months)
- 2) Short-term deposits (12 months or less)

PARTICULARS OF PRODUCT SUPPLIER

The EasyPay Everywhere card programme is brought to you by EasyPay Financial Services (Pty) Limited, a subsidiary of Lesaka Technologies Proprietary Limited, with banking services provided by African Bank Limited, registered in terms of the Banks Act, 1990 and an authorised FSP.

Registered Name: African Bank Limited
Trading Name: African Bank Limited
Registration Number: 2014/176899/06
Physical Address: 59 16th Road, Halfway House, 1685
Postal Address: Private Bag x170, Halfway House, 1685
Telephone Number: 011 256 9000
Website: www.africanbank.co.za

EasyPay does not have any direct or indirect financial interest in the product supplier.

COMPLAINTS RESOLUTION PROCESS

If you are not satisfied with the services provided in relation to the EasyPay Everywhere card and account, kindly lodge your complaint directly with EasyPay (contact number: 0860 994 162) and we will attempt to resolve the issue internally.

If EasyPay do not resolve your complaint or if you are not satisfied with the outcome, you may contact the National Financial Ombud or the FAIS Ombudsman within 6 (six) months from receiving the response from EasyPay:

National Financial Ombud Scheme:

Physical Address: 110 Oxford Road, Houghton Estate, Johannesburg, 2198
6th Floor, Claremont Central Building, 6 Vineyard Road, Claremont, Cape Town, 7700
Telephone: 0860 800 900
WhatsApp: 066 473 0157
E-mail Address: info@nfosa.co.za
Website: www.nfosa.co.za/banking-ombudsman-landing/

For any complaint related to the nature of the financial services rendered by EasyPay, you may contact the FAIS Ombudsman.

FAIS Ombudsman:

Postal Address: P.O. Box 41, Menlyn Park, 0063
Telephone: 012 762 5000
E-mail Address: info@faisombud.co.za
Website: www.faisombud.co.za