

Terms and Conditions

1. General Services

- i. Service/s will be for the main member and spouse only unless otherwise stated.
- ii. Service/s will be provided telephonically, and digitally through various application/s including SMS, email, Finwell budget app, and website etc.
- iii. Additional consultation/s and/or additional service/s which do not form part of the services stated herein will incur additional cost/s e.g. physical consultation/s; Legal fees

2. Budget Analysis, Credit Reports

- i. Budget analysis consultation/s will be provided telephonically.
- ii. Credit reports will be provided once every six (6) months, thereafter any additional report/s will be charged if it falls within the preceding six (6) months.
- iii. A signed consent form by is required to generate a credit report.

3. Debt mediation

- i. First instalment to each mediated account is payable to Finwell.
- ii. 5% of the negotiated instalment is payable monthly to Finwell, creditors will be informed.
- iii. Client needs to give signed consent for this.

4. Debt Counselling

- i. Debt Counselling will be recommended if client is over-indebted as per the NCR requirements and may be referred to a debt review process with a qualified debt counsellor. This service may be referred to a debt practitioner depending on the complexity of the client's over-indebtedness.
- ii. Debt Counselling has provisional cost(s) that are applicable. These are not an extra cost to the member but they are borne from current payable obligations towards your creditors.
- iii. All debt practitioners meet the necessary statutory requirements and accreditations.

5. Credit repair

- i. Credit repair will be charged at **R1650.00** once-off fee for PSA members. This will be deposited directly into "My Financial Journey" bank account. Services cannot be rendered without the fee being paid.
- ii. Credit repair will not be charged to PSA members who are already under Debt Review or Debt mediation with "My Financial Journey".
- iii. Credit repair and credit report disputes take up to 6-8 weeks to conduct. This is in line with credit bureau timelines.
- iv. Credit disputes may be referred to an attorney or the credit ombudsman or an equivalent third party. If this is the case, timelines will be dependent on the referred third party.

6. Legal Assist

- i. A standard amount of **R3500.00** is charged for rescinding Garnishee / Administration / Debt Review judgements through a court process with a qualified attorney. This amount is payable to the attorney for representation. This will be deposited directly into "My Financial Journey" bank account.
- ii. Legal advice on financial related matters and drafting of legal documents is for free.
- iii. The standard legal fee can be paid over 2 to 3 monthly instalments depending on the client's affordability.

7. Cancellation

- i. My Financial Journey membership can only be cancelled after giving us three (3) months' notice.
- ii. In order to process your cancellation request, the request must be received in the following manner:
- iii. A cancellation form must be completed, no verbal cancellations will be accepted and processed before a cancellation form is completed, received and acknowledged at our offices.
- iv. Notification of cancellations must be received by the 20th day prior to due payment, otherwise it would be affected from the month following cancellation.
- v. Cancellation forms should be completed as indicated above and returned/delivered to: The Manager: Member Services desk or emailed to: psa@financialjourney.co.za or Fax: 086 771 1453

8. Complaints Procedures

Should you have a complaint, please contact the Complaints Manager at "My Financial Journey". All complaints must be addressed to "My Financial Journey" in writing or hand delivered to "My Financial Journey's" office or the PSA regional office. If you wish to learn more about our complaints policy and procedure, please contact the Complaints Manager on the numbers listed below or email complaints@financialjourney.co.za or sms "psacomplaint" 32606

I.....have read, understood and accepted the terms and conditions of the My Financial Journey membership.

Signature: _____ **Date:**.....