

LANGUAGE POLICY IN TERMS OF SECTION 63 OF THE NATIONAL CREDIT ACT

1. PURPOSE

The purpose of this document is to ensure that Albaraka Bank Limited complies with its conditions of registration as a credit provider in terms of the National Credit Act, No. 34 of 2005 regarding its proposed language policy.

2. DEFINITIONS

National Credit Act	An act that protects consumers who enter into a credit agreement with a credit provider.
National Credit Regulator	The body established to regulate the credit industry, enforce compliance, educate consumers, and register participants (credit providers, debt counsellors, etc.).
Credit Agreement	An agreement where payment of an amount owed by one person to another is deferred, or a bill of exchange is drawn. Includes credit transactions (instalment sale, mortgage, lease), and credit guarantees.
Consumer	The party to whom goods and services are provided under a credit agreement.

3. LANGUAGE POLICY

The language policy of the Bank needs to meet the requirements of Section 63 of the National Credit Act. In this regard, Section 63 (1) reads as follows:

“A consumer has a right to receive any document that is required in terms of this Act in an official language that the consumer reads or understands, to the extent that is reasonable having regard to usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by the person required to deliver that document”.

Albaraka Bank Limited is a niche bank, offering a suite of financial products based on Islamic principles. At present, the Bank operates in the following areas:

Gauteng - Rosebank, Lenasia, Laudium

Western Cape - Athlone

Kwa-Zulu Natal - Durban, Overport

An analysis of the Bank’s consumer demographics indicates that English is the preferred choice of language for all the Bank’s clients in all areas.

Having due regard to the issues listed in Section 63 (1) of the National Credit Act, as recorded more fully above, Albaraka Bank Limited is of the view that all these issues will be successfully addressed by making the Bank’s documentation available only in English as it meets the requirements of all its client base.

