



Good Day

As a valued Tracker customer, we appreciate your continued support.

Tracker has updated your bank details as requested by you.

By providing us with your bank details, you have authorised Tracker to instruct your bank to collect any payments due to Tracker against your bank account, as agreed in your contract. If the payment day falls on a Sunday or an official South African public holiday, the payment day will be the next business day.

Should you have insufficient funds in your account for the debit order amount, Tracker may attempt to debit your account as soon as sufficient funds become available.

Tracker's name and account number will reflect on your bank statement as reference of payment. You may cancel this debit order authority but it will not result in cancellation of the contract.

If an amount was legally owing to Tracker, you will not be entitled to a refund while this debit order authority was in force.

Your Tracker services will be suspended if you have any outstanding payments due and your account may be assigned to an external debt collecting agency.

Please remember to keep your account payments up to date to avoid suspension of your service.

We will not allow any person to make changes to your Tracker account unless we have written authority from you to do so.

Tracker has launched MyTracker – a self-service portal on our website that allows you the freedom to access monthly statements and update your personal, vehicle and banking details at your convenience. To register on the portal, visit the following link <https://my.tracker.co.za>

Should you have any queries please do not hesitate to contact us on:

Service centre on 0860 60 50 40

Emergency centre 0800 13 23 23

Or visit the Tracker website www.tracker.co.za

Click the below links to view Tracker's terms and conditions:

<http://www.tracker.co.za/Pages/About-Us/Legal/IndividualTermsAndConditions.aspx>

<http://www.tracker.co.za/Pages/For-Myself/FAQ.aspx>

Thank you for your patronage.

Yours sincerely

Tracker Connect Pty Ltd