

## TRACKER BANKING MANDATE

Tracker values you, our customer, and we appreciate your continued support.

By providing us with your bank details and accepting our terms and conditions, you have authorised Tracker to instruct your bank to collect payments due to Tracker, from your bank account.

Your contract is effective from the date of installation of the unit. Your monthly subscription will be paid in advance and your first subscription will include part payment for the month in which the installation was done. The subscription is subject to annual escalation.

If the payment day falls on a Sunday or public holiday, the payment day will be the next business day.

If 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. Should you default on a debit order, DebiCheck will assist Tracker to recover the amount due to Tracker to keep your services active. The DebiCheck authorisation amount that you will be requested to approve is capped at five months' subscriptions and will only ever be used in an event of non-payment.

You may cancel this debit order authority, but it will not result in cancellation of the contract. If you entered into a 36-month contract or you took over an existing 36-month contract, Tracker reserves the right to extend your contract by the number of months that you did not pay. You have to pay the early termination fee if you cancel within the 36-month term. At the end of the 36-month term, your contract will continue until you cancel on a calendar month's notice. We will confirm the cancellation in writing.

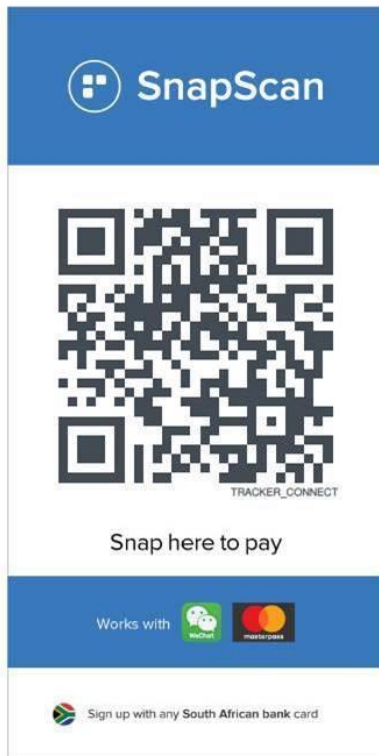
If an amount was legally due and owing to Tracker, you will not be entitled to a refund while this debit order authority was in force. Your Tracker services will unfortunately be suspended if you have outstanding payments due and your account may be handed over to a debt collection agency.

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 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 <http://my.tracker.co.za>

Tracker gives clients the option of paying ad hoc invoices, for example installation fees, deinstallation fees or settlement fees by using their credit card via SnapScan. Simply scan the QR code below or click on the pay link to make your payment.



Pay Link: [https://pos.snapscan.io/qr/TRACKER\\_CONNECT](https://pos.snapscan.io/qr/TRACKER_CONNECT)

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

**Service centre:** 0860 60 50 40

**Emergency centre:** 0800 13 23 23

Or visit our Tracker website: [www.tracker.co.za](http://www.tracker.co.za)

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

<http://www.tracker.co.za/support/legal-and-compliance/ts-and-cs-me-and-my-family>

<https://www.tracker.co.za/support/legal-and-compliance/ts-and-cs-my-home>

<http://www.tracker.co.za/support/faqs>

Thank you for your patronage.

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