



## TRACKER BANKING MANDATE

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

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.

Your contract is effective from the date of installation of the unit. Your monthly premium will be paid in advance and your first premium will be calculated on a pro rata basis from the date of installation. The premium 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.

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 will soon be requesting a Debitcheck mandate via your bank to secure payment in the event that your debit order returns unpaid. The mandate value is based on a maximum of 3 months subscription fees. Kindly accept the mandate to ensure that your services remain active. Tracker's name and account number will reflect on your bank statement as a reference of 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 if you took over an existing 36-month contract, Tracker reserves the right to extend your contract by the number of months that you have not paid. You are required 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 by providing us with a calendar month's notice. We will confirm the cancellation in writing.

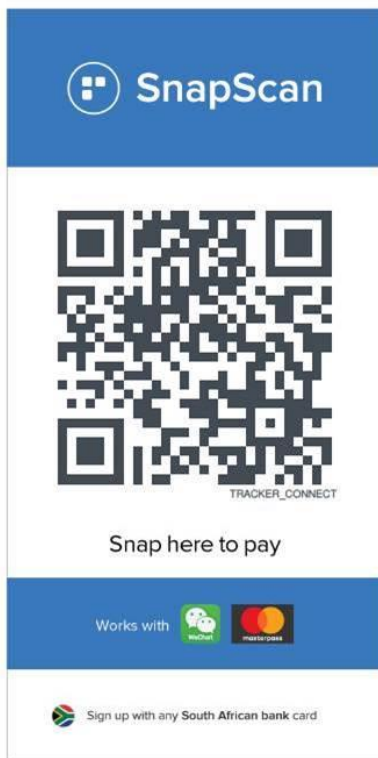
If an amount was legally owing to Tracker, you will not be entitled to a refund while this debit order authority was in force. Your Tracker services will unfortunately be suspended if you have any outstanding payments due and your account may be handed over to a debt collection agency.

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 **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 <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>

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

Thank you for your patronage.

November 2021