

This Services Agreement (“**Agreement**”) is entered into between _____ with Registration no: _____ (the “**Customer**” or “**Credit Provider**”) and Altron TMT (Pty) Ltd with registration No. 1984/003805/07 acting through its Delter IT Division (“**Delter**”) (also known as (the “**Contractor**”) to the extent expressly stated herein below. By signing this Agreement and ticking or initialling the boxes below, the Customer agrees that the Customer has read, understood and accepted the relevant and applicable terms and conditions that relate to the relevant products and services (“**Services**”) which the Customer has selected in Annexure A attached hereto and in the relevant Product and Services Schedule, this Agreement, the Delter Support Services Agreement and the Delter Software Licence Agreement. The terms and conditions are available on the Delter website: www.delter.co.za.

- Delter Support Services Agreement
- Delter Software Licence Agreement

- Delter Product and Services schedules

This Agreement shall commence on the date when the party to do so last, signs this Agreement (“**Signature Date**”) and shall endure indefinitely, provided that either party may terminate the Agreement by giving the other party no less than 2 (two) calendar months’ written notice.

For the purpose of the Agreement the parties’ respective physical addresses for domicilium purposes shall be:

- As regards to the Customer: Physical Address: _____ Suburb, City, Province, Postal code Email address: _____
- As regards to Delter: Glenfield Office Park, Mertech Building, 1st Floor, Oberon Ave Faerie Glen, Pretoria. Email address: Support@delter.co.za.

Terms and conditions:

- Delter is entitled to charge fees for the Products and Services provided by Delter to the Customer as stipulated in Annexure “A” of this Agreement.
- Every month the Credit Provider/Customer’s account will be debited for Services rendered and will be charged in advance in accordance with clause 7 of the Delter Support Services Agreement, which details are stipulated on the Company Resolution signed by the Credit Provider/Customer’s duly authorised signatories.
- Please provide written proof of banking details.
- Please ensure that the authorised signature(s) that appear(s) at the bottom of this Agreement is the duly authorised signature(s) that also appear(s) on the resolution held by Delter.
- All prices exclude VAT.
- By signing this Agreement, the Customer agrees to the below:
 - The Credit Provider/Customer agrees to be a member of the South African Credit and Risk Reporting Association (“SACRRA”) through Affiliate Lead Group membership.
 - The Credit Provider/ Customer authorises the collection of the membership fees from its bank account as prescribed by SACRRA through Affiliate Lead Group membership.
- By signing this Agreement, the Credit Provider/ Customer further agrees to the credit enquiry activation terms and conditions below:
 - All credit agreements will be shared with the credit bureaus, on a daily and monthly basis. The information shared will include but not be limited to loan registrations, payment profiles and closures as per NCR Regulation 19 (13).
 - The accuracy of data provided by the Credit Provider is reliant on the Customer’s office/branch creating and processing credit enquiry batches on a daily basis.
 - Any data quality matters reported to Delter by the credit bureaus or SACRRA will be communicated via email to the Credit Provider to investigate and resolve.
 - The data quality remains the sole responsibility of the Credit Provider. Queries on data can be directed to Support@delter.co.za.
 - Delter is not responsible for the accuracy of the information retrieved on a credit enquiry result.
 - The Credit Provider is liable for all payments arising from the credit enquiries performed, to be deducted by debit order on the 1st of each month.

Consent, Processing, Warranties and Indemnity:

- The Customer, by ticking this box, gives consent to receive marketing information from Delter and from other companies (“**Affiliates**”) in the Altron Group of which Delter is a member and that its personal information may be used by or on behalf of Delter and such other companies for such purposes.
- The Customer, by ticking this box, warrants that the information furnished in this Agreement and any other agreements with Delter as well as any application for the Products and/or Services, is true, accurate, complete and correct in all respects and undertakes to inform Delter of any changes hereto as well as any facts or circumstances which in future may impact its relationship with Delter as set out herein and agree that Delter may verify the information provided and generally make whatever enquiries it deems necessary from any source whatsoever and may supply information regarding its facility and compliance or otherwise with these terms and conditions, to banks or any credit bureau, subject to any applicable legislation, Code of Conduct or Practice.

Signed on this _____ day of _____ 20__ at _____ and who warrants that he/she is duly authorised to sign this Agreement on behalf of the Customer.

Name _____ Signature: _____

For Office use only:

Signed on this _____ day of _____ 20__ at _____ and who warrants that he/she is duly authorised to sign this Agreement on behalf of Delter.

Name _____ Signature: _____

ANNEXURE A - PRODUCT AND SERVICES SELECTION

PRODUCT/SERVICE	PRICE EXCL. VAT	SELECT
Delfin Installation & Training Fee	R 2200	
Delfin Monthly Rental	R 745	
CRBS (Incl. 1 DBS) Central Reporting & Backup Solution	R 195	
DBS (Delter Backup Solution)	R 195	
Doc Scanning Monthly Rental	R 170	
Webfin Installation & Training	R 2200	
Webfin Monthly Rental (Includes 2 licenses)	R 810	
Webfin Additional License Monthly Rental	R 400	
Webloans Once Off Setup & Design Fee	R 1995	
Webloans Monthly Fee	R 590	
Data Management Monthly Fee	R 45	<input checked="" type="checkbox"/>
Credit Enquiry Only	R 4.95	
Credit Enquiry with Score	R 7.45	
SACRRA Membership	As Per SACRRA sliding scale	
SMS Bundle 500 Credits	R 210	
SMS Bundle 1000 Credits	R 365	
SMS Per Single SMS	R 0.42c	
AHV Bundle 50 Credits	R 290	
AHV Bundle 100 Credits	R 580	
Fingerprint Unit	R 1600	
Signature Pad Unit - Delfin	R 3600	
Insurance Module	R215	
Voice over Internet Protocol ("VOIP") Service - Monthly Delter Module Fee	R 100	
VOIP Service - Monthly Trunk Fee (for a single trunk with one number per branch)	R 70	
VOIP Service- Call Fees (Call fee is charged per second to all network providers)	R 0.014	
VOIP Service- PBX (including one trunk)	R 250	

INTEGRATIONS

PRODUCT	SERVICE PROVIDER	SELECT
Insurance		
Payment System		
Legal Soft Debt Collection System		
Other (Please Specify)		

EXTRA INFORMATION

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INVOICE / STATEMENT DETAILS

Contact Name:	
Email Address:	

Note: Invoice sent per e-mail to yourselves monthly on the 23rd of each month

For Official use only by the sales representative:

By signing the following, I acknowledge that I have seen the original Agreement and that the person signing this Agreement on behalf of the Customer is the authorized person to represent the Customer contractually

Name _____ Signature: _____ Date: _____