

Credit for education: frequently asked questions (FAQs)

1. What is credit for education?

Credit offered at discounted interest rate over an extended term, that you can use to pay for education. You can only apply through the University of Stellenbosch from their website. If you qualify and your credit is approved, the money will be paid directly to the University of Stellenbosch for you.

2. What are the benefits?

- Enjoy a discounted, fixed interest rate for the term of your loan
- Get up to R250 000 over 84 months
- Save time, no need to visit a branch
- Apply online and get your offer within 5 minutes
- No long waiting periods, payout within 24 – 48 hours
- No further payments need to be made, the credit is paid directly to the educational institution for you

3. What is the maximum amount I could qualify for?

The term and amount that you could qualify for is based on your personal credit profile, salary details and affordability:

- If you get paid monthly you could qualify for up to R250 000
- If you get paid weekly you could qualify for up to R50 000
- If you get paid fortnightly you could qualify for up to R12 000

4. Who could qualify?

To apply for credit, the applicant (you or your parent/s, guardian or sponsor applying on your behalf) must be permanently employed, 18 years or older and have a valid South African ID document/smart ID card. A quote or invoice, not older than 30 days is needed to process your application.

The credit assessment will be based on our credit granting rules and your personal credit profile and affordability. You may also need to provide:

- Your latest 3 consecutive salary slips
- A bank statement showing your latest 3 consecutive salary deposits (only if your salary is not paid into your Capitec account)
- No proof of residential address is needed; however, you may be asked to provide supporting documents to complete your application

For more information, visit capitecbank.co.za.

5. How would I know how much I could qualify for?

Follow the link on the University of Stellenbosch's website and complete 4 easy steps to see how much you could qualify for.

6. Do I need to be a Capitec client to apply?

No, you do not have to be a Capitec client to apply.

7. Can I move my existing loan to Capitec?

You can't use credit for education to settle an existing loan. But if the existing loan reflects on the credit bureau and you qualify for either a Capitec term loan or access facility, it can be settled with the proceeds.

8. What documents do I need to apply?

You will need:

- A standard invoice or quote from the University of Stellenbosch, not older than 30 days
- Valid South African ID document/smart ID card (Must be 18 years or older. If your name and/or surname differs from your identification document, a marriage certificate, divorce court order or name change letter will be required.)
- Your latest 3 consecutive salary slips
- A bank statement showing your latest 3 consecutive salary deposits (only if your salary is not paid into your Capitec account)
- No proof of residential address is needed; however, you may be asked to provide supporting documents to complete your application

9. How is the interest rate calculated?

The interest rate for which you qualify for is based on your personal credit profile, salary details and affordability. Credit for education is offered at a discounted interest rate, which means you'll pay less interest compared to any of our other credit products. Once you've taken credit with us, you can view your interest rate on your statement or agreement.

10. What are the most common reasons my application would be declined?

There could be various reasons as to why your credit application was declined and it could vary from client to client.

The most common decline reasons are:

- Affordability – you do not meet the minimum affordability criteria
- Low credit score – when our standard credit scoring model indicates that the credit score for your application is below the minimum required
- You are under debt administration. Once you are under debt administration, Capitec is not allowed to enter into a credit agreement with you
- One or more of your Capitec accounts have been handed over to an external debt collector previously due to non-payment

11. Can I apply while I'm under debt review?

We unfortunately cannot provide you with credit while you're engaged in the debt review process. Only once you have fully paid up your accounts and the debt counsellor has issued you with a clearance certificate, will you be able to apply for credit again.

12. Can I apply if I am blacklisted?

No, you cannot apply for credit if you are blacklisted.

13. How can I ensure I have a good credit score?

Your credit score is determined by your credit profile. Below are some guidelines on how to build and maintain a good credit score:

- If you are used to paying for everything in cash, it would be a good idea to open some credit facilities in order to demonstrate good credit behaviour
- Make sure you pay your accounts on time, every time. Don't skip payments – even if you pay double the next month, it will negatively affect your credit profile
- Don't be tempted by easy credit. Avoid 'loan sharks' and 'pay day' loans
- Every credit check on your profile is tracked and too many checks will reduce your score – so be mindful of applying for credit everywhere you go
- Make sure you complete any credit application carefully so there are no errors on your credit profile
- If you think you may not be able to pay your loan or account, contact your credit provider to discuss repayment options. Don't ignore the problem

We encourage you to download our free [Money Guide](#) to get tips and learn more about how to manage your money.

14. How can I improve my credit score/record?

A low credit score can be improved by:

- Ensuring that any arrear accounts are brought up to date, and that all defaulted accounts are settled in full. Contact each creditor, if need be, and try to arrange a suitable payment arrangement which would allow you to settle the accounts
- Ensuring that all your remaining accounts are paid on time each month and avoid new credit applications
- It is important to avoid quick, 'pay day' loans as this will reflect on your credit profile and contribute to a lower credit rating
- Once you have done the above, wait for at least 3 – 6 months, maintaining good payment behaviour – for your credit rating to improve before you apply for credit again

15. If I take credit for education and drop out of the course, will the money be refunded and will I incur any fees?

The credit will have to be repaid in full according to the Capitec credit agreement signed.

16. Can I use credit for education to pay for other fees like text books?

If the textbooks are supplied by the University of Stellenbosch and can form part of the invoice payable for tuition fees, you could use the credit to pay for textbooks. However, if the textbooks are supplied by an alternative supplier and/or requires a separate payment, you cannot use the credit to pay for it.

17. What is the difference between credit for education and a term loan/personal loan or a student loan?

Credit for education is used specifically for an education need. You can only apply through the University of Stellenbosch's website. If you qualify and your credit is approved, the money will be paid directly to the University of Stellenbosch for you. It can be used as a student loan to pay for tuition fees. A term loan or personal loan can be used for various needs and the money is paid into the client's bank account on approval, but you won't receive a discounted interest rate or an extended term.

18. Where can I apply? Can I visit a Capitec branch?

You can apply online or get an estimate to see if you qualify directly from the University of Stellenbosch's website. Complete 4 easy steps to see if you qualify. If you do, one of our

consultants will contact you within 48 hours to complete your application. You can't apply at a Capitec branch or through the credit estimate on the Capitec website.

19. How soon will I get the money?

Once your application has been approved, you just have to approve your DebiCheck debit order and then the money will be paid directly to the University of Stellenbosch for you.

20. Is the money paid directly to the University of Stellenbosch?

Yes, the money will be paid directly to the University of Stellenbosch using the bank account details provided on the invoice.

21. What is the cost (interest rate, monthly fee)?

The interest rate for which you qualify for is based on your personal credit profile and affordability. Credit for education is offered at a discounted interest rate, which means you'll pay less interest compared to any of our other credit products. Once you've taken credit with us, you can view your interest rate on your statement or agreement.

22. How do I complete my application online after doing an estimate?

Once you've completed the online estimate steps, you'll have the option to choose **I'm interested** or **Cancel**. If you'd like to go ahead with the credit application, choose **I'm interested** and one of our consultants will contact you within 48 hours to complete your application.

23. How do I finalise my application?

Ensure that you send all of the required documents through to us so that we can pay out the proceeds of your loan. This includes the final standard invoice or quote from the partner, not older than 30 days which you can send to CreditDocuments@capitecbank.co.za. Please ensure the quote you send is the final one.

24. Who can complete the application?

The applicant must complete the application themselves through the University of Stellenbosch's website. For your own safety and the protection of your personal information, nobody else should complete the application on your behalf.

25. Where can I direct my queries to?

You can call us on **0860 66 77 89**, Monday – Friday 8am – 6pm or Saturdays 8am – 1pm.