

Invested in driving your story

Your story matters



The background is a solid red color. Overlaid on this are dark red, stylized road lines that form a complex network of curves, loops, and intersections. Scattered throughout this network are small, simplified icons of cars in white and dark red, appearing to travel along the roads. The overall style is graphic and modern.

**Every journey becomes
a story. Let's write
yours together.**

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Partnering for progress: Driving the next chapter in automotive excellence

What does it take to write the next chapter in the automotive industry, grow an economy, and drive a country and continent forward? It takes bravery, dedication, passion, vision and expertise. It takes a bank that sees and understands your story. A bank that's a real partner to you and your business.

It takes a bank that's **invested in moving your story forward.**

At Absa, we partner with automotive industry pioneers, dealers, original equipment manufacturers and thought leaders to create powerful networks that drive global innovation and accessibility.

Our offerings range from bespoke products to advanced digital solutions driven by cutting-edge technology, meticulously designed and tailored to enhance your business's competitiveness and sustainability.

But our partnerships extend far beyond business. When you partner with Absa, the bank of the automotive industry, you gain access to trusted expertise across key divisions.

While our state-of-the-art technology supports industry transformation, it's when it's combined with our people that the magic of our human-centred empathy comes alive. We have hundreds of experts and professionals you can rely on – real partners in the boardrooms, on production lines and on showroom floors standing by your side, ensuring your success.

Because your success is our success.

Absa is your strategic partner in growth. We believe in the transformative power of our partnerships and the limitless potential they unlock. We're here with you every step of the way and we're invested in helping your story gain momentum.

Join us as we write the next chapter of the automotive industry, together

Charl Potgieter,
Managing Executive: Absa Vehicle and Asset Finance



Footprint

Absa at a glance

We're a Pan-African group inspired by the people we serve. We're determined to be a group that's respected globally and which Africa can be proud of, with **over a century of expertise on the continent to guide your way.**



11.8 million
Customers



15
Countires



ZAR 164 billion
Market capitalisation



36 706
Employees



12
Markets in Africa



**Headquartered in
Johannesburg**
South Africa

We're a diversified financial services provider listed on the JSE Limited, dedicated to transcending boundaries and fostering connections across cultures. With a firm belief in African ingenuity, we forge bold partnerships to deliver real results. Rooted in our heritage, we're driven by innovation and committed to realising the continent's aspirations.

From retail and business banking to investment and insurance, our integrated suite of services adds value at every step. Guided by purpose and values, we're committed to realising your African vision.

We follow a proven partnership approach in delivering a seamless implementation.

Absa's South African footprint

We have the most extensive local distribution network in South Africa.

At the end of June 2023, we had 999 branches/outlets, and 6 449 ATMs across Africa. In South Africa, we have 619 branches/outlets and 5 376 ATMs.

9

Provinces

619

Branches/ Outlets

5 376

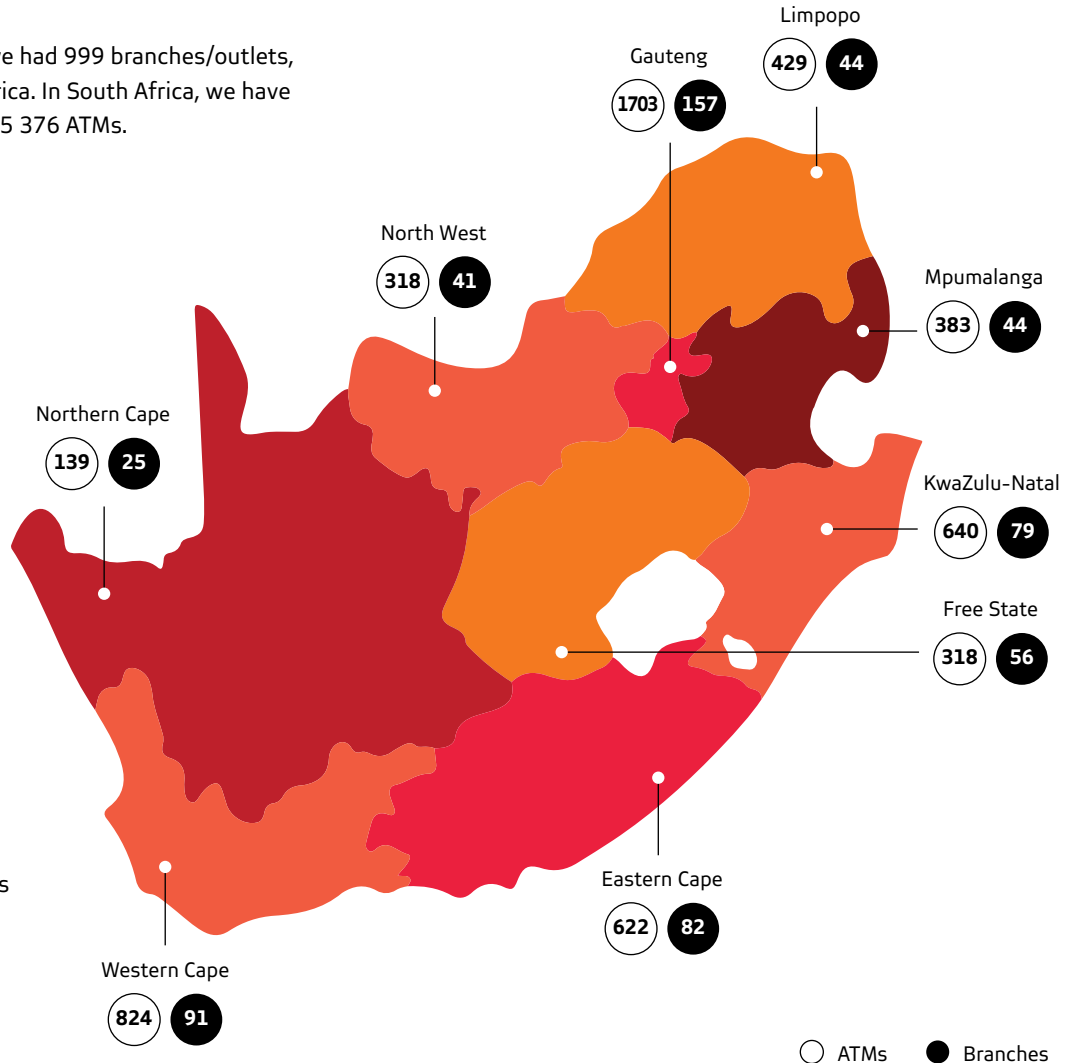
ATMs

26 887

Employess

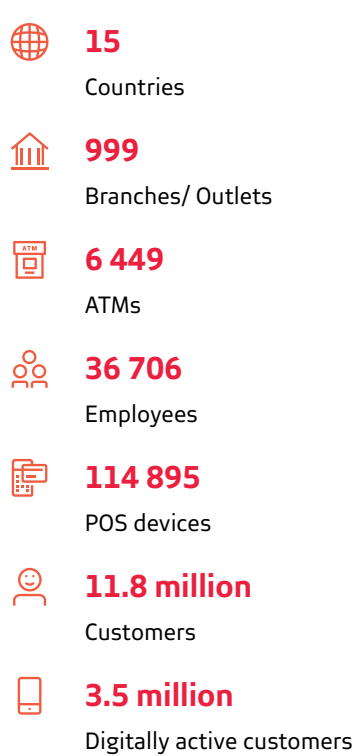
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Point-of-sale (POS) devices



Our presence in Africa

Absa serves customers through an extensive branch and self-service terminal network, digital channels, financial advisers and relationship bankers as well as dealerships, originators, alliances and joint ventures.



Country	Employees	POS	ATMs	Branches	Founded
 Botswana	1 073	4 810	114	32	1950
 Ghana	1 187	1 361	166	52	1917
 Kenya	2 304	5 318	194	83	1916
 Mauritius	754	1 585	38	9	1919
 Mozambique	767	1 473	93	45	2002
 Seychelles	270	2 060	22	6	1959
 South Africa	26 887	104 877	5 376	619	1986
 Tanzania	1 478	1 418	242	62	1925
 Uganda	922	2 124	79	39	1927
 Zambia	786	2 720	104	32	1918

1 Banks are wholly owned apart from the following in which we hold majority stakes: Botswana 67.8%, Kenya 68.5%, Mozambique 98.7%, National Bank of Commerce (NBC) Tanzania 55% and Seychelles 99.8%. **2** Absa Bank Tanzania (ABT) and NBC combined. **3** Representative office. **4** Technical (technology) support resources to the Group. **5** Securities entity. **6** South Africa 9.7 million and Absa Regional Operations (ARO) 1.7 million customers. Date: June 2023

Why Absa Group Limited in Africa?

Why Absa Group Limited?	Strong regional commitment	<ul style="list-style-type: none">Africa is key to Absa’s strategy.
	Long track record and experience	<ul style="list-style-type: none">Our strength is backed by over 100 years’ experience on the continent. This gives us a robust understanding of regulatory and market practices, which our clients find invaluable.
	Fully local, fully regional operating model	<ul style="list-style-type: none">Regionally coordinated coverage model.Largest branch network compared to competitors.In-depth knowledge of local regulations, legal requirements and market practice.
	Committed product investment plan	<ul style="list-style-type: none">Connectivity channels across internet, SWIFT and host-to-host platforms.Leading innovation drive (e.g. mobile and cashless banking).Streamlining documents, billing and service infrastructure.
	Award-winning franchise	<ul style="list-style-type: none">One of the most respected banks in Africa.Regularly win awards, recognising devotion to customer service and product quality.

Key value-adds

- Regional and local coverage to ensure comprehensive and consistent service levels.
- Competitive margins and tariffs.
- Highly experienced and knowledgeable local staff available to guide on all operational and regulatory matters and to facilitate interactions with central banks in all our markets.

Corporate and Investment Banking (CIB) global offering

Our vision is to be a leading Pan-African
Corporate and Investment Bank

Global offering



Leverage strengths

- Financing
- Structuring
- Fixed-income trading
- Collections (physical and electronic cash handling)
- Risk management solutions

Invest to grow Pan-Africa

- Transactional banking channels
- Payments platform
- Trade finance
- Custody and trustee services
- Foreign exchange
- Global connectivity

Our global clients benefit from:

- A proudly African bank with **global connectivity**.
- A differentiated local proposition with a **proven track record** in presence markets.
- Skilled on-the-ground **expertise**.
- A **single point of contact** for Pan-African business.
- **Direct engagement** where your decision-making happens.
- **Thought leadership** on key sectors and operations at the core of your Africa strategy.
- Over **100 years' of experience** on the African continent for seamless local execution.
- Robust **understanding of each unique environment** and associated risks, thereby offering a differentiated service and experience.
- In-depth **knowledge of regulatory** and market practices across Africa.
- Effective control via our **globally competitive treasury** management solutions.
- The ability to **turn risks into opportunities** through aligned delivery – our unique solutions across your value chain provide you with confidence and comfort to best serve and deliver on the needs of your colleagues and your clients.
- Leading industry and product expertise, with substantial product **research and development (R&D) investments**.
- A focus on bringing the **best of innovation** to our clients through dedicated teams.

Global offering

Bringing our African ingenuity to key global corridors.

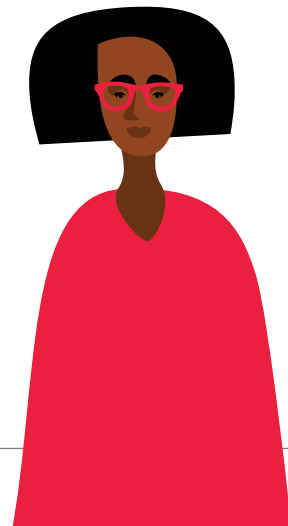
We know that you want to benefit from a globally connected banking partner who can understand the thinking that emanates from your global headquarters, with local execution that takes place in Africa.

Our extensive experience and deep local knowledge are underpinned by our global standards and robust governance to bring you optimal returns. We're your partner in turning risks into opportunities by working at the core of your Africa strategy and facilitating your growth by broadening your access to Africa.

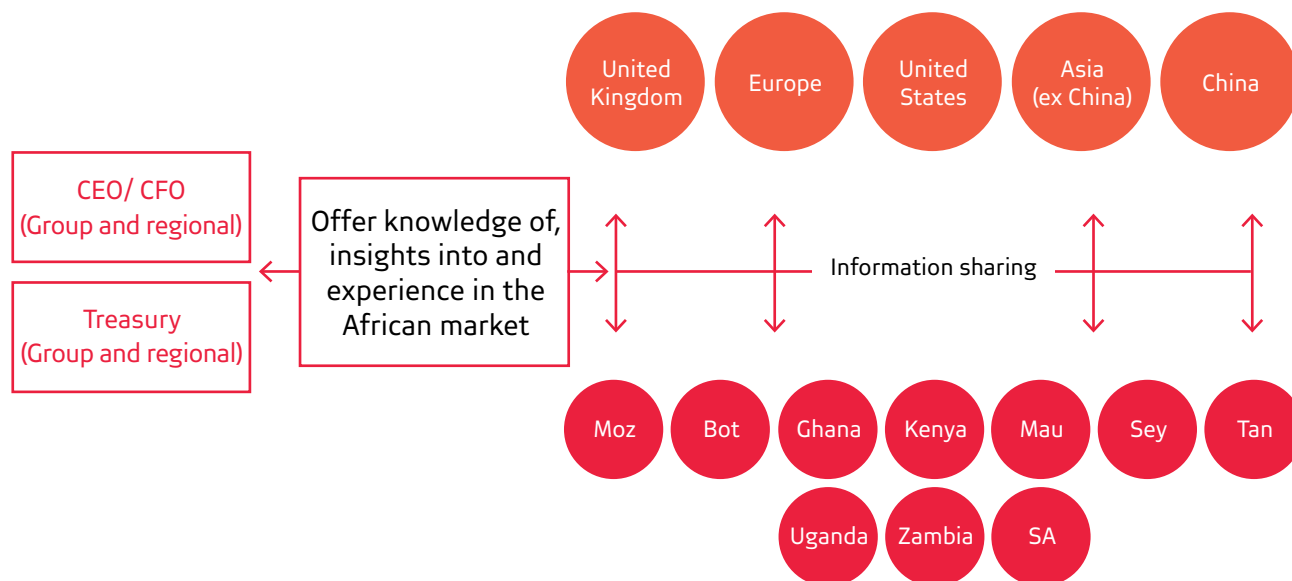
As a proudly African bank with global connectivity and a differentiated local proposition, we pride ourselves on our ability to offer you skilled expertise as a single point of contact, at a location where your decision-making happens.

Our proximity to your operations will give you the confidence that you're at the right place.

This Absa office houses a team of specialists that offer knowledge and insights to give you a seamless experience in your Africa growth strategy.



The Absa's international model has been designed to support clients at each level of their operating model:



Africa CIB capabilities

Our vision is to be a leading Pan-African corporate and investment bank.

We've created client-centric value propositions designed to enhance our clients' competitiveness and sustainability, which ultimately leads to lifetime value in your partnership with us. These partnerships focus on your business's lifecycle needs, overlaid with comprehensive appreciation of your treasury strategy and underpinned by a sector overlay to position your business for future success in Africa.

Our products support your business across the following needs:



Payment solutions

Efficiency and increased control via sophisticated payment solutions.



Managing risk

Local expertise that drives a deep understanding of the risk landscape.



Working capital

Easy payment cycles and guarantee supply chain continuity.



Global markets

Comprehensive cross-asset class solutions to global and local institutional clients.



Funding development

Designed to realise your growth aspirations.



Growing your market

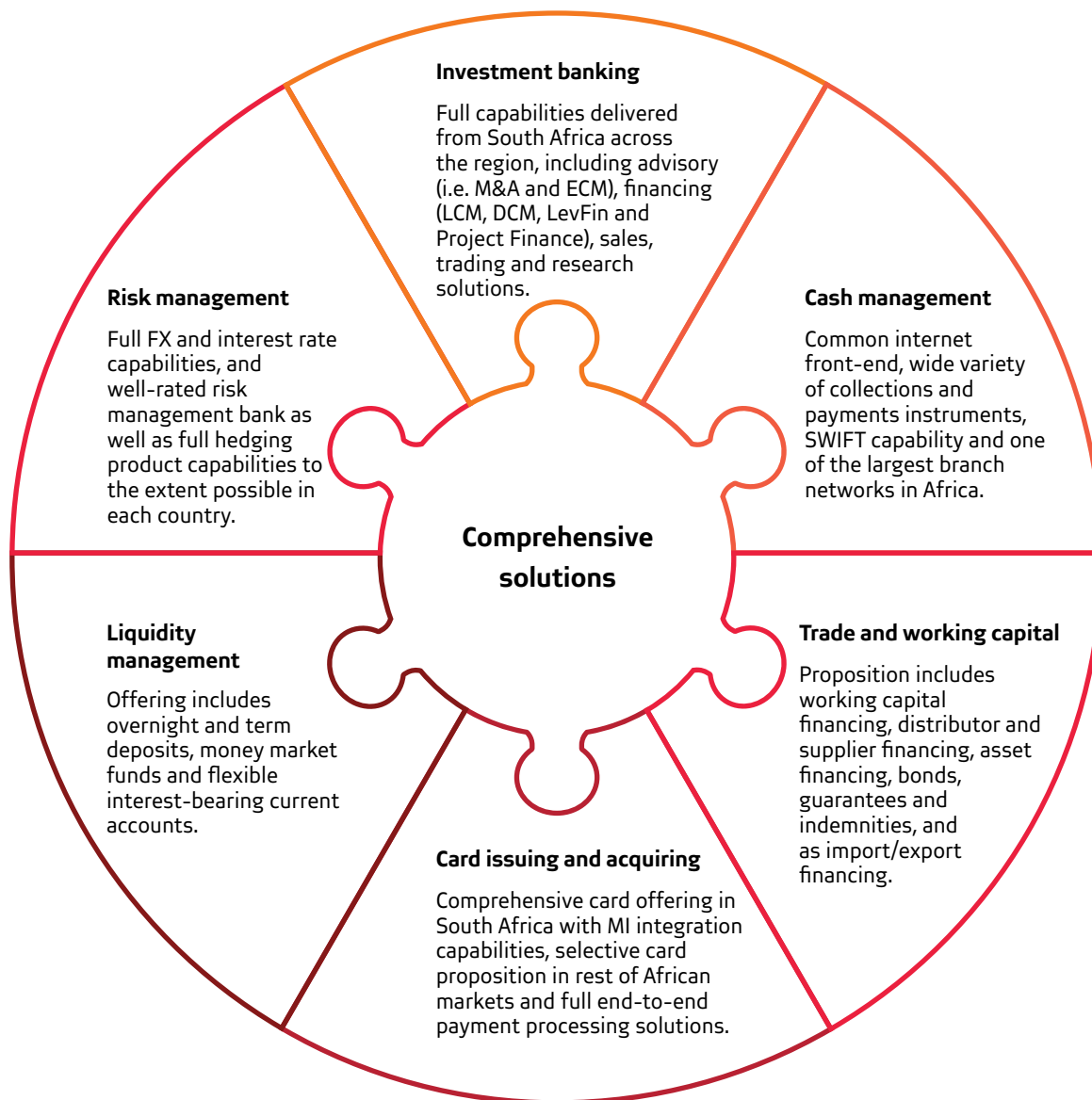
Working as a trustworthy partner to grow your market.



Collections solutions

A suite of solutions suited to the needs of your market.

We're sector specialists across 12 major markets in Africa, with a focus on agriculture, consumer goods and services, natural resources (including oil, gas and mining), construction, financial services, power, utilities and infrastructure.



Africa CIB capabilities

Strong presence across 10 markets.

Country	Debt	Liquid. man.	Cash man.	Receivables	Trade	Risk man.	Card issue	Card acquire	Inv. bank
 Botswana	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Ghana	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Kenya	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Mauritius	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Mozambique	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Seychelles	✓	✓	✓	✗	✓	✓	✗	✓	✓
 South Africa	✓	✓	✓	✓	✓	✓	✓	✓	✓
 Tanzania	✓	✓	✓	✗	✓	✓	✓	✓	✓
 Uganda	✓	✓	✓	✓	✓	✓	✓	✓	✓
 Zambia	✓	✓	✓	✓	✓	✓	✓	✓	✓

Comprehensive solutions

Solutions from headquarters, down to the last mile.

Headquarters

Foreign Exchange (FX):

Expertise across the suite of FX products (spot, forwards and options), including a presence on all platforms (360T, FXALL and Bloomberg) and the ability to directly execute many currencies through a central portal or with each country.

Investment Banking:

Capability services include advisory – i.e. mergers and acquisitions (M&A) and enterprise content management (ECM) – and financing – i.e. [LCM in full] (LCM), [DCM in full] (DCM), leveraged finance (LevFin) and project finance.

Securities:

Access to New York-based Absa Securities US Inc for fixed-income and equities trading.

Research:

Extensive market research published regularly and ad hoc, including conference calls for key topics of interest.

Employees

Workplace Banking:

Banking solutions for staff, including preferable mortgage rates, financial education, wealth and investment management, insurance, and premier banking.

“Last mile” (vendors, suppliers and field operations)

Mobile banking:

Bulk mobile solutions available in all markets where mobile banking is present.

Prepaid cards:

Single and multiple use cards available in local and foreign currencies (e.g. USD, GBP and EUR).

Supply chain development:

Ability to work with the vendors in a corporate's value chain to support their financing needs

Country Offices

Cash management:

Access to web-based online platforms, host connectivity, SWIFT capability and one of the largest branch networks in Africa, servicing extensive collections and payments instructions.

Liquidity management:

Overnight and term deposits, money market funds and flexible interest-bearing current accounts.

Trade and working capital:

Working capital financing, distributor and supplier financing, asset financing, bonds, guarantees and indemnities, and import/export financing.

Card issuing and acquiring:

Full end-to-end payment processing solutions including management information (MI) integration capabilities.

Absa servicing China's major corporate clients in Africa

Information and
communication technology
(ICT)
通讯行业

Energy mining infrastructure
能源、矿业、基建

Manufacturing
制造业

Financial institution (FI) and
non-bank financial institution (NBFi)
金融机构

ZTE

**CHIFENG
GOLD**

Sunda International

中国出口信用保险公司
CHINA EXPORT & CREDIT INSURANCE CORPORATION

HUAWEI

HBIS
河北钢铁集团

KEDA

中国进出口银行
THE EXPORT-IMPORT BANK OF CHINA

StarTimes

金诚信矿业管理股份有限公司
JCHX MINING MANAGEMENT CO., LTD

华新水泥
HUAXIN CEMENT

国家开发银行
CHINA DEVELOPMENT BANK

中国有色矿业集团有限公司
China Nonferrous Metal Mining (Group) Co., Ltd.

Sinoma
中国中材

中非发展基金
CHINA-AFRICA DEVELOPMENT FUND

中国中钢集团有限公司
SINOSTEEL GROUP CORPORATION LIMITED

GOLDWIND

中国工商银行
INDUSTRIAL AND COMMERCIAL BANK OF CHINA

PENGXIN®
鹏欣集团

北汽集团
BAIC Group

中国农业银行
AGRICULTURAL BANK OF CHINA

中国电建
POWERCHINA

CHERY

中国银行
BANK OF CHINA

国家能源集团
CHN ENERGY

中国建设银行
China Construction Bank

交通银行
BANK OF COMMUNICATIONS

招商银行
CHINA MERCHANTS BANK

UnionPay
银联

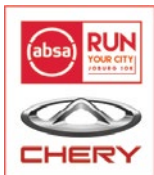
**Partnership capabilities and
experience**

Our growth objectives are visible in the market

By being closer to our customers and, in our industry, closer to South Africa's vehicle importers, manufacturers and dealers.



Absa Vehicle and Asset Finance collaboration with automotive industry clients in South Africa



Comprehensive solutions available to partnerships

Absa offers tailor-made vehicle finance solutions and supporting insurance and banking products.



Vehicle finance



Taxi finance



Commercial asset finance



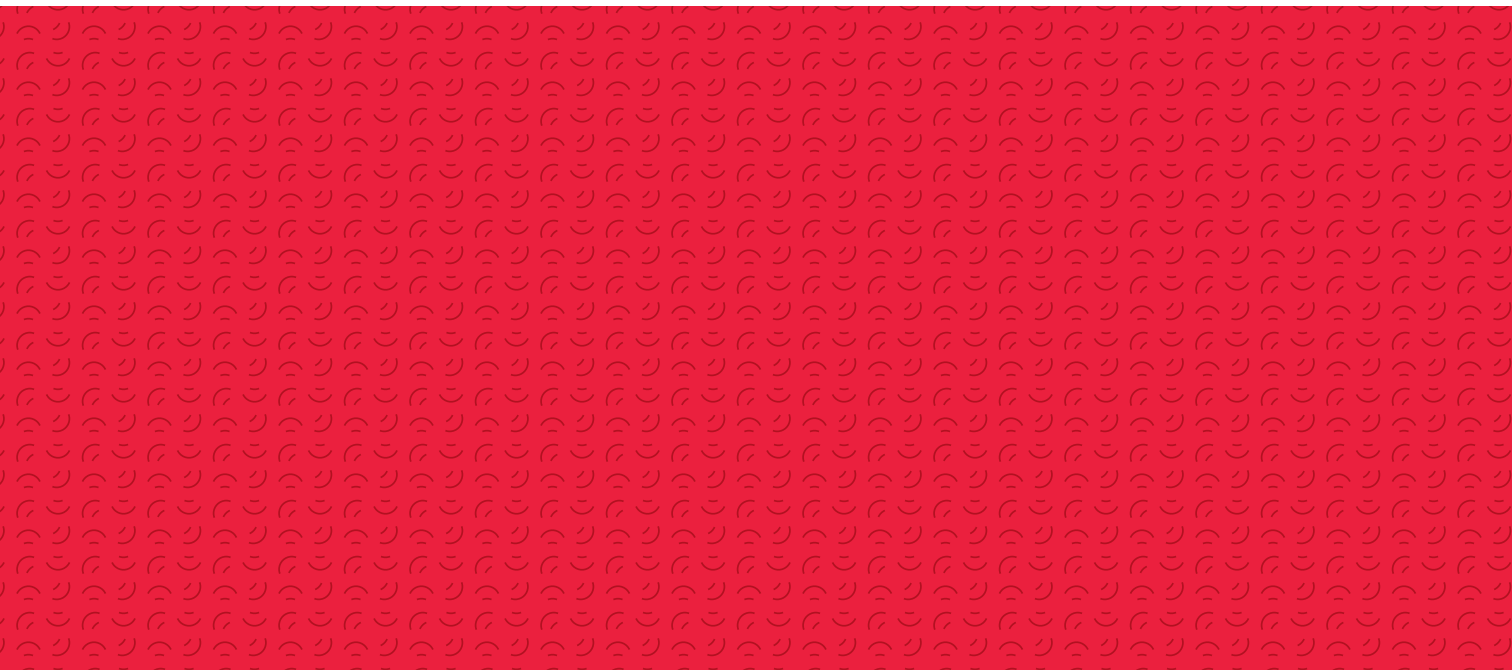
Wholesale finance

Consumer finance

- Instalment sale with or without balloon options, up to 96 months
- Guaranteed future value products
- Bespoke products for taxis
- Digital sales and service
- Physical dealer, workplace, branch and shopping centre activations.

Wholesale finance

- Easy integration between the dealer and OEM
- Fleet disposal solution
- Automated processes and reporting
- Risk management
- App-driven on the dealer floor with remote purchasing.
- Immediate settlements.





Insurance and value-added products

Insurance

- Leveraged partnership models with three insurance providers
- Comprehensive insurance
- Credit shortfall cover
- Credit protection plans
- Extended mechanical warranties.



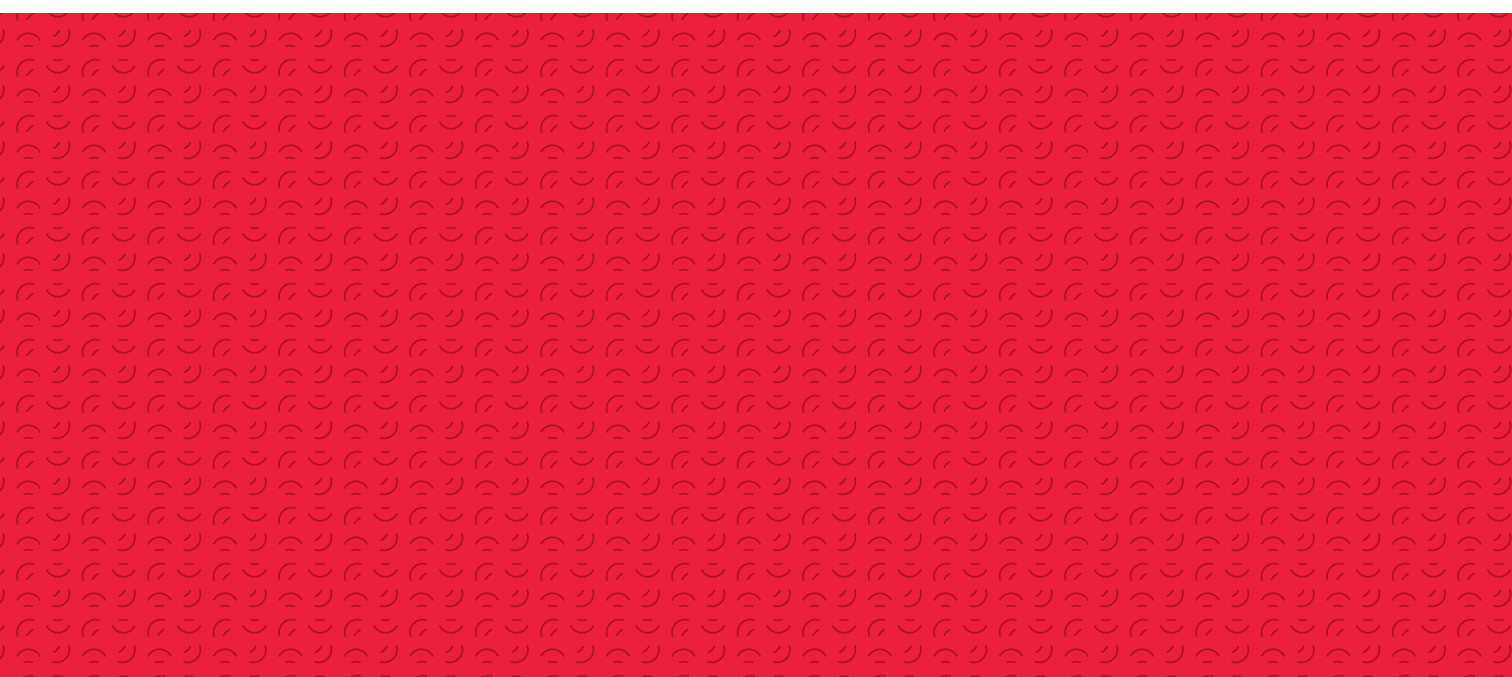
Fleet management

Vehicle maintenance solution

- South African corporate client footprint
- Guaranteed future values and asset operational risk underwriting
- Vehicle second-life leasing and re-marketing
- Operating leases and long-term rentals.

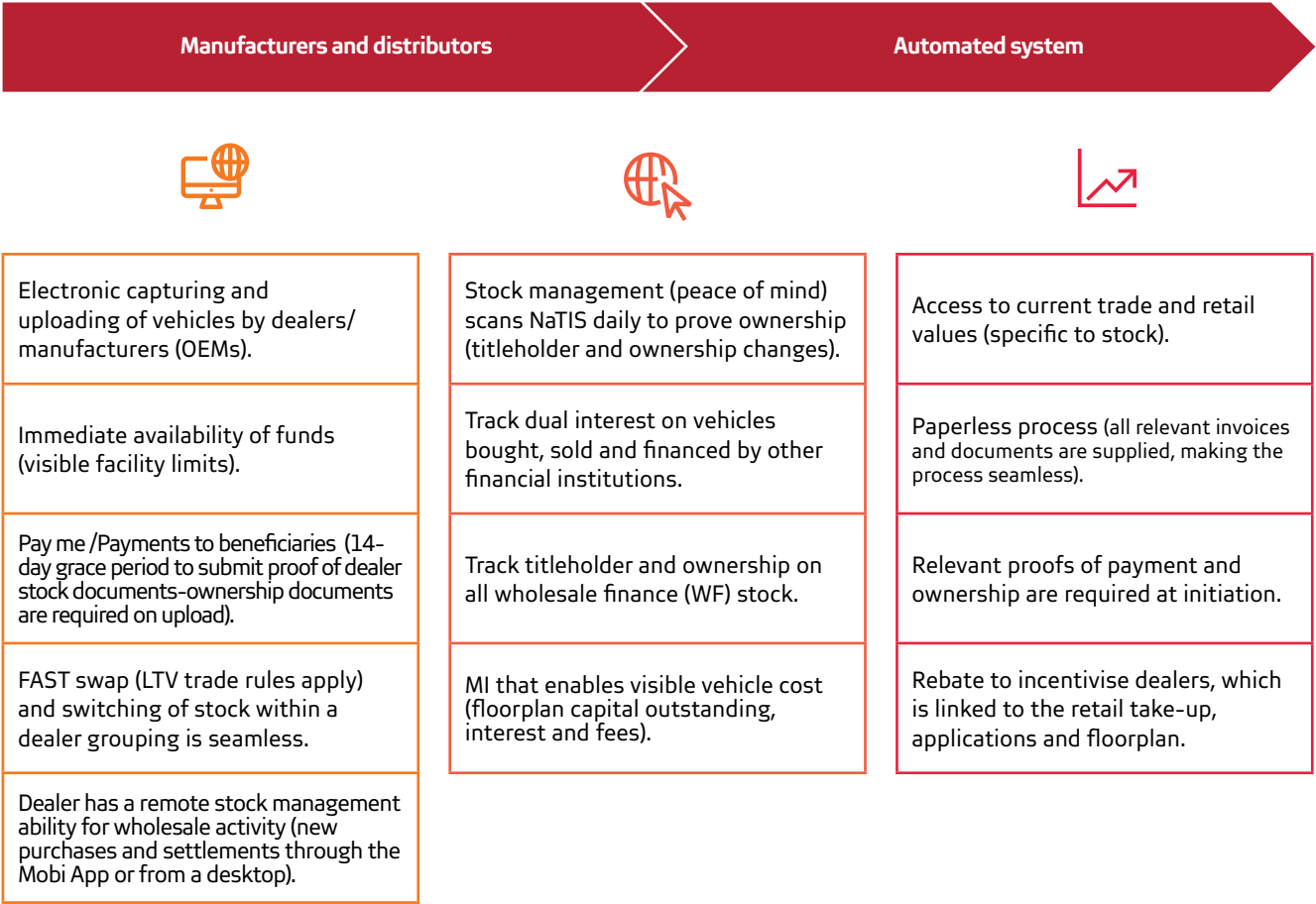


Fleet card



Wholesale finance (floorplans) features and benefits

Absa offers tailor-made vehicle finance solutions and supporting insurance and banking products.





Easy to install.
Single sign-on (SSO).
View floorplan balances, availability of funds and vehicles to settle on landing page – single customer view.
Online settlement of active vehicles is available on login.
Vehicle settled – online availability of settlement letters and transfer of ownership letters.
Instant convenient and in real time.



Ability to purchase vehicle remotely.
Scan vehicles with mobile device.
Submit scanned vehicles to floorplan.
Same-day payment authorised to banks and beneficiaries.
Add supporting document to the vehicle application.
Mandate management.



Absa partnership

A partnership between the manufacturer and Absa will provide finance for your vehicles, with Absa Vehicle Finance performing the administrative, credit-vetting and collection functions. By creating this partnership, both parties can protect and grow their respective market shares in the vehicle sales market.

Features of a financial services partnership



Joint initiatives between the manufacturer and Absa to retain customers within a single brand.



Access to new markets and distribution networks in South Africa.



Immediate benefit through access to increased financial services people and process capacity and expertise.



Sharing of expertise and the benefit of scale from both organisations.



Access to Absa's customer database to market products.



Ability to join forces in research and development.



Funding peace of mind.



Insurance, wholesale, and retail solutions at competitive rates.

Partnerships compared

The difference in construct and the reasons for it

“OEM “ Financial Services Ltd.	“OEM” Finance, supported by Absa.
Exclusive arrangement that requires equity investment from both parties	Additive principle: The alliance profit share is based on the additional revenue that has been generated since the alliance’s establishment.
Combined OEM and finance product offering creates positive selection that supports high market share and a more profitable finance entity.	The profit share is an economic profit (after cost of capital). It is paid in line with Absa Vehicle and Asset Finance’s market share achievement with the OEMs, which depends on the OEMs’ ability to direct finance applications into the alliance.
The credit model applied in the joint venture (JV) is tailor-made to the customer and asset profile.	The pricing and credit appetite is based on Absa Vehicle and Asset Finance’s model with a unique consideration for the OEM franchise dealers.
Both parties provide dedicated front and back office capacity based on agreed roles from each JV entity, while leveraging from the existing scale.	Service model is part of the Absa Vehicle and Asset Finance front and back office with white-labelled contracts and branded, “OEM Finance, supported by Absa”.
Dedicated in and outbound service channels and documents using JV name “OEM Financial Services” in all voice, email and other customer and dealer communications.	A separate company code is created in Absa to separate the alliance performance from the rest of Absa. All OEM franchise dealer codes are linked to this company code.
Customers are ringfenced into the JV to ensure retention efforts are JV exclusive while offering access to the existing customer base for marketing and campaigns.	Customers are ringfenced for retention, which only “OEM” franchise dealers can participate in.
Finance products for both new and used vehicles “OEM” franchised dealerships.	Normally doesn’t include profit share in all financial services products (i.e. wholesale and insurance).
Required size to justify the investment: Reasonable prospect of being a top five South African OEM with around 40% market share on the new funding rate, similar to Absa Vehicle and Asset Finance.	
All financial services products can be considered for inclusion in the JV, including wholesale finance, insurance and dealership funding.	

FASTBuy

FASTBuy is a wholesale product/service that enables wholesale dealers to exclusively bid and acquire FASTBuy vehicles by using their wholesale facility (floorplan).



End-to-end electronic system (not an auction).



Absa AVAF retail customers contact call centre for settlements.



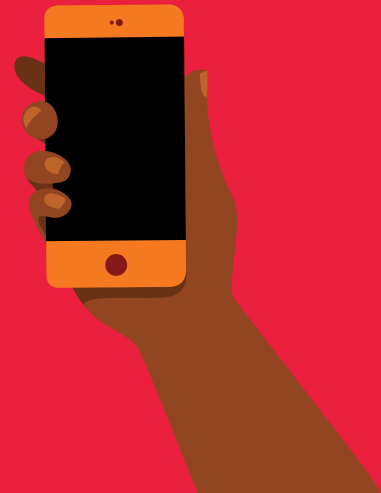
Absa Fleet vehicles end of term (full-maintenance lease vehicles).



HelpUSell – pre-legal accounts.

Wholesale finance dealers

- Customers can transact safely and transparently on the FASTBuy platform, which provides access to Absa's wholesale finance dealers.
- This enables wholesale finance dealers to acquire pre-validated stock.
- If a dealer is satisfied with the condition based on the photos and the inspection, a final offer can be made whereby the funds are reserved in the dealer wholesale facility.
- The user will then be required to type in an OTP that was sent to his mobile number.



Insurance

About Absa Insurance Company (AIC)

AIC claims to be the leading digitally-enabled bancassurer in Africa... with heart.

Deliver a superior product experience at key moments for our clients, thereby broadening franchise value and remaining sustainable and competitive.

About

- 31 years experienced South African Bancassurer
- Omni-channel distribution
- 770 colleagues
- Fit for-purpose propositions
- We protect legacies...with heart

2023 financial overview

- R3.7 billion in gross written premium
- R191 million in headline earnings
- R2.1 billion paid in claims
- R1.6 billion in net assets

Market position

- **Winner** – 2022 and 2023 SAMBRA Awards for:
 - Best Insurance Payer
 - Best Claims Service
 - Best Insurer
- Certified **Top Employer in Africa** by the Top Employers Institute (recognised in South Africa, Ghana, Botswana, Kenya and Zambia)
- **Second place:**
 - Forbes Best Vehicle Insurer in South Africa
 - Customer Service Excellence at the Ask Afrika Orange Index Awards

2024 strategy

Focus areas:

- Closer to the Bank (bancassurance model)
- Closer to Colleagues (invest in people)
- Closer to Customer (product and customer experience)
- Simplify, Digitise and Optimise
- Be a Force for Good

Product composition

Our product portfolio enables us to offer unique product features and provide customers with a variety of options that address various market segments.

Motor Comprehensive cover

- Indirect – personalised call centre offering.
- Activate – comprehensive digital car (telematics) and home insurance offering.

Motor value-added products

- Mechanical Breakdown Warranty
- Scratch and Dent cover
- Booster Warranty
- Credit shortfall – extended cover
- Tyre and Rim cover

Homeowners Insurance

- Fire
- Theft of fixtures and fittings
- Alternative accommodation and loss of rent
- Impact damage
- Power surge
- Burst geysers and pipes
- Home assistance

Commercial Insurance

- Fire
- Public liability
- Theft
- Building
- Motor
- Money and fidelity guarantees
- Office contents
- Machinery
- Glass and goods in transit
- Business interruption
- Stock
- Business all-risk and accidental damage
- Accounts receivable book
- Bodily injury – personal and group

Personal Insurance – package policy

- Comprehensive insurance that covers car, buildings and content
- Absa Plus
- Absa Premium Insure

Product suite

We offer white-label options of the below products. Please feel free to enquire about options and delivery timelines.

Travel Insurance

- Emergency medical and related expenses
 - Personal accident
 - Travel assist services
 - Baggage delay, travel delay and missed connection
 - Legal responsibility to third parties
 - Hijacking
-

Absa Pet Insurance

- Accident cover
 - Hospital cover
 - Classic cover
 - Premium Cover
-

Legal cover

- Basic/Advice
 - Mediation
 - Litigation
-

Gap Medical cover

- Listed procedure enhanced (LPE) Cover
- Silver Cover
- Gold Cover
- Platinum Cover

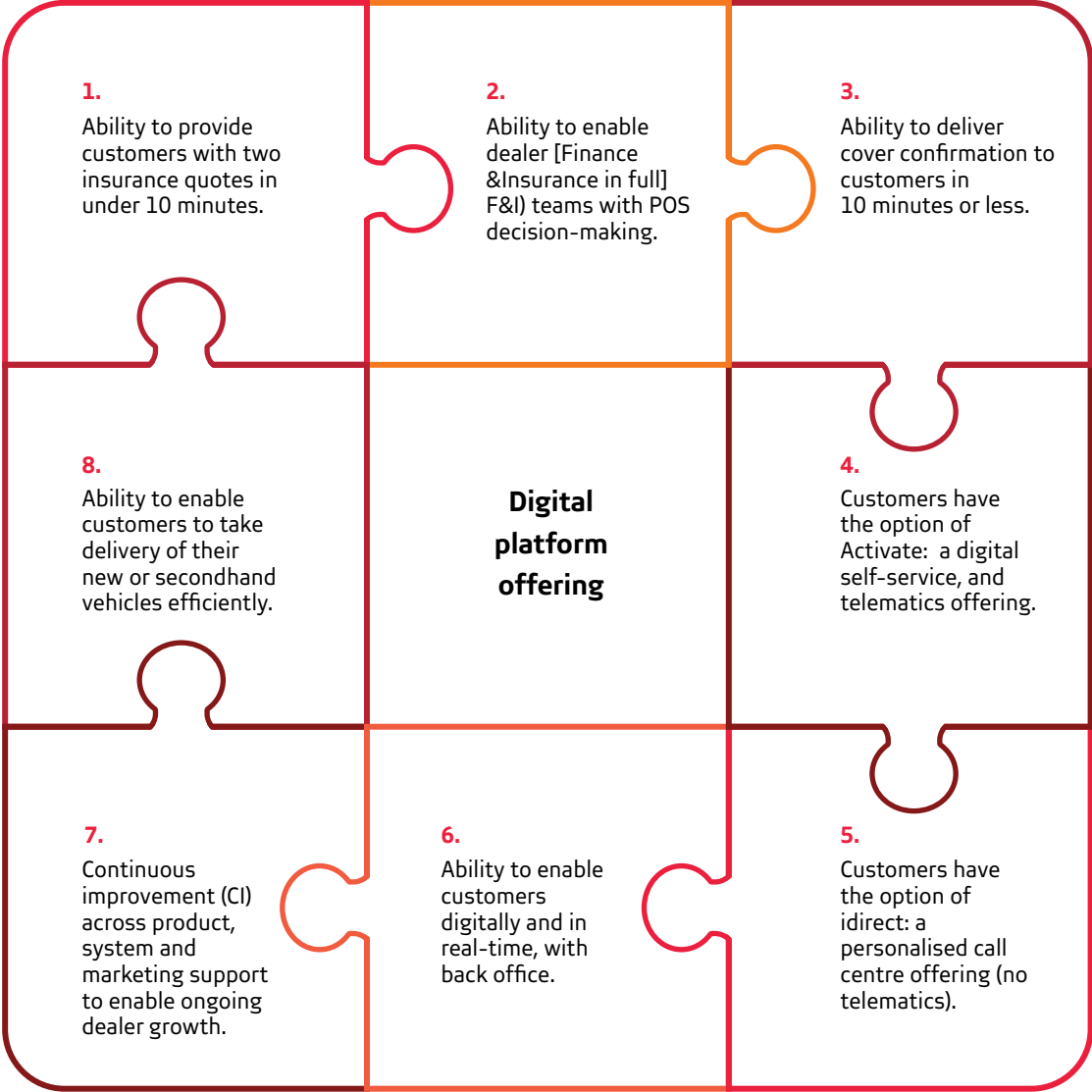


Product and distribution coverage

Product family	Product	Branch	Dealer	Call centre		Digital		Adviser		Intermediated	
		F2F ¹	Dealer	Inbound	Outbound	App	Web ²	F2F ¹	Virtual	Brokers	UMAs
Motor Comprehensive	idirect		✓	✓	✓		✓				
	Activate		✓			✓	✓				
Value-added Products (VAPs)	Extended cover	✓	✓	✓	✓		✓				
	Motor Warranty	✓	✓	✓	✓		✓				
	AIP/AVP				✓						
Building	Homeowners Comprehensive	✓		✓	✓	✓	✓	✓	✓		✓
Commercial	Commercial Insurance			✓	✓			✓	✓	✓	
Pet	Pet Insure					✓				✓	✓
Travel	Travel Insurance			✓	✓						✓
Legal	Legal cover			✓	✓	✓	✓	✓			✓
Medical	Medical Gap cover			✓	✓			✓		✓	✓
Personal Insurance (package policies)	Private Insure Premium Insure Absa Plus			✓	✓			✓	✓	✓	
Personal Insurance (package policies)	Wealth Insure							✓		✓	

1 Face-to-face (In-person) 2 Absa Online (www.absa.co.za)

Motor Comprehensive



Motor Comprehensive Options

Digital quotes

activate

An affordable digital insurance experience

Why Activate?

- Online and app-based cover
- Up to 40% of your premiums back for driving well
- Free telematics device with stolen vehicle recovery
- Open-driver policy
- 24-hour roadside assistance

idirect

A personalised insurance experience

Why idirect?

- Convenient and efficient telephonic service
- Escalating payments after three, four or five claim-free years
- Competitive premiums guaranteed for 12 months
- Fixed excess from as low as R3000
- Open-driver policy
- 24-hour roadside assistance

Our insurance covers accidental damage, damage from riots, fire, theft and destructive weather, and third-party damage.

Motor Comprehensive cover

Intermediated product

Our insurance covers the following:



Accidental damage



Fire



Theft



Destructive weather



Sasria cover

Benefits

- Open-driver policy
- Flat rated for the subsidised or free insurance offerings
- All other sales rated based on risk profile
- 24 hour roadside assistance including:
 - Free towing for mechanical and accident-related breakdowns,
 - Home disaster cover (free call out fee and one hour labour for glaziers, locksmiths, plumbers and electricians); and
 - Four Take Me Home rides per year
- Flexible excess structures
- Optional car hire – to be discussed based on requirement.



Value-added products



Mechanical Breakdown Warranty

Covers unforeseen mechanical and electrical breakdowns.



Booster Warranty

Cover for mechanical and electrical failure and acts as shortfall cover for Pre-owned Warranty.



Tyre and Rim cover

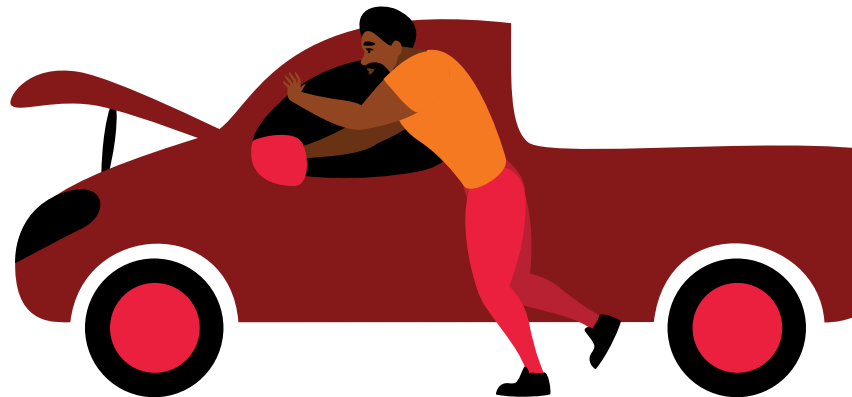


Scratch and Dent cover



Credit Shortfall (Extended cover)

Should your car be written off in an accident or lost as a result of theft or hijacking, this benefit will ensure that you can settle the difference between your outstanding balance on your financed account and your retail or market value as stipulated under your comprehensive policy.



Choice Service Plan

Covers the manufacturer-specified parts, labour and oil required for the periodic servicing of your vehicle, to give you peace of mind

<div>What's covered?<ul style="list-style-type: none">• All routine consecutive servicing of the vehicle (on time or kilometres).• Cover is for a specified number of consecutive services as per the selected plan schedule• Choice of dealership where repairs will be done• There's a capped benefit of R500 per service for all wear and tear items.</div>	<div>Eligibility<ul style="list-style-type: none">• Must be a passenger or light commercial vehicle that's maintained according to roadworthy requirements.• Can't be a taxi or electric, hybrid, rental, exotic, rebuilt (Code 3) or modified (including turbo conversion) vehicle, or a vehicle that is or has been used in any form of motoring competition or sport.</div>
<div>Exclusions<ul style="list-style-type: none">• Please refer to the list of exclusions.• The plan specifically excludes:<ul style="list-style-type: none">• Obtaining fuel,• Engine oil top up; and• Transmission oil, brake fluid and other lubricants and service products required between routine servicing of your vehicle.</div>	<div>Expectations<ul style="list-style-type: none">• Keep the vehicle in good condition• Perform preventative maintenance on the vehicle.• Prevent additional damage.• No racing or rallying• Accurate records of servicing work and distances travelled.• Do not temper with the odometer.</div>
<div>Terms and conditions<ul style="list-style-type: none">• Have the vehicle serviced and do not miss service deadlines.• Follow the claims procedure and use an approved repair facility.• Upon collection, check that the work performed is to your satisfaction.• Immediately inform the Administrator if the odometer fails to operate.• Do not temper with the odometer.</div>	<div>Transfer<ul style="list-style-type: none">• When the plan is fully paid up and you wish to sell your vehicle, you can transfer the plan to the vehicle's new owner.</div>

The Choice Service Plan is not an insurance product and only provides cover for serviceable components as per the vehicle manufacturer's specification and service schedules.

Maintenance Plan

Gives you peace of mind with regard to the servicing and maintenance of your motor vehicle.

<p>What's covered?</p> <ul style="list-style-type: none">• Manufacturer-specified parts.• Labour and oil required for the scheduled servicing and periodic maintenance of your vehicle.	<p>Eligibility</p> <ul style="list-style-type: none">• Must be a passenger or light commercial vehicle that's maintained according to roadworthy requirements.• Can't be a taxi or electric, hybrid, rental, exotic, rebuilt (Code 3) or modified (including turbo conversion) vehicle, or a vehicle that is or has been used in any form of motoring competition or sport.
<p>Exclusions</p> <ul style="list-style-type: none">• Please refer to the list of specific exclusions.• Servicing requirements covered under an in-force active inclusive plan will not be authorised under your Maintenance Plan cover.• The performance of repairs becoming necessary because of mechanical or electrical breakdown, which is covered under a warranty plan, will not be authorised under your Maintenance Plan cover.	<p>Expectations</p> <ul style="list-style-type: none">• Keep the vehicle in good condition.• Perform preventative maintenance on the vehicle.• Prevent additional damage.• No racing or rallying.• Accurate records of servicing work and distances travelled.• Do not temper with the odometer.
<p>Terms and conditions</p> <ul style="list-style-type: none">• Have the vehicle serviced and do not miss service deadlines.• Follow the claims procedure and use an approved repair facility.• Upon collection, check that the work performed is to your satisfaction.• Immediately inform the Administrator if the odometer fails to operate.• Do not temper with the odometer.	<p>Transfer</p> <p>When the plan is fully paid up and you wish to sell your vehicle, you can transfer the plan to the vehicle's new owner.</p>

Absa Vehicle and Asset Finance Credit Life Solution

Credit Life insurance is important because it:

- Provides financial protection for dependants by ensuring that the outstanding debt is paid off;
- Provides peace of mind during times of economic uncertainty; and
- Preserves heirs’ assets.

Features and benefits

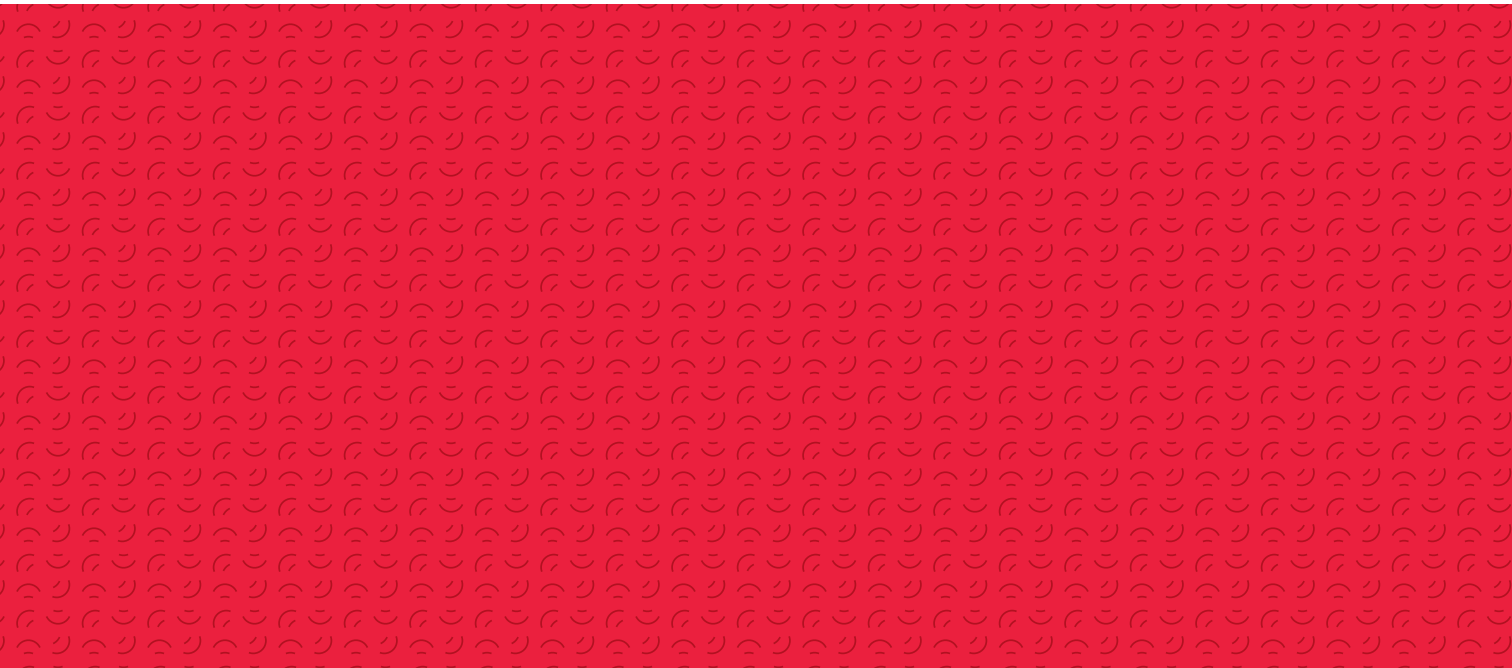
- Up to R2 million sum assured
- Five plans to choose from
- Cover from as little as 90c per R1 000
- No medical tests required
- 12-month pre-existing condition exclusion.

Death and terminal illness

- Settles the total outstanding balance on the vehicle finance account
- No waiting period – cover starts immediately
- No benefit age expiry – cover runs until end of finance agreement with remote purchasing
- Immediate settlements.

Critical illness

- Wide range of critical illnesses covered
- Settles the total outstanding balance on the vehicle finance account
- No waiting period – cover starts immediately
- No benefit age expiry – cover runs until end of finance agreement.



Permanent disability

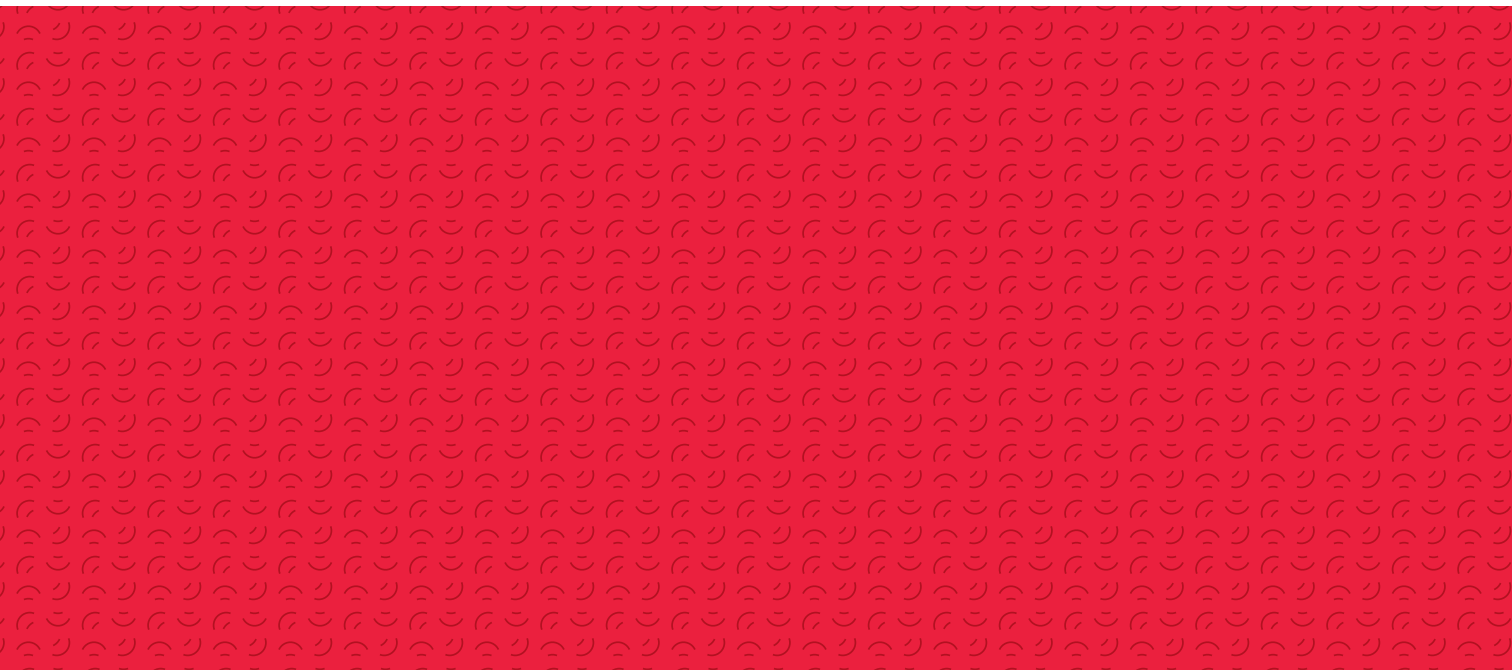
- Settles the total outstanding balance on the vehicle finance account
- No waiting period – cover starts immediately
- No benefit age expiry – cover runs until end of finance agreement.

Temporary disability

- Pays the vehicle instalment for up to 12 months
- No waiting period – cover starts immediately
- No benefit age expiry – cover runs until end of finance agreement
- Operating leases and long-term rentals.

Loss of income

- Pays the vehicle instalment for up to 12 months
- Multiple claims can be submitted
- Three-month waiting period
- Maximum entry age: 59 years
- Benefit expiry age: 65 years.



Employee Care Plan for staff

You may feel a responsibility towards your employees. This plan provides a way to help look after them and their families when tragedy strikes. Some of your employees may not have their own cover as they may not be able to afford it or they may not be able to get cover due to health issues. Group cover is more affordable than individual cover.

Which employees are eligible?

You can cover anyone who is:

- Between 18 and 65 years old.
- Permanently employed or has a contract for six months or more.
- Legally employed in South Africa,
- Actively working 20 or more hours a week, in SA.

Guaranteed

The Employee Care Plan may guarantee a certain amount of full cover to each employee, no matter their state of health. Full cover here means that the benefit is paid even if the cause of death is a pre-existing illness. The rules around guaranteed cover depend on the number of employees that you're covering.

Compulsory

The Employee Care Plan is a compulsory cover plan where all eligible employees will be covered under the policy (existing employees and new joiners).

Life

This benefit pays a cash lump sum to your employee's family when they die. The lump sum is paid to whoever is nominated as the beneficiary, and they can use the cash to settle any debt and pay for things your employee's monthly income used to cover, such as rent, school fees and food.

Occupational disability

The Employee Care Plan may guarantee a certain amount of full cover to each employee, no matter their state of health. Full cover here means that the benefit is paid even if the cause of death is a pre-existing illness. The rules around guaranteed cover depend on the number of employees that you're covering.

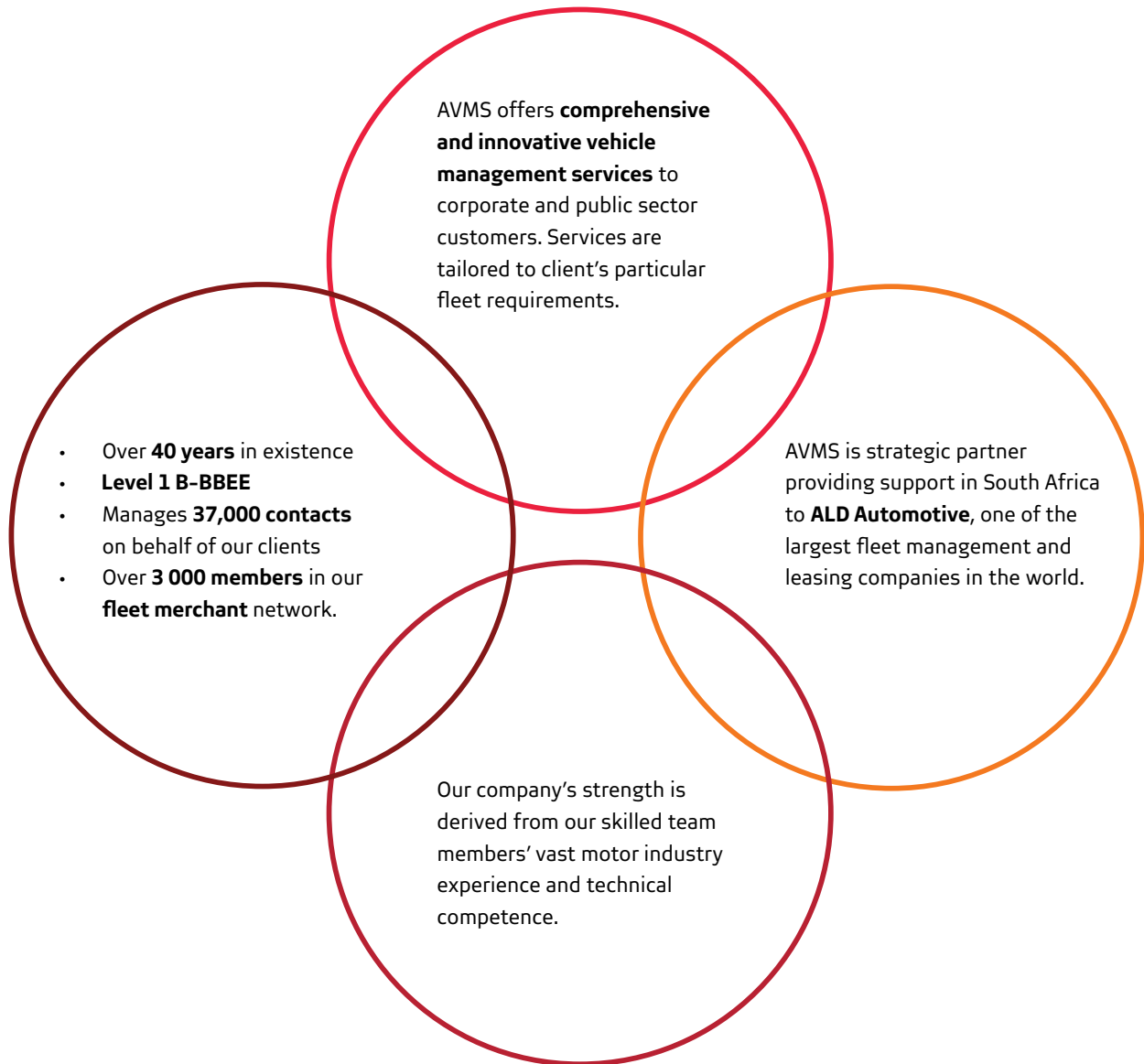
Funeral

Funeral cover is a form of life insurance, which is primarily aimed at covering the costs of a funeral when life insurance might pay out too late. It pays out a cash lump sum within 48 hours of all required information being received (where the claim is valid) and covers the employee, their spouse and all legal children.

Exclusive to Absa customers. To sign up, visit: <https://group.ecareplan.co.za/>

Fleet management services

Leading in fleet solutions



Our value proposition

Fleet solutions

Bespoke end-to-end fleet offerings that form part of an integrated fleet solution to support your business needs.

Our Products:

- Full Maintenance Lease
- Operating Rental
- Managed Maintenance
- Fleet Card
- Fuel Management

Our Value-Added Services:

- Tracking
- Roadside Assistance
- Fines & Licensing

Our Dedicated Support:

- Specialist fleet consultant
- 24/7 Maintenance Authorisation
- 24/7 Fleet Support Centre

Fleet management

Asset lifecycle risk and cost management through experienced service and maintenance support of your fleet, from sourcing to disposal.

 **Vehicle selection**

 **Fleet suppliers**

 **Procurement**

 **Fuel**

 **Service and maintenance**

 **Disposal**

 **Fleet reporting**

Fleet performance

Leveraging our leading industry experience to provide insights to enhance your fleet's management and overall performance.

- Through our extensive fleet industry experience, network and **market-leading solutions**.
- We provide our tailored fleet management capabilities to our **corporate, commercial and public sector** clients.
- By passing on **real cash-flow benefits** in the form of monthly, predictable payments.
- Thereby, **reducing the costs and risks** associated with the management, maintenance and disposal of their fleet.
- Enabling our clients to effectively stay in control of their fleet planning through **fleet insights and reporting**.

Our commitment



Customer service excellence

Extending beyond our full maintenance leasing proposition to a full suite of fleet solutions including training of your staff.



Trusted partener and adviser

As AVMS, we view our relationship with clients as being more than a bank-client relationship. Our differentiator is that we always strive to become a trusted partner and adviser by giving and getting long-term value to and from clients in ways that make it difficult for others to compete.



Understanding needs and expectations

Our partnership approach goes beyond the provision of fleet management services. We strive to differentiate our services by understanding our clients’ needs and expectations.



Client centric approach

Our client-centric approach is evident in our ability to deliver on your requirements. We understand the client ecosystems and provide a holistic solution at every interaction within your organisation.



Shared-value principles

It’s about helping our clients to achieve their ambitions. Our role is to be proactive in providing Shell with innovative and tailored solutions that will enable you to execute on your mandate efficiently and cost effectively.

Leasing products

Our primary leasing products include Operating Rental and Full Maintenance leases.

An Operational Rental is a finance lease that doesn't include maintenance.

A Full Maintenance Lease is a comprehensive, full-suite service, under which:

- We bear the maintenance costs;
- Input VAT on maintenance expenditure is fully recoverable; and
- We provide stable repair and service costs.

The benefits to you are:

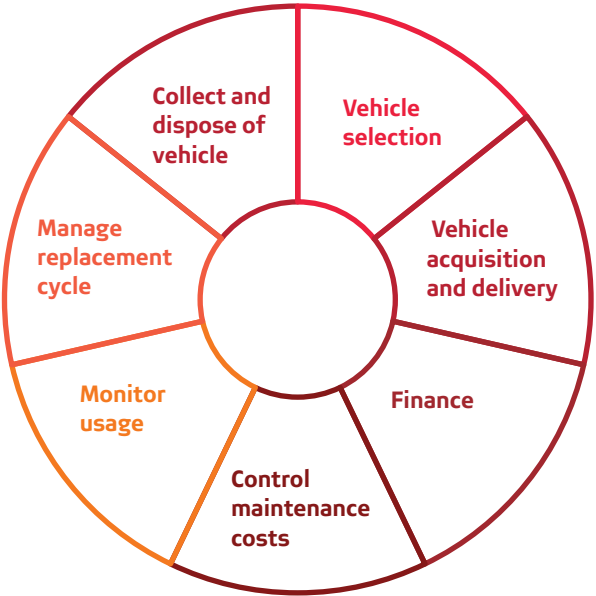
- .1 We carry the residual value risk on all vehicles and dispose of them at the end of the contract, while you simply return the vehicle.
- .2 Your business operations are not affected by used vehicle market fluctuations.
- .3 The fixed terms and cost which facilitate your accurate budgeting and cash-flow forecasting.
- .4 We constantly monitor your fleet and work with you to keep your rentals in line with vehicle use.
- .5 Value-add products can either be fixed or remain variable over the period based on adjusted prime rate at the point in time
- .6 We offer you the convenience of managing your fleet while you manage your business operations.
- .7 Staff expertise in all business areas.



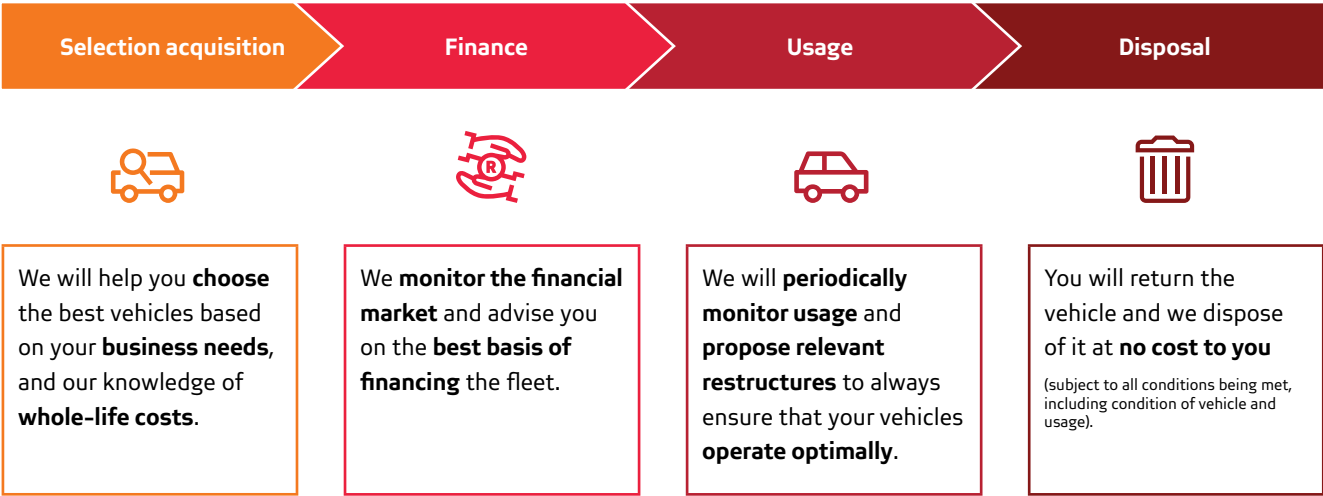
Leasing

What will we do for you?

- Support your end-to-end fleet management lifecycle, from vehicle selection to disposal.
- Manage costs from inception by benchmarking vehicle costs to provide the best choice (based on price and for operational use) throughout the contract, through restructures and at the end of the contract.

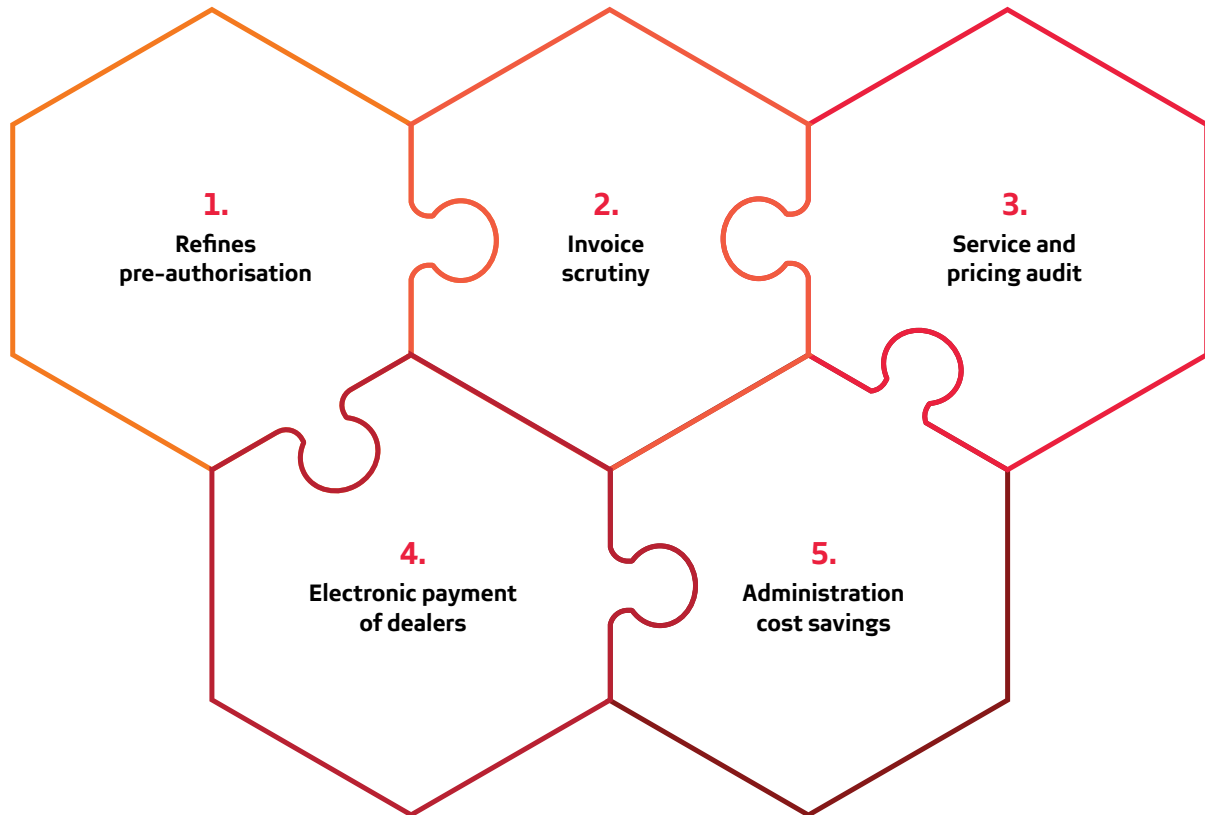


How it works



Managed Maintenance

Our Managed Maintenance service ensures that you only pay the maintenance expenses for the upkeep of your existing fleet, thereby keeping your costs under control. We pay the costs on your behalf and recover them from you monthly.



- Our solution prioritises cost predictability and efficiency, which are essential components of your capital budgeting process.
- We have a dedicated and experienced call centre team that provides 24/7 support and assistance to your drivers and operators, and handles all maintenance requests and authorisations.
- We secure competitive rates for you.

Fleet Card

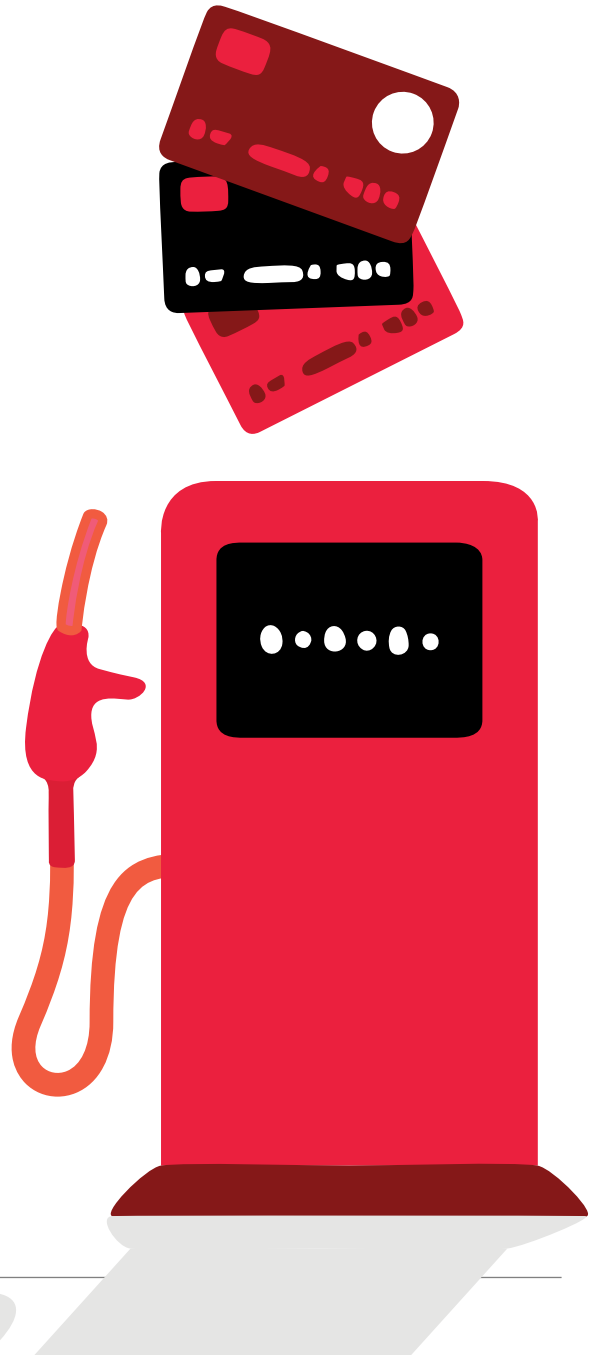
Fuel costs can make up more than 35% of a fleet's total running costs. Our Fleet Card provides vehicle fleet owners with accurate, convenient card and tag-based fuel, oil, toll, repair and maintenance management services.

What we offer:

- A card-and-tag-based solution for the payment of vehicle fuel, oil, repair and maintenance transactions.
- Open road tolling payment solutions.
- Daily monitoring of transactions and fuel exception reports.
- Detailed monthly toll expenditure reports.

Our value proposition:

- Cashless payment solution for fuel, oil, toll, maintenance and car wash fees.
- Provision of MI and exception reporting, highlighting possible fraudulent transactions.
- Card limit activation to mitigate risk.
- Cashless solution by offering customers either a card or a cardless solution.
- Oil company rewards and rebates offered to customers.
- Ease of sales transaction reconciliation.



Fines Management

Offered either as part of the leasing product or as a value-added service. The administration of fines is managed by AVMS and a third-party service provider.

What we do for you:

Offer two services: **Redirect fines into the driver's name** or **pay on your behalf** and rebill the client the full cost.

What we need from you:

Supporting information on traffic fines, such as a copy of the driver's ID document.



Licence Management

Offered either as part of the leasing product or as a value-added service. The administration of fines is managed by AVMS and a third-party service provider.

What we can do for you:

- Manage your licence and infringement notices more effectively, as your proxy representative.
- Obtain a R114 statement reflecting outstanding amounts on your BRN number and clear all old outstanding penalties, licences and infringement notices.
- Create and maintain BRNs on your behalf to prevent them from being blocked by the NaTIS system.
- Ensure that your vehicles are registered correctly.
- Minimise unnecessary penalties incurred should infringement notices not be managed effectively.

What administration do we save you?

- Provide comprehensive fine and licence reporting exceptions.
- Complete a Redirection Form (AARTO 7) for each infringement notice received.
- Enable effective proxy management.
- Ensure that you receive licence renewals two weeks before the expiry date.
- Supply advance notice of Certificate of Fitness.

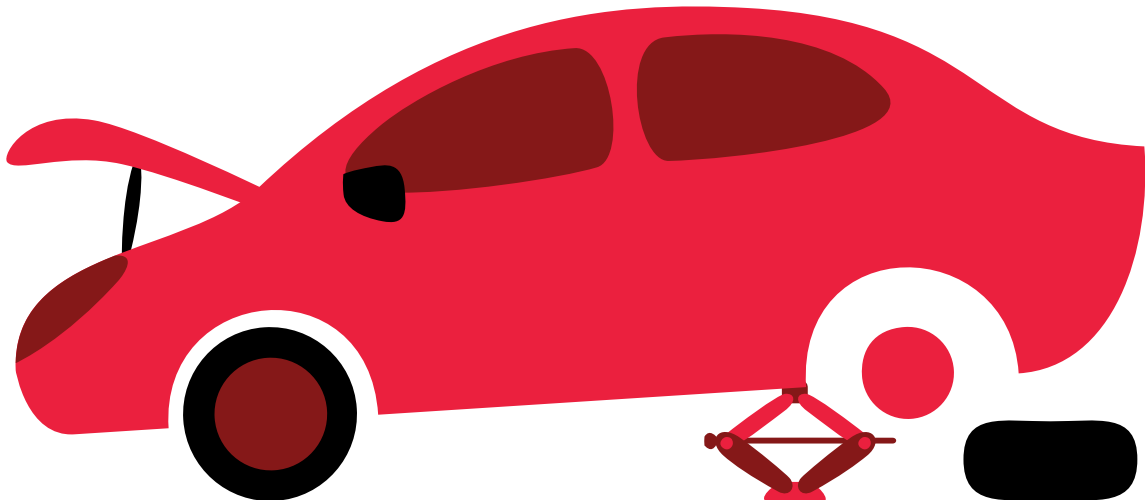


Roadside assistance

AVMS has secured preferential rates with an industry recognised service provider for a 24/7/365 roadside emergency service.

What will we do for you?

- Provide nationwide coverage through roadside assistance vehicles.
- Our service provider's priority is to ensure that the driver is mobile. The last resort is to tow a vehicle to the nearest franchise repair centre or panel beater, as directed by the authorised company representative.
- Provide full locksmith capabilities.
- Ensure vehicle inspection before towing, signed by the driver and service provider.
- Always tow vehicles on a flatbed to minimise damages.
- Charge no release fees or administration costs and no storage costs for the first night, over weekends and on public holidays, up to a maximum of three days.
- Provide full and detailed incident reporting detailing model, make, area, region and incident.
- Tow all vehicles to a preferred, quality-approved repairer or OEM and guarantee tows to the specified destination.
- Provide a fuel service for you to reach the closest filling station.



Vehicle Tracking

AVMS has partnered with multiple service providers, to offer preferential services for tracking and monitoring services. The service offers the highest standard of vehicle tracking and monitoring as well as operational information. This service includes unlimited 24/7 advanced web access and optional command centre software.

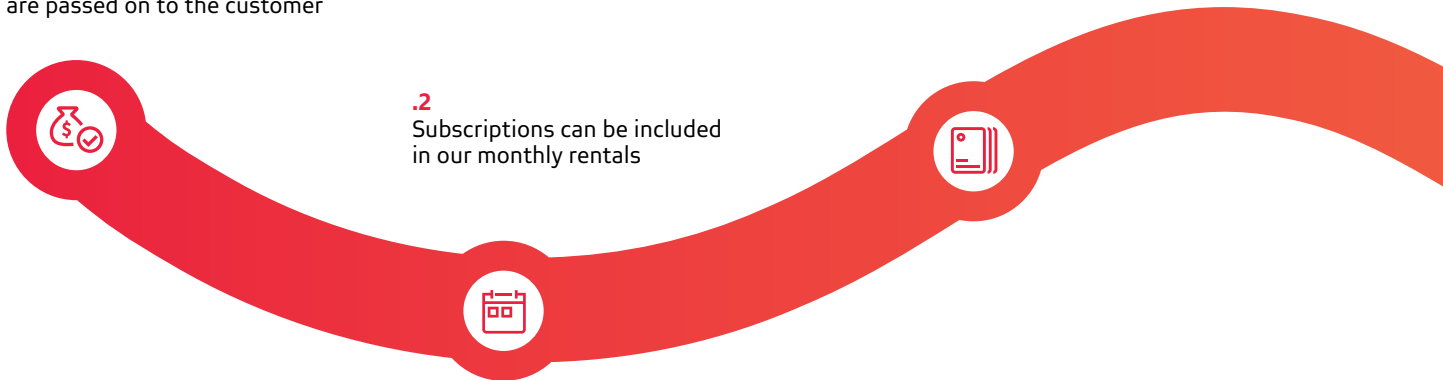
Some of the features are:

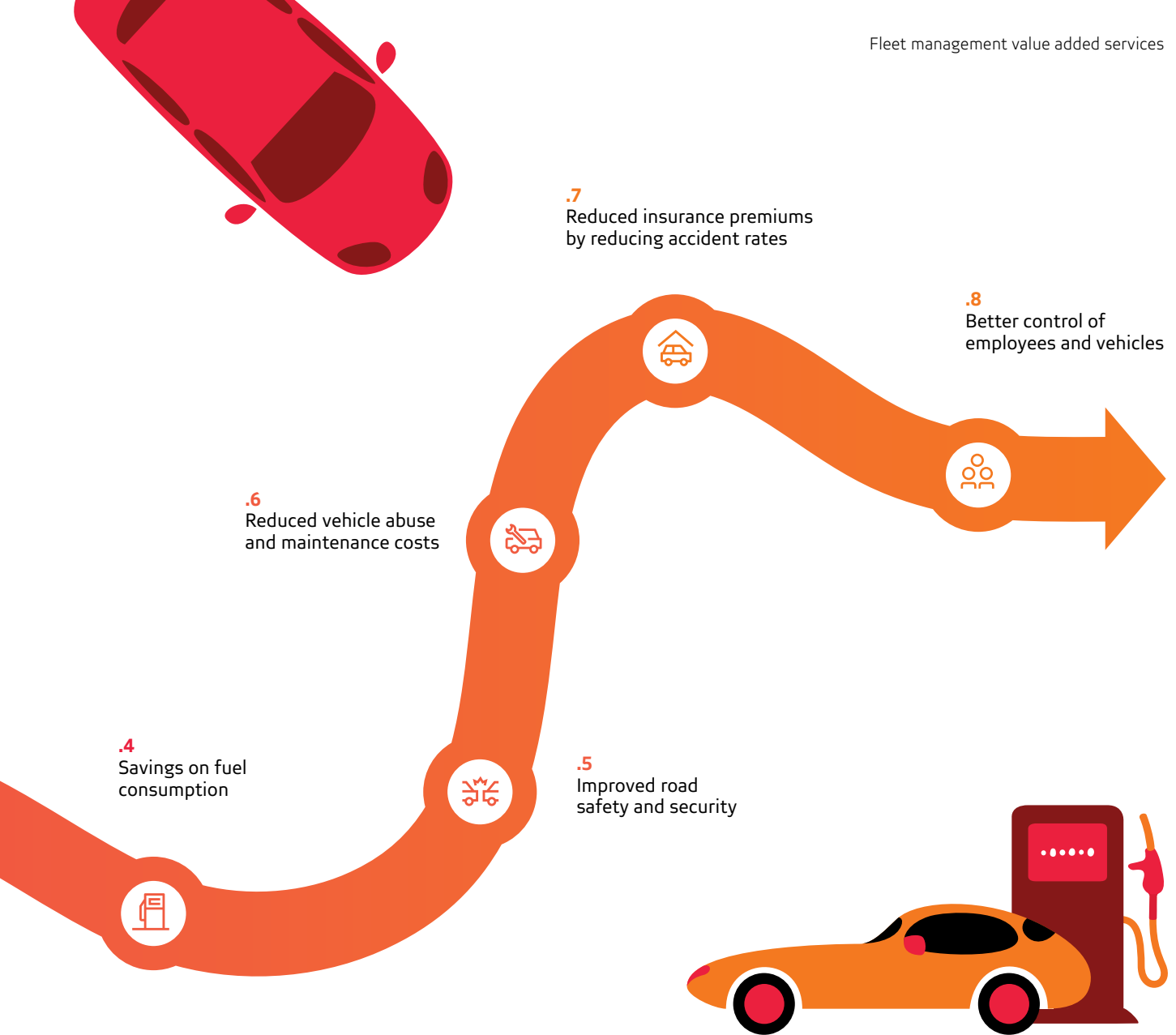
- Accurate 24-hour location management
- Stolen vehicle recovery in South Africa
- Excessive maximum road speed alert
- Vehicle battery tamper alert
- Auto remote including panic, auto arming
- Geo-fencing – South African border alert
- Movement/Waypoint/Exception/Daily/Behaviour/Driver/Logbook report
- Web base viewing and Real-time dashboard status report
- Driver/vehicle performance scorecard

.1
Our specially negotiated prices are passed on to the customer

.2
Subscriptions can be included in our monthly rentals

.3
Driver behaviour reports available on the website for review





Short Term Rental – Car Rental Services (Standby Vehicle)

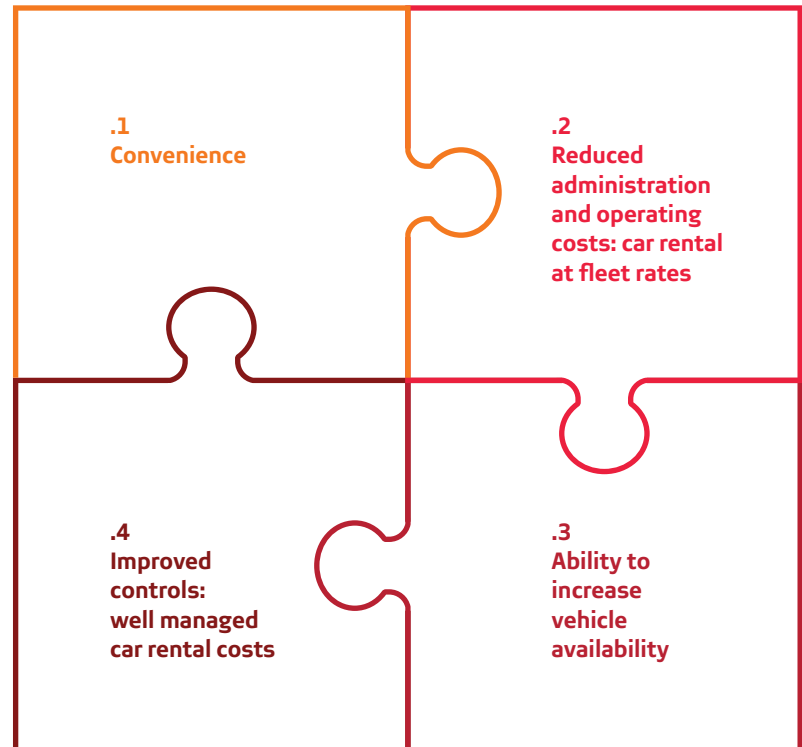
We can offer you a Car Rental booking service to assist you in obtaining temporary replacement vehicles, for instance where your fleet vehicles are in for lengthy services or repairs. Other than convenience, this may be of value to you if zero “vehicle downtime” is essential to your business.

This service is additionally, perfect to make use of, if your business relies on temporary contractors or ad hoc visiting personnel from time to time.

What we can do for you:

- Continually negotiate special fleet rates with our preferred rental company suppliers
- Provide advice on vehicle rental prices per category and vehicle availability
- Process the booking and pay the car rental supplier
- Bill you for the car rental invoice via your existing monthly leasing statement
- Ensure appropriate cost centre allocation for your car rental costs on your statement. Provide valuable management information reports on your car rental costs

How it works



Insurance

AVMS makes use of in- house services for the provision of insurance. Absa Insurance Company (AIC), a subdivision of Absa Bank Ltd.

Own Damage

Comprehensive Motor policy which covers any insured vehicle (as reflected on the insured fleet list and used for business purposes) for loss or damage including its accessories and spare parts whilst thereon and Third-Party Liability

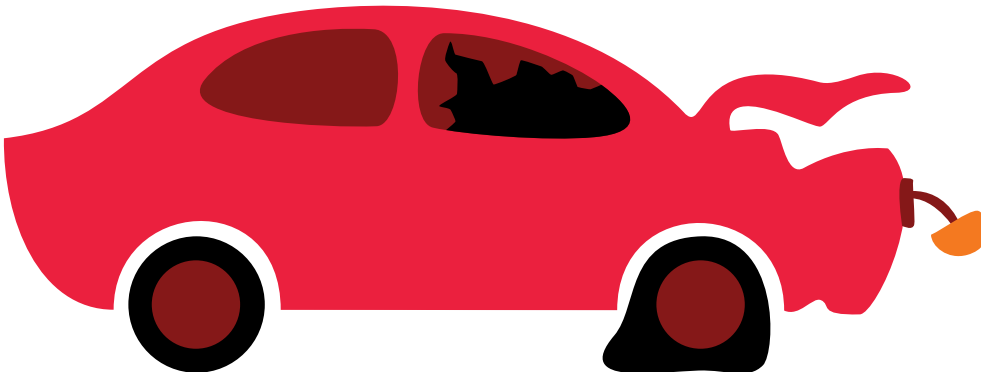
Third Parties

Any accident caused by an insured vehicle (as reflected on the insured fleet list, and used for business purposes) or expenses which the insured and or any passenger shall become legally liable to pay in respect of:

- Death or bodily injury to any person excluding any person in the employ of the Insured.
- Damage to property other than property belonging to the Insured or held in custody or control of the insured.

Additional Benefits

- Up to 35% premium discount depending on client's risk profile.
- Car hire or loss of use depending on type of vehicle.
- Conventional monthly or annual premium option.
- Claims Administration and Accident process management.
- Details of all captured claims will be reported to the customer monthly management reporting pack
- Covers up to R5 000 per passenger with a maximum of R30 000 per event.



Reporting tools

AVMS offers, clients a web-based fleet management reporting and analysis tool (**MyFleet system**).

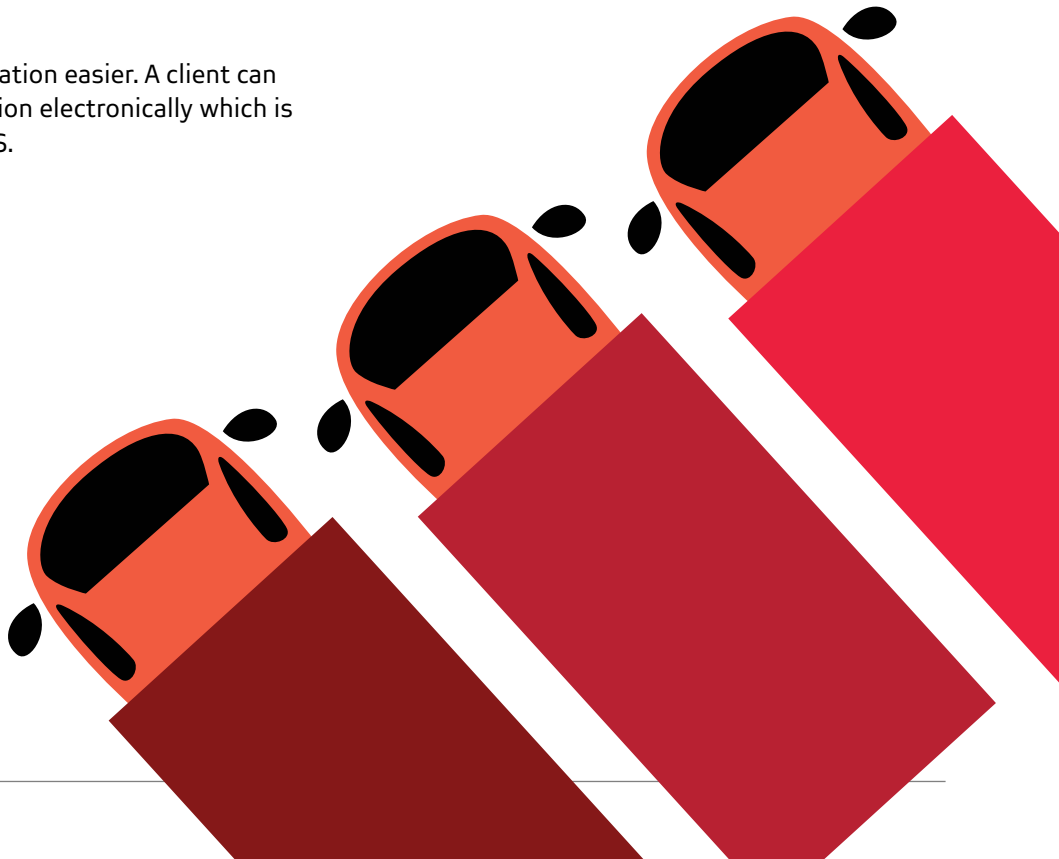
This system works hand in hand with the MyLink system.

MYFLEET

Gives clients the ability to view their fleet's information online and access information on single vehicle management, fleet management and cost analysis view.

MYLINK

Makes day to day fleet administration easier. A client can change or capture fleet information electronically which is automatically submitted to AVMS.



How collaboration will help grow vehicle sales



Finance

Partnership includes a tailor-made credit model, which helps to boost vehicle sales in various ways that also increase KVDs.



Increased in customer base

Collaborating means the manufacturer will have a greater reach and access to more customers, leading to increased sales opportunities.



Marketing support

At Absa, we show up for our partners. Collaboration means increased support that unlocks endless marketing possibilities for you and us.



Increased sales support

As our JV partners, dealers are prioritised. Our increased sales support to the dealer network supports sales growth and customer retention.

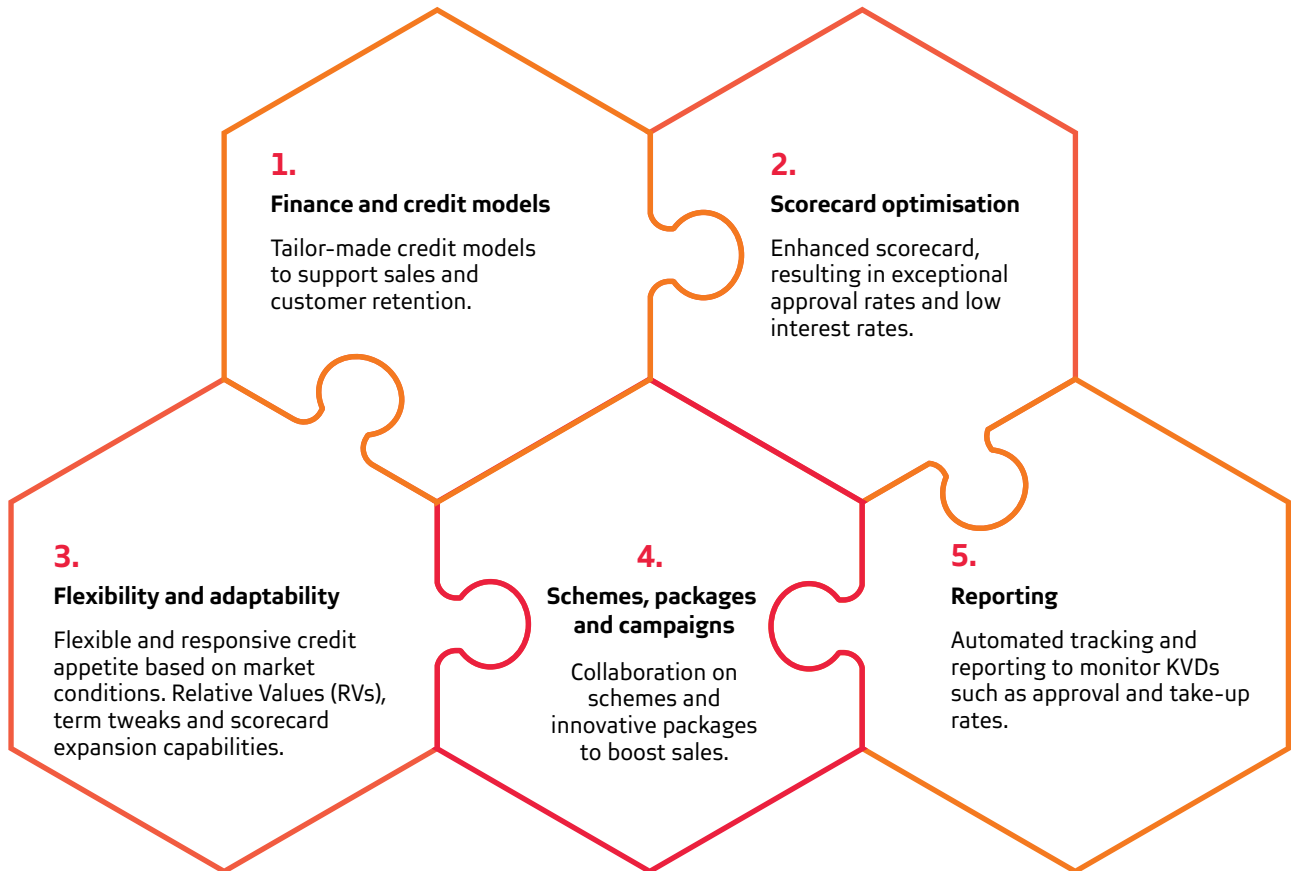


Increased manufacturer support

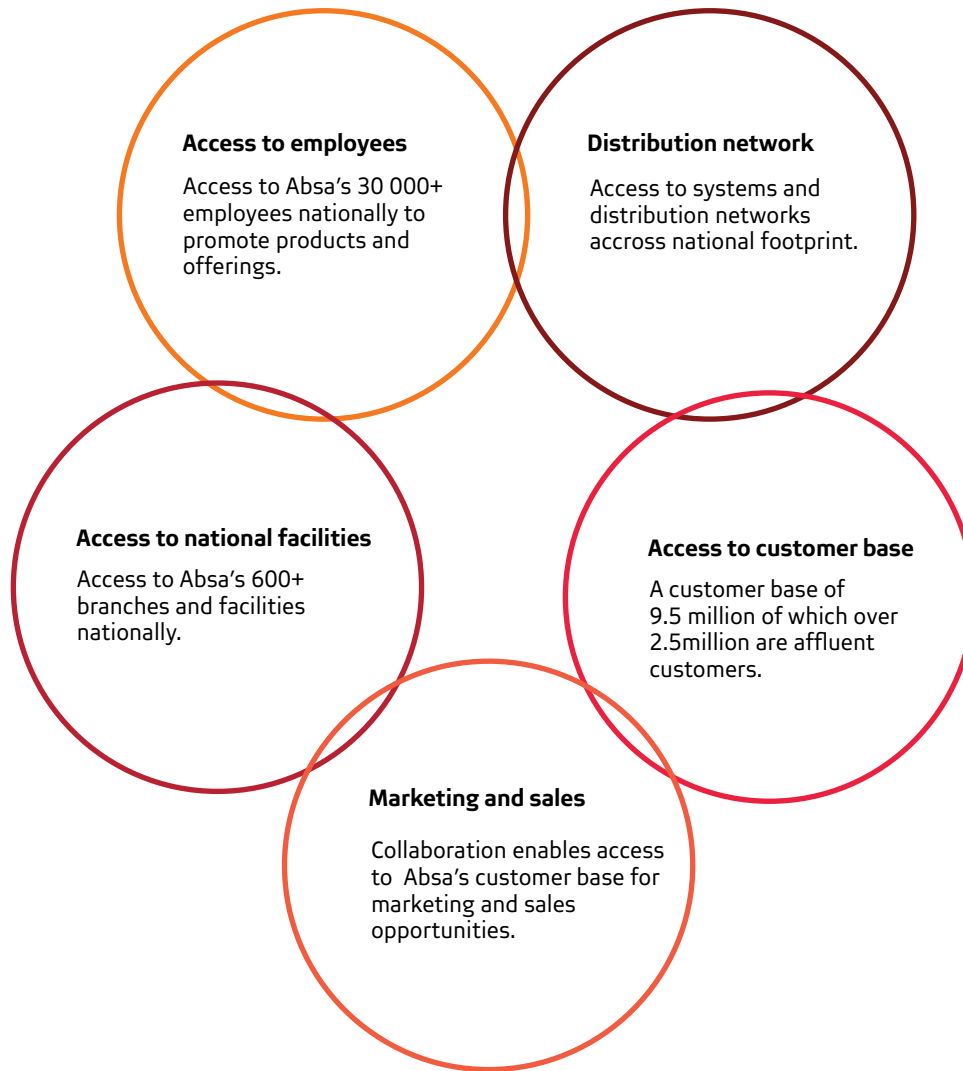
Our partnership provides manufacturers with increased support from across Absa and enables increased collaboration. This includes reporting, customer insights and analytics to support strategic objectives.

Finance

Partnership allows for tailor-made credit model, which will help boost sales by various methods that increase the KVDs and help sell more vehicles.



Increase in customer base



Marketing support



Events

- Access to functions and events across Absa Group as vehicle partner.
- Collaboration on future events, such as open days, golf days, Group functions and events.



Activations and vehicle displays

- Access to Absa branches across SA to display vehicles.
- Ability to market on Absa platforms.



Marketing channels

Increased reach by accessing Absa's marketing channels, such as online, ATMs and social media.



Collaboration

Ability to collaborate at events as vehicle partner, e.g. Cape Epic, Run Your City, Wildeklawer, Ballito Big Week, Rocking the Daisies, etc.



Media and PR

Positive media coverage from JV announcement from media. Similar partnerships were covered by multiple business journals.



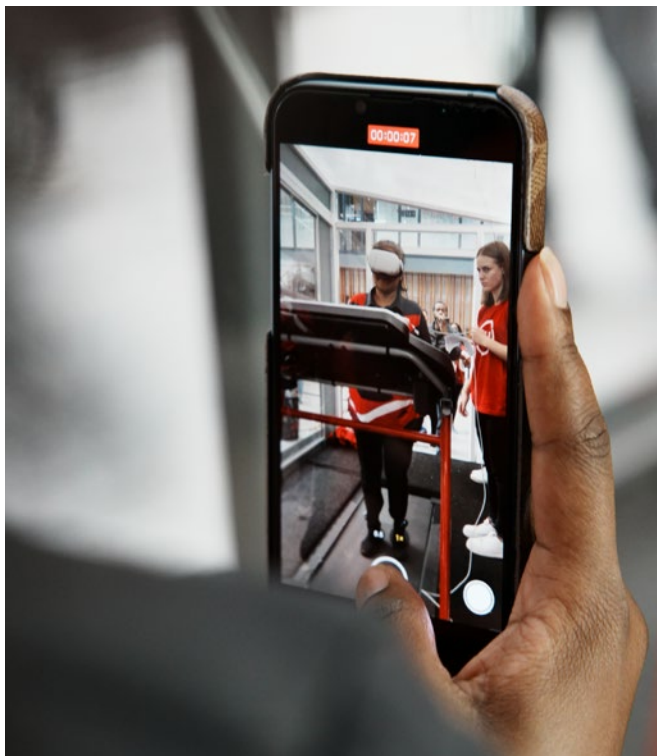
Customer insights and analytics

Ability to gain customer insights, demographics and reporting to support marketing initiatives.



Marketing events





Increased sales support

.1

Front- and back-end sales support – white-labelled as finance support.

.2

Network of sales managers and BDOs to support dealers.

.3

Recognition and awarding of top-performing dealers and FNIs.

.4

Dedicated executive to oversee JV.

.5

Four dedicated regional managers with end-to-end decision-making.

.6

Support dealers with opportunities to display at all Absa branches.



Increased manufacturer support

Enhanced reports

- Daily and weekly tracking of KVDs.
- Ability to track approval rates and react to changes.
- Customised reporting and customer insights to assist the manufacturer in sales strategy.
- Ability to track low-performing dealers.
- Atomisation of reports.

Join forces on research and development

- Sharing of expertise.
- Ability to collaborate on new initiatives and products across Absa Group.
- Exploration of EVs.
- Collaboration on future developments.

Access to Africa

- Absa has presence in 12 African countries.
- As our JV partner, Absa will assist with exploring African markets, with a dedicated strategic partner looking after the African corridor.

Support from other Absa departments

- As a partner, the manufacturer has access to our various departments which can support the manufacturer.
- Absa Insurance.
- Absa Fleet Management.
- Corporate and Investment Banking.
- Workplace and Everyday Banking.

Support offered

Collaboration with Absa results in a mutually productive, profitable and sustainable model across all areas of the business.

The opportunity to increase vehicle sales exists thanks to the link to a broader customer base. There's the potential for growth in the financial market through quality leads management and focused marketing to better understand customer buying patterns, resulting in the development of fit-for-purpose customer-centric financing solutions and products.



Dedicated support from an Absa Collaboration Manager at your office for two days a week and the full month-end period.



Campaigns: Nationwide displays and activations at Absa branches and regional offices, and at malls where Absa has a presence.



Monthly collaboration meetings where we will also discuss scheme deals and customer engagements.



Regular reports featuring insights and analytics are shared to help with propositions.



Quarterly financial reviews of the collaboration.



Annual review of profit share amounts and discussing the opportunity and benefit of including vehicles to further develop, enhance and expand the collaboration.

Customer insights reporting

Example reports generated for OEM partners

This report is based on customers who opened an Absa account to finance an OEM 1 brand between January 2023 and October 2023.

The focus is on the top 5 financed derivatives (Model 1, Model 2, Model 3, Model 4 and Model 5).

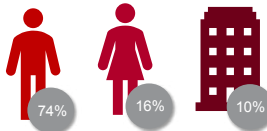
This report highlights customer demographics, key finance metrics such as customer finance structures, equity and finance terms Furthermore, there is a focus on brand transition to highlight customer car buying patterns and brand loyalty.



Demographics

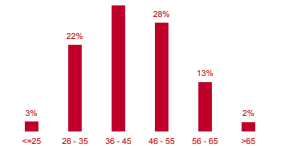
Gender

A significant majority (74%) of customers that bought a Model 1 are males.



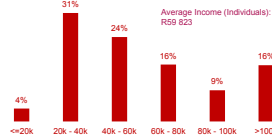
Customer age

32% of customers are aged between 36 and 45 years old. 82% are aged between 26 and 55 years old.



Income group

A small majority (31%) of customers have an income of between R20 000 and R40 000. 59% earn an income less than R60 000.



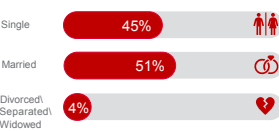
Top 10 locations

The cities with the largest densities are Rustenburg, Potchefstroom and Bethlehem. Traditionally, farming cities appear in the top 10.

City	Density
RUSTENBURG	1.32%
POTCHEFSTROOM	0.74%
BETHLEHEM	0.69%
POLKOWANE	0.66%
NELSPRUIT	0.66%
TZANEEN	0.63%
BLOEMFONTEIN	0.63%
KURUMAN	0.60%
DRIEKOP	0.60%
ROBERTSON	0.58%

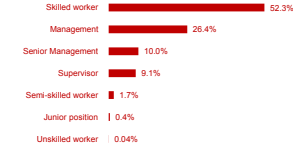
Marital type

A majority (51%) of Model 1 customers are married followed by 45% who are single.



Employment type

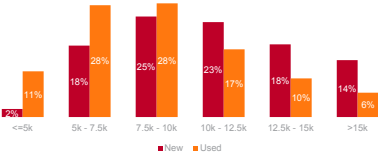
52.3% of customers are skilled workers, 26.4% are in a management role and 10% are in senior management.



Finance Metrics

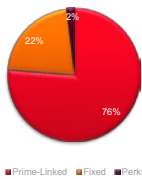
Monthly instalment

67% of Model 1 customers who are financing a used vehicle have an instalment less than R10 000. While 66% of those financing a new vehicle have an instalment between R5 000 and R12 500.



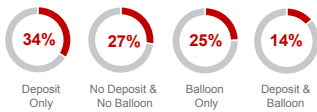
Interest rate type

76% of Model 1 customers preferred to finance with a prime-linked rate.



Finance structures

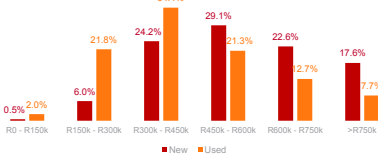
34% of Model 1 customers financed with a deposit only, followed by 27% who financed with no deposit and no balloon payment.



Average deposit: R171 170 Average balloon: R130 078

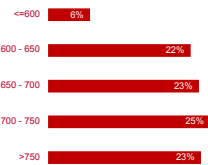
Original capital amounts

77.5% of Model 1 customers financing a used Model 1 financed for between R150 000 and R600 000. 75.9% of customers financing a new Model 1 financed for an amount between R300 000 and R750 000.



Bureau Score

A small majority (25%) of customers financing a Model 1 have a bureau score between 700 and 750.



Term and equity

Of the customers who financed a new Model 1, in the past 12 months, 38% have positive equity. Of those who financed a used Model 1, 39% have equity. 84% financed with a 72-month term.



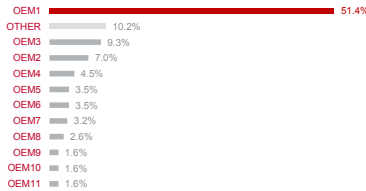
Vehicle Information

 36% New Vehicles

 64% Used vehicles

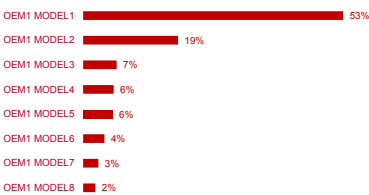
Next vehicle

51.4% of Model 1 customers who settled their account in the last 18 months financed another OEM 1 vehicle, showing high brand loyalty to OEM1.



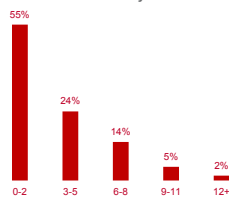
Next: OEM 1-to-OEM 1 transitions

Of the Model 1 customers who financed another OEM 1 vehicle, in the past 18 months, 53% bought another Model 1 followed by 19% who financed a Model 2 and another 7% a Model 3.



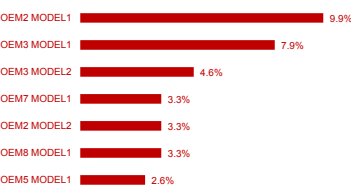
Vehicle age

55% of Model 1's financed in 2022 were less than two years old, followed by 24% that were three to five years old.



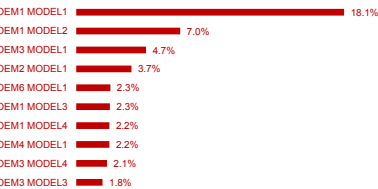
Next: OEM 1-to-other transitions

Of the Model 1 customers who financed another brand 9.9% bought a OEM2 Model1, 7.9% a OEM3 Model1 and 4.5% a OEM3 Model2. The top brands are a mixture of direct competitors to OEM1 Model1 along with entry level vehicles.



Previous vehicles

18.1% of current Model 1 drivers who financed their previous vehicle with Absa, had previously financed another Model 1, 7% a Model 2 and 4.7% an OEM3 Model1. OEM1 brand loyalty is evident again here with four of these being OEM1 brands.



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