

Capitota Terms and Conditions

1. Introduction

Welcome to **Capitota**. By accessing our website and applying for credit services, you agree to these Terms and Conditions. Please read them carefully before proceeding.

2. Definitions

- "*Company*": Refers to **Capitota**, a registered credit provider under South African law.
- "*User*": Any individual or entity using our website or applying for credit services.
- "*Credit Agreement*": A legally binding agreement between the User and the Company, subject to the National Credit Act (NCA).

3. Regulatory Compliance

- Our credit services comply with the National Credit Act, 34 of 2005 (NCA) to ensure responsible lending practices.
- Personal data is collected and protected under the Protection of Personal Information Act (POPIA).

4. Eligibility for Credit

- Applicants must be at least 18 years old and provide valid identification.
- Credit approval is subject to affordability assessments, financial history checks, and regulatory requirements.

5. Use of Website and Services

- Users must not engage in fraudulent activities or misuse the website.
- The Company reserves the right to suspend or terminate accounts in cases of non-compliance or misconduct.

6. Credit Application Process

- Users must provide accurate financial information when applying for credit.
- The Company may conduct credit bureau checks to assess affordability and risk.
- Approval is based on internal policies and compliance with National Credit Regulator (NCR) guidelines.

7. Interest Rates & Fees

- Interest rates, service fees, and repayment terms are outlined in individual Credit Agreements, in accordance with NCA-prescribed limits.
- Late or missed payments may result in additional charges and may negatively impact credit scores.

8. Early Settlement Options

- Users may settle outstanding credit earlier than the agreed term without penalty fees, as per the NCA.
- Upon early settlement, the Company will provide a reduced settlement amount, reflecting interest adjustments.

9. Credit Insurance

- Credit insurance may be required for certain loans to cover risks such as death, disability, or retrenchment.
- Users have the right to choose their own insurance provider, subject to approval by the Company.

10. Debt Counselling & Assistance

- Users experiencing financial distress may apply for debt review under the NCA.
- The Company may offer restructured repayment plans or refer users to registered debt counsellors.
- Credit agreements flagged under debt review cannot be terminated arbitrarily while the process is ongoing.

11. Consumer Rights & Dispute Resolution

- Users have the right to receive clear contract terms, fair treatment, and transparent cost disclosures as per the NCA.
- Complaints or disputes should be addressed via our internal resolution process.
- Unresolved issues can be escalated to the National Credit Regulator (NCR) or the Credit Ombud.

12. Amendments to Terms

- The Company reserves the right to update these Terms and Conditions.
- Continued use of our services after amendments constitutes acceptance of the revised terms.

13. Governing Law

These Terms and Conditions are governed by South African law, specifically the National Credit Act (NCA) and other applicable financial regulations.
