

# SUMMER 2017 Home Diaries

nedbank.co.za/homeloans



**Greg Salter**  
Managing Executive:  
Nedbank Home Loans

## GREG'S VIEW

Hello, summer! Excitement fills the air this time of year as we look forward to the end-of-year celebrations and festivities. In this edition we take a closer look at the things that can help you make the most of your holidays, such as what to do if you are facing financial difficulty and battling to repay your home loan, and how to keep your home loan in good standing.

We highlight the benefits of DebiCheck, the new payment verification standard in South Africa, and we share how you can save 30% on attorney bond costs when applying for a Nedbank home loan.

You will also find helpful features such as Smart Living Solutions to help you reduce your energy bills, and tips for preparing your home for all the summer fun.

**Happy holidays!**



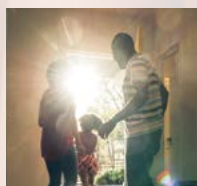
## IN THE SPOTLIGHT

What to do if you are facing financial difficulty and battling to repay your home loan.

### PLUS

The new Nedbank Money™ App has launched!

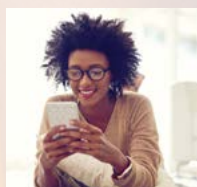
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## DID YOU KNOW ...

Conveniently apply for your home loan by choosing the channel that best suits you.

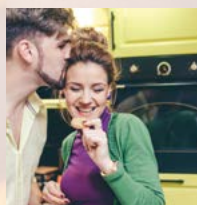
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## NEWS TO USE

A new payment verification standard, how to keep your home loan in good standing.

[More](#)



## HANDY TIPS

Do these checks around your home to be ready for all the summer fun and more about Smart Living Solutions.

[More](#)

see money differently

**NEDBANK**

# IN THE SPOTLIGHT

What to do if you are facing financial difficulty and battling to repay your home loan.

## Nedbank keeps more homeowners in their homes

Recent media coverage of repossessions by banks has caused some uncertainty for homeowners who are going through financial difficulties and can't keep up with their home loan repayments. Some homeowners' greatest fear of losing their homes suddenly looked like a reality. At Nedbank, our aim is to help our clients keep their homes until the end of their term with us. We want our clients to know that foreclosure or repossession is the last resort.

We recommend that you don't ignore the problem or shy away from your bank if you are facing financial difficulty, we just might be able to help you find a solution. We understand that owning a home is about more than just acquiring the physical shelter – it is also about gaining a sense of pride and accomplishment. So, protecting and keeping your home are even more important.



### How to protect your home when facing financial difficulty

- **Let us know** – reach out to us and advise us of your situation as we will give you various solutions to help you.
- **Keep the conversation going** – don't ignore any communication (emails, calls and letters) from us as it could be valuable information that can help you overcome the situation you might be facing. At Nedbank we provide our clients with various customised solutions such as payment arrangements, debt restructures and assisted-sales options to choose from.
- **Know your mortgage rights and obligations** – read your home loan agreement to make sure you understand your rights as a homeowner. Know what process we will follow if you can't make home loan repayments and what options will be available to you.

- **Avoid foreclosure/repossession of your home** – opt for other rehabilitation options, eg debt counselling, restructuring your bond and/or get a fresh start by asking the bank for an assisted-sale where we help you voluntarily sell your property to achieve a market-related price.

At Nedbank we believe that clients who are better informed make better choices. For more information visit our Payment Solutions website at <http://www.nedbank.co.za/homeloanshelp> or call 0860 553 573.

## Home Loan Fees

Please note cash and cheque deposit fees will increase from 01 January 2018. A detailed pricing guide is available at [www.nedbank.co.za/homeloans](http://www.nedbank.co.za/homeloans).

## THE NEW NEDBANK MONEY™ APP HAS LAUNCHED – GET IT NOW!

It's **easier than ever** to do your banking with the Nedbank Money™ app:

- get **balance enquiries** on your home loan;
- **send** money to anyone in your Contacts;
- **block** your lost card and reorder immediately;
- **increase and decrease** your ATM withdrawal limit anytime you want; and
- **buy** prepaid airtime, data or SMS bundles for anyone in your Contacts

Best of all...We've **simplified enrolment** and **no fees** are charged when you buy prepaids using the Nedbank Money™ app.



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# DID YOU KNOW ...

You can choose the channel that best suits you when applying for your home loan.

## Nedbank home loan channels

Did you know that Nedbank offers different channels for home loan applications? Whether you, or someone you know, are looking to buy a new home, you can apply through a channel that best suits you!

### Home Loans Digital

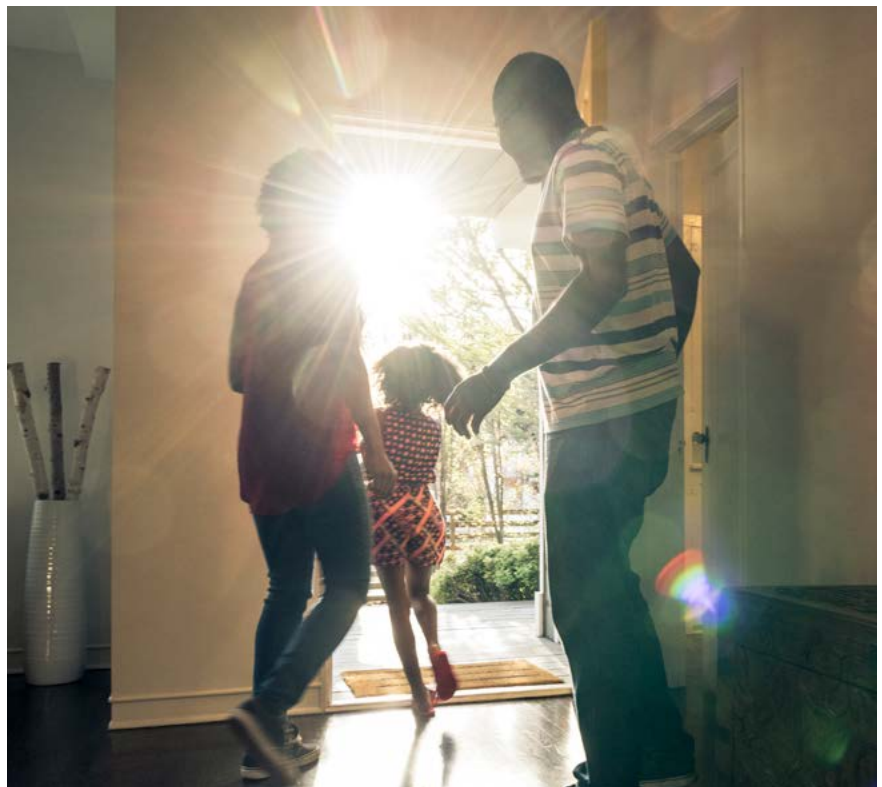
Prefer doing your application online? If so, you can:

- **apply anytime** from anywhere;
- get an indication of the loan amount that you qualify for in **three minutes flat**;
- get **quick bond approval**;
- have **ongoing contact** throughout the process;
- get **30% discount** on the attorney bond registration fee; and
- get **1% cash back** on the value of your home loan (capped at R15 000) to use as you choose.

### Home loans sales consultant

If you prefer dealing face-to-face, our expert consultants will ease the anxiety of the home-buying process. Your Nedbank home loans sales consultant will:

- **come to you** at your convenience, no matter where you are;
- offer you professional **service and support**;
- help you get the **best possible deal**;
- **help you** determine the affordability of your loan;
- provide you with **product knowledge** about property valuations and various other costs involved;



- provide **quick turnaround times** on your application; and
- give you **regular updates and feedback** by email or SMS throughout the application process.

Simply send an email to [HLSC@nedbank.co.za](mailto:HLSC@nedbank.co.za) and your consultant will contact you.

### Nedbank Contact Centre

Need to know more? Our friendly home loans specialists are available to help you with any questions you have on your home loan application and the home loan process. Please call **0860 911 007** Monday to Friday from 8:00 to 17:00 and on Saturday from 08:00 to 12:00.



**30% discount on attorney fees and R5 985 of initiation fee**

**If you earn a gross monthly salary of R22 000 or less, you can get a 30% discount on the attorney bond registration fee when you apply through any of our channels and you get a further R5 985 off the initiation fee.**

### Nedbank branch

Walk into any Nedbank branch, in all nine provinces across South Africa, and ask about the **ideal home loan solution for you** from one of our friendly staff. You will get all the information you need to start and/or continue your home loan application process.



**Switch to eStatements today!**

Call us on 0860 555 111 or visit [nedbank.co.za/homeloans](http://nedbank.co.za/homeloans) to register online.

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# NEWS TO USE

## DebiCheck

DebiCheck is a **new payment verification standard** introduced by the Payments Association of South Africa (PASA) on 1 July 2017.

DebiCheck allows you to **confirm your debit order information** electronically before the funds are taken from your account. This will help to reduce the number of fraudulent and incorrect debit orders paid from accounts and puts the power of payments back into your hands.

### The benefits of DebiCheck

- It **reduces** fraudulent and unauthorised debit orders on clients' accounts.
- It **protects** clients by placing them in control of their debit orders.
- It **protects** companies from clients who dispute legitimate and authorised debit orders.
- It **standardises** the payments landscape in South Africa.



## Three easy ways to keep your home loan in good standing

### 1 Align your home loan debit order date with your salary payment date

If you have changed employment since your home loan was granted, it is important to **update us with your new salary payment date**. This could save you the additional interest charged to your account as a result of an incorrect debit order date. Call us on **0860 555 111** to change your debit order date.

### 2 Stay in touch

The bank may need to contact you from time to time to **keep you informed** of important information regarding your home loan or to offer you financial assistance in tough times. Call us on **0860 555 111** or visit your **nearest Nedbank branch** to **update your details**.

### 3 Take advantage of early-debit order arrangements for December

Due to the busy nature of December and the number of public holidays, Nedbank Home Loans has taken measures to help clients meet their debit order payments and obligations to avoid defaulting.

This means the **debit orders of selected client accounts will be brought forward**, making it easier for clients to meet their home loan repayments and reducing the risk of defaulting. This will eliminate unnecessary interest charges and returned debits on their accounts.

**Clients will be notified beforehand** by SMS and informed of the option of an early-debit order arrangement, requesting them to contact the bank if the arrangement does not suit them.

Nedbank is committed to an inclusive consultation process with all clients.

## Get excited about the holiday season with Nedbank Home Loans

It's that time of year where we get excited about the warmer weather and the holiday season is fast approaching. Although you are probably getting eager to have a break at the end of the year, it can also be daunting if you don't have the **extra funds to pay** for your holiday or enjoy the holiday season comfortably.

Nedbank Home Loans has a few **options available** that could make the holiday season more enjoyable.

If you've been paying more than your monthly home loan instalment into your home loan account, you can **access these surplus funds** you've paid over and above your monthly instalment. To access any surplus funds you simply need a **Nedbank transactional account** and to link your home loan account to your **internet banking profile**. Once you've done this, you can transfer funds from and to your home loan account as you please.

Another option is to take up a **readvance** on your existing home loan. You can apply for a loan amount **up to the original home loan amount** and use the funds for whatever you like. You could also consider a **further loan**, which allows you to register a second loan.

Contact us on **0860 555 111** if you would like more information or assistance with any of the options mentioned.

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# HANDY TIPS

Do these checks around your home to be ready for all the summer fun.

## Great home maintenance tips for summer

Make the most of this fun-filled season by doing some maintenance on those often-overlooked areas of your home. Warmer weather also brings increases in humidity and storms and possibly the buildup of dust, mould or mildew around the home. Listed below are items that can easily be self-maintained by regular, proper cleaning, leaving your home fresh, clean and ready for fun.

### Indoor summer home maintenance

- **Hot-water heater:** Drain once a year, check for leaks and check the valves.
- **Air-conditioner filter:** Regularly clean or replace the filters.
- **Water and icemaker filters:** Replace the disposable water filters when needed.

### Indoor summer house cleaning

- **Refrigerator door gasket:** Inspect the seals for cracks or slits and clean the gaskets.
- **Refrigerator coils:** Turn off the power and vacuum the coils with a vacuum cleaner brush.



- **Range hood and filter:** Remove and clean the grease filter regularly by washing it thoroughly.
- **Ceiling fan blades:** The blades collect lots of dust and need to be dusted often.
- **Bathroom drains:** Clean your sink, shower and bath drains regularly to keep them clog-free.
- **Bathroom vent fans:** Remove the cover and vacuum any dust.
- **Showerheads:** Check if all the nozzles are clean and unclog them regularly.
- **Crawl space:** Check for any moisture leaks and have it repaired.
- **Lawn irrigation:** Clear any clogs and make sure the water sprays evenly.
- **Shrubs around air-conditioning units:** Leave at least 45 cm space around the unit for ventilation.

### Outdoor summer home maintenance

- **Cracks and holes in your driveway:** Pressure-wash your driveway and repair cracks.

### Outdoor summer house cleaning

- **Clean grill:** Prepare your braai for summer with a thorough scrubbing of all parts.
- **Air-conditioner drain line:** Remove any blockages to avoid higher bills.
- **Mould and mildew:** Clean any affected areas and remove any nearby shrubbery from the area.

## Smart Living Solutions

### The benefits of Smart Living Solutions include:

- saving on your monthly electricity bill, leaving you with more money in your pocket;
- accessing quality home energy solutions such as water heaters, solar panels and batteries;
- financing these solutions by accessing funds you have already paid into your bond; and
- investing in your home.

Go to: <https://www.nedbank.co.za/content/nedbank/desktop/gt/en/info/campaigns/home-loans-smart-living-solutions-new.html> to find out more.

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