

LANGUAGE POLICY PROPOSAL

NAME OF CREDIT PROVIDER	Cosmo Gas & Welding Equipment (Pty) Ltd t/a Cosmo Industrial
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NCRCP Reg No	NCRCP5223
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LOCATION	PRETORIA - SILVERTON
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NB: Please propose English and a further two languages , one in Nguni group and one in Sotho group of languages if you have branch(es) in Gauteng province.

Documents	Language Proposed	Implementation date
1. Pre-agreement statement and quotation	Tick the languages proposed	31/12/2014

Please note that we only enter into contracts with corporate entities

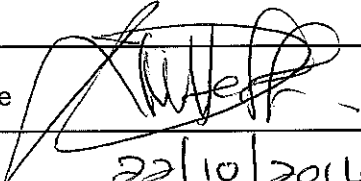
<p>We have experienced problems in the translation of specialised financial terminology and legal terminology into languages other than English and Afrikaans, resulting in concerns that these documents will currently not have the necessary legal standing in South African Law Courts or to be standardised across all languages. This has resulted in Cosmo Industrial having to adopt the stance that any documentation requiring client's signatures must be obtained on the English and / or Afrikaans versions only.</p>	English	x	
	Afrikaans	x	
	Sesotho		
	Sepedi		
	Setswana		
	isiZulu		
	isiXhosa		
	Ndebele		
	Tsonga		
	Venda		
isiSwati			
2. Credit agreement	Tick the languages proposed		

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	Afrikaans	x	
	Sesotho		
	Sepedi		
	Setswana		
	isiZulu		
	isiXhosa		
	Ndebele		
	Tsonga		
	Venda		
isiSwati			
3. Enforcement notices (Including the notice in terms of section 129)	Tick the languages proposed		

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<p>We have experienced problems in the translation of specialised financial terminology and legal terminology into languages other than English and Afrikaans, resulting in concerns that these documents will currently not have the necessary legal standing in South African Law Courts or to be</p>	English	x	
	Afrikaans	x	
	Sesotho		
	Sepedi		
	Setswana		
	isiZulu		
	isiXhosa		

standardised across all languages. This has resulted in Cosmo Industrial having to adopt the stance that any documentation requiring client's signatures must be obtained on the English and / or Afrikaans versions only.	Ndebele		
	Tsonga		
	Venda		
	isiSwati		
4. Marketing and advertising	Tick the languages proposed		
Due to cost considerations marketing and advertising will only be available in English and Afrikaans	English	x	
	Afrikaans	x	
	Sesotho		
	Sepedi		
	Setswana		
	isiZulu		
	isiXhosa		
	Ndebele		
	Tsonga		
	Venda		
isiSwati			
5. Call centre and branch staff	Tick the languages proposed		
Due to the size of our company, type of business, location and cost considerations services will be rendered by branch staff generally in English and Afrikaans	English	x	
	Afrikaans	x	
	Sesotho		
	Sepedi		
	Setswana		
	isiZulu		
	isiXhosa		
	Ndebele		
	Tsonga		
	Venda		
isiSwati			
Signature			
Date	22/10/2014		