

Market Conduct Policy



Key commitments to our clients

- Fair and transparent treatment**
Clear information, honest communication, and fair value.
- Products designed for your needs**
Suitable, tested and well explained.
- Fair pricing**
Transparent and no hidden fees.
- Care for vulnerable clients**
Empathy and extra support.
- Working with third parties**
Partners held to our standards.
- Account and product closures**
Notified and assisted with transitions.
- Clear and helpful information**
Timely, accurate, and easy to access.
- Trusted advice**
Unbiased and by qualified experts.
- High service standards**
Prompt and consistent support.
- Responsible digital interactions**
Safe and secure online services.
- Easy claims process**
Clear steps and updates.

It is important for Nedbank Group (we, us, our, the group) to treat its clients fairly throughout its interaction with them, so that it complies with regulations and legislation aimed at protecting consumers and so that it lives up to its values of integrity, respect, accountability, and being people-centred. Achieving high standards of market conduct and ensuring fair client outcomes are a core priority for us. Therefore, we endeavour to ensure that our clients are confident, informed and empowered in their dealings with us.

Our commitment to you

1 Fair and transparent treatment.

You can expect clear and honest, communication about products risks, costs and benefits.

2 Clear and helpful information. Nedbank will:

Provide timely, fair and accurate product information before, during and after sign-up.
Use communication channels that are accessible and appropriate.
Protect and update your information.
Ensure you can easily contact the bank when needed.

3 Products designed with client needs in mind. Before offering a product:

It will be designed to meet your needs.
Tested for suitability.
Employees and intermediaries will be trained to explain it clearly.
Marketing will be accurate and not misleading.

4 Advice you can trust. Our advice:

Will be provided only by authorised, skilled employees.
Will be unbiased, suitable and aligned with your goals.
Will include clear explanations of risks, features and costs.

5 Fair pricing. You can expect:

Transparent pricing that is easy to understand.
No hidden fees or unfair conditions.
Pricing that is governed by formal oversight processes.

6 High service standards. Nedbank aims to provide:

Prompt processing of changes, claims and requests.
Clear communication about required client actions.
Ongoing testing of service quality to ensure expectations are met.

7 Extra care for vulnerable clients. Nedbank will:

Treat vulnerable clients with empathy and diligence.
Provide added support where needed.
Ensure frontline employees can, where applicable, identify and assist vulnerable clients appropriately.

8 Responsible digital interactions. When using digital channels:

Products will be suitable for their intended audience.
If advice is provided digitally, regulatory requirements still apply.
Digital processes will be clear, fair and secure.

9 Working with third parties and intermediaries. If a third party assists you:

They will meet Nedbank's standards of fair treatment.
They will protect personal information.
Nedbank monitors their conduct to ensure consistent service.

10 Claims and disbursements. You will be informed about:

How to submit a claim.
Required information.
Claim progress updates.
Reasons for any declines and review options.

11 Product or account closures. If Nedbank closes or withdraws a product:

You will receive reasonable prior notice.
Reasons are provided (unless restricted by law).
Support is provided to transition to a new provider without barriers.