

WINTER 2018 Home Diaries



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IN THE SPOTLIGHT

What to consider when investing in property for the first time. How to get R15 000 cash back and the new features added to our Nedbank Money app.

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DID YOU KNOW ...

The benefit of paying extra into your bond, how to be smarter with your money, some property for sale and how to get in touch.

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NEWS TO USE

How to avoid cyber hacking and what our clients say about our service.

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HOME IMPROVEMENTS

How to get involved in building homes in communities and some low cost ways to keep your home warmer this winter.

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GREG'S VIEW



Greg Salter
Managing Executive:
Nedbank Home Loans

Winter is on its way and most of us are probably already reaching for warmer clothes at night. Winter brings not only cold, but also rain in some areas; and we hope this year will be kinder to the Western Cape.

In this edition we feature the things you should consider when investing in property for the first time. We look at how you can get R15 000 cash back and highlight the new features added to our Nedbank Money app.

We remind you of the benefit of paying extra into your bond and talk about ways to be smarter with your money. It won't be easy to relax when your home is cold, so we added a list of handy tips to keep your home warmer. We also provide you with information on how to get involved in an inspiring initiative to build homes for families.

In 'News to use' we share what some of our clients say about us and give you some useful tips on how to avoid cyber hacking.

see money differently

NEDBANK

IN THE SPOTLIGHT



All you need to do to qualify for the cashback is:

- 1 **Apply online** for your home loan.
- 2 **Open and move your salary** to a Nedbank transactional account, as your cashback will be paid into your Nedbank account.

PLUS, enjoy these **additional benefits** when you apply online:

- A **30% discount** on your attorney bond registration fees.
- Bond approval **within hours**.
- An attorney that **comes to you**.

Click [here](#) for more information or to apply online.

Terms and conditions apply.

New functionality on the Nedbank Money app!

If you haven't downloaded the new Nedbank Money app, we recommend that you do it right away!

We've just released new features, such as:

- **freeze your card** until you find it, then **unfreeze** it;
- **balance peek lets you see your balance without logging in** – you can enable this feature in the app;
- view your Greenbacks balances **in rand**;
- **create personalised names** for your accounts, quickly and easily; and
- **hide and show** which linked accounts you want to see in your dashboard.

Haven't got the app yet? Get it now. It's easy.

Click one of the buttons on the right to download the Nedbank Money app today !

Always keep your Nedbank Money app updated so you don't miss out on the latest cool features.



What to consider when investing in property for the first time.



Purchasing a property is a major commitment that should be evaluated carefully in terms of your life plans and financial situation, both currently and in the future. As a first-time property investor it is vital to be informed and ask the right questions, such as when, where, why and how to invest in your first property.

When to invest – Property investors should only invest once they have taken the time to make an educated decision, and when they are sure they can afford to make the financial commitment.

Consider all costs – Apart from the bond repayments, there are a number of other costs involved in a property transaction that can add up to a substantial amount.

Where to invest – The right location is vital, it will ensure a good resale value and return on your investment. When

looking into an area, consider proximity to amenities such as schools and shopping centres.

Why invest in property – Buying property is a huge step towards financial security and growth, and is a great way to invest in your future.

How to invest – Start by saving. Once you have the required deposit and have decided on the type of property that will suit your life stage, working with a mortgage originator will ensure that the bond application is a smooth, hassle-free process.

This article is adapted from the original on [privateproperty.co.za](#).

HOME

IN THE SPOTLIGHT

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NEWS TO USE

HOME IMPROVEMENTS

DID YOU KNOW ...



How to reduce the overall cost of your loan.

A simple way of reducing the overall cost of your loan is to pay your salary increase into your bond before you get used to the extra amount. Doing so will benefit you greatly in the long run. Put as much extra money as you can into your bond every month as this will reduce:

- your loan amount;
- the interest you owe; and
- the duration it will take to repay your loan.

Five tips to be smarter with your money.

When times are tough, it is always a good idea to stick to these tried and tested rules:

- 1 Create a budget.
- 2 Reduce your high-interest debt.
- 3 Take an active role in your investment and retirement plans.
- 4 Don't be overly conservative with your investments.
- 5 Consider working with a financial planner.

Has your salary date changed?

An incorrect debit order date can result in unnecessary costs. Call us on 0860 555 111 to change your debit order due date.

Have your details changed?

We may need to contact you from time to time to keep you informed. Call us on 0860 555 111 or visit your nearest Nedbank branch to update your details.

DebiCheck.

The South African Reserve Bank, Payments Association of South Africa and the South African banking industry have introduced DebiCheck (an authenticated debit order process) on 1 July 2017.

DebiCheck allows you to electronically or telephonically approve your debit information before the funds are deducted from your transactional account. This will help you avoid any incorrect or unauthorised debit orders being deducted from your transactional account.



Buying a home?

View our available properties [here](#).

Let us know about your Nedbank experience.

Website: [TalkToUs](#)
Helpline: +27 860 444 000
Email: clientfeedback@nedbank.co.za



Monday to Friday: 08:00-17:00 / Saturday: 08:00-12:00

HOME

IN THE SPOTLIGHT

DID YOU KNOW

NEWS TO USE

HOME IMPROVEMENTS

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What our clients say about our service.

'Nedbank has really gone out of their way to service us in an otherwise quite stressful situation with this property bond application. It is at times like these when you are able to effectively compare service levels between banks.'

In every interaction with each Nedbank staffmember, they have been professional, polite, friendly, efficient and have left no stone unturned in making my new home a reality. This was indeed a delightful client experience! Keep up the phenomenal teamwork.

A heartfelt thank you for the time and effort you dedicated to assisting with the approval of my home loan application. I sincerely appreciate the trouble you went through with the appeals process and the fact that you also didn't accept "declined" as the final answer.

'I've suffered a knock-on effect from a purchaser defaulting, causing me to potentially default on my offer. Thanks to Nedbank, I now have a message that I've been approved for the amount, subject to a property evaluation. And this was done in under four days from the time I went online and within a day of submitting the application forms. This must be a record.'

'I would like to express my gratitude for assisting me to get my home loan. I did an enquiry online on how to go about getting a loan from Nedbank, you responded to my email and were always happy to assist – from the minute you got the email up until my home loan was approved.'

I'm a fellow Nedbanker and I want to express my gratitude and appreciation to the team for journeying with me through the process, going the extra mile over and over again, giving information and guiding me through the process to its successful conclusion.

Nedbank took every measure to ensure that the service delivery was impeccable and constantly gave feedback about the progress on the home loan. I want to thank the Client Experience Team for regular followups and driving the progress of our home loan application. It is good to know that there are still some companies that believe in good client service.

Cyber hacking – How to avoid getting hacked.

Computer hacking refers to the practice of modifying or altering **computer** software or hardware to accomplish a goal that is considered to be outside of the creator's original objective, usually to gain access to your personal data. The following are some basic tips to help you avoid getting hacked:

- 1 **Use strong passwords** – Your birth date or your dog's name is not strong enough. Combine numbers, words and characters into a password that you can remember.
- 2 **Check your emails** – The golden rule is not to open an email or its attachment if you do not know the sender or if you do not expect an email from the sender. Banks will not send you an email or attachment asking for your personal information.
- 3 **Beware of scams** – Lots of emails are sent daily that promise riches in one form or another, if you give your personal details in some form or another. Avoid doing this at all costs.
- 4 **Update your software/apps** – Security breaches more often happen on outdated or old versions of software or apps. Make sure you keep everything updated.
- 5 **Never share your password or login details** – Should you suspect that someone else may have seen your login details or password, change them immediately.

HOME

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NEWS TO USE

HOME IMPROVEMENTS

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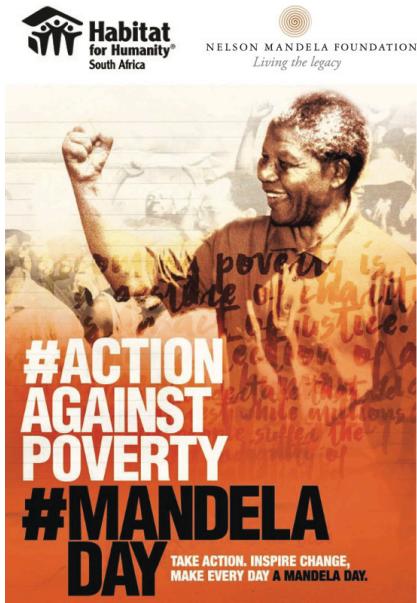
Building homes for communities.

Nedbank has been in partnership with **Habitat for Humanity South Africa** since 2009. Habitat for Humanity is a **worldwide non-profit organisation** focusing on **participatory development of communities**. Habitat for Humanity SA has built **3 700 houses** in the last 26 years. Nedbank feels proud to be part of this transformational initiative of **enabling home ownership dreams** for low-income families. The initiative forms part of keeping the legacy of **eradicating poverty in South Africa** alive and doing good for the community.

Building decent shelter is the starting point to alleviate the cycle of poverty and will **build strength, stability and self-reliance** in communities. Habitat for Humanity SA's core business focus is on developing the resilience of individuals and communities, especially as it pertains to the

accessibility of housing. This year marks **Nelson Mandela's centenary year** and in honour of Tata Madiba Habitat for Humanity, in **partnership with The Nelson Mandela Foundation**, aim to build **100 houses for 100 families**. It costs approximately R100 000 to build one house and Nedbank Home Loans has **contributed towards building 10 homes** as a start, but we feel that **more needs to be done**. We are therefore on a drive to **raise funds** to build more homes.

The initiative runs from **16 to 20 July 2018** and works by involving **volunteers and community members** in assisting with some of the unskilled labour tasks on the building sites. Nedbank Home Loans feels strongly about **enabling home ownership dreams**, and our staff will be volunteering to be part of the home building process.



Click [here](#) to find out more about how you can be part of this drive.



Low-cost ways to keep your home warmer this winter.

The following are just a few easy tips on keeping your home warmer this winter. Always take care to leave some ventilation in your home to allow for fresh air.

Block gaps and air leaks in windows and doors to cut out draughts. Buy 10 mm strips of foam (available at your hardware store) to fill gaps in windows, doors and window frames or roll up an old towel to place at the bottom of a door.

Identify and cover up mini-draughts too. Chilly air can leak

in through the tiniest and most unexpected places. Even an open keyhole can let chilly air sneak in.

Stick tin foil behind any wall-mounted heaters. This prevents heat from being absorbed by the cold wall and reflects it back into the room. Just make sure the shiny side faces outward.

Close gaps between the roof and cupboard tops. Sometimes the ceiling isn't properly sealed into the top of built-in closets, and this is a point of potential heat escape.

TO REPORT
FRAUD CALL
NEDBANK ON
0800 110 929.

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IN THE SPOTLIGHT

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HOME IMPROVEMENTS