

19 January 2026

Industry Communication: Updated Contact Channels and Escalation Framework.

Dear Valued Stakeholders,

1. We are pleased to share an important update reaffirming Capital Data's commitment to service excellence and stronger operational alignment within the debt review industry.
2. Capital Data has recently completed a strategic revamp aimed at aligning our internal processes more closely with the standard operating practices of our stakeholders. These enhancements are designed to strengthen communication, improve turnaround times, and support the consistent, high-quality service we strive to deliver to both our stakeholders and industry consumers.
3. As part of this initiative, effective 8 December 2025, we implemented clearly defined workflows, entry points, and escalation channels across the business. These improvements are intended to ensure efficient query resolution, improved accountability, and a seamless engagement experience.
4. Please find below the updated departmental contact details, including escalation points for your reference. We kindly request that all queries be directed to the relevant departmental mailbox in the first instance to ensure optimal turnaround times.

Department	Email	1 st Escalation	2 nd Escalation	3 rd Escalation
Form 17.1	capitaldata@nutun.com 011 560 4285	Bhavna Perumal BhavnaR1@capitaldata.co.za 011 560 6604	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.com
Form 17.2, Debit Order cancellations	17.2@capitaldata.co.za	Bhavna Perumal BhavnaR1@capitaldata.co.za 011 560 6604	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.com
Proposals	Proposals@capitaldata.co.za 011 560 4371	Christiaan Van Zyl ChristiaanV@capitaldata.co.za 011 560 6365 Irene Maano IreneM2@capitaldata.co.za 011 560 6440	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.com
Reckless Lending	Recklesslending@capitaldata.co.za 011 560 4371	Ashwyn Brown AshwynB@Capitaldata.co.za 011 560 6596 Francinah Motsepe FrancinahM@capitaldata.co.za 011 560 6596	Michelle Whitaker Michellew1@capitaldata.co.za 011 560 6495	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.com

Court Applications	Courts@capitaldata.co.za 011 560 4371	Christiaan Van Zyl ChristiaanV@capitaldata.co.za 011 560 6365 Irene Maano IreneM2@capitaldata.co.za 011 560 6440	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za
Paid Up Letters / Clearances	Clearance@capitaldata.co.za 011 560 4285	Bhavna Perumal BhavnaR1@capitaldata.co.za 011 560 6604	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za
17.W / Terminations	17.W@capitaldata.co.za 011 560 4285	Bhavna Perumal BhavnaR1@capitaldata.co.za 011 560 6604	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za
17.3 Change in Circumstance	17.3@capitaldata.co.za 011 560 4371	Ashwyn Brown AshwynB@Capitaldata.co.za 011 560 6596 Francinah Motsepe FrancinahM@capitaldata.co.za 011 560 6596	Michelle Whitaker Michellew1@capitaldata.co.za 011 560 6495	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za
Balances / Refunds General Enquiries	Queries1@capitaldata.co.za 011 560 4285	Ashwyn Brown AshwynB@Capitaldata.co.za 011 560 6596 Francinah Motsepe FrancinahM@capitaldata.co.za 011 560 6596	Michelle Whitaker Michellew1@capitaldata.co.za 011 560 6495	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za
Reconciliations	Pay@capitaldata.co.za 011 560 4371	Frederick Reyneke FrederickR@capitaldata.co.za 011 560 6035	Desmita Meersingh Maharaj DesmitaM@capitaldata.co.za 011 560 6520	Anila Jai Jai Pillaye AnilaP@capitaldata.co.za 011 560 6014 Graeme Fourie GraemeF@nutun.co.za

- We are confident that these enhancements will strengthen our collaboration and further improve overall service delivery.
- Thank you for your continued partnership and support. Should you have any questions, please do not hesitate to contact us via the relevant channels above.

Kind regards,

Capital Data Management Team

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