

WINTER 2019

# Home Diaries

[nedbank.co.za/homeloans](http://nedbank.co.za/homeloans)



## GREG'S VIEW

**Greg Salter**

Managing Executive:  
Nedbank Home Loans

Winter is coming, but curling up in front of the TV (or fireplace) to avoid the cold doesn't mean househunting, maintenance or the usual responsibilities of being a homeowner should wait until spring. That's why we have a Home-buying Toolkit and HeyNed on the Nedbank Money app – let them do all the heavy lifting for you.

In this edition we've also got advice on what to do if you're struggling to meet your home loan payments and what happens when you're hit with the unthinkable – the death of a loved one. We've also got some advice to help limit the costs of load-shedding and more about how you can win a bucket list experience.

### IN THE SPOTLIGHT

You can search for property on the Home-buying Toolkit while having HeyNed in your pocket ready to assist you with any of your home and lifestyle needs. HeyNed can help you find the best deals on anything from renewing your driving licence to getting the best price on your next flights.

[More](#)



### DID YOU KNOW ...

Learn what to do when increases in insurance premiums impact your instalment and what your next steps should be once you've paid off your home loan.

[More](#)



### NEWS TO USE

If watching a Rugby World Cup 2019™ match is on your bucket list, then you'll want to start earning entries for our latest competition. Read about the Habitat for Humanity initiative and doing good for families and communities.

[More](#)



### HANDY TIPS

Get your home ready for winter and equip yourself with some tips for when load-shedding hits.

[More](#)



see money differently

**NEDBANK**

# IN THE SPOTLIGHT

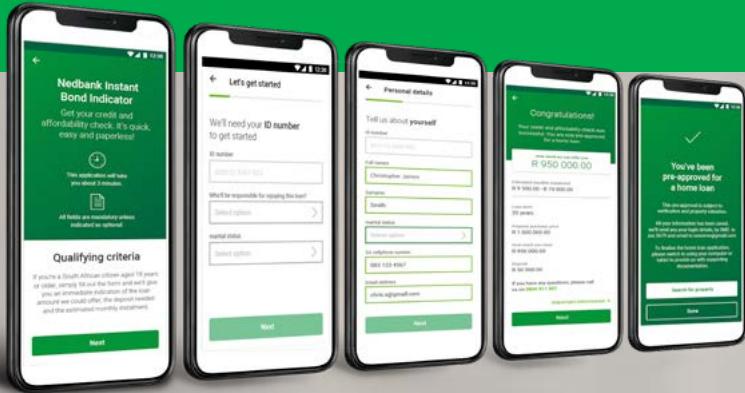
## NEDBANK HOME-BUYING TOOLKIT

Have you had a chance to use the Home-buying Toolkit on the Nedbank Money app? It's your complete guide during your home-buying process.

Whether you want to access additional funds on your existing home loan or are looking at buying a new property, you can get instant preapproval on the Home-buying Toolkit to know how much you qualify for.

The property search functionality allows you to search for properties on sale and you will be able to contact the estate agent to view the property.

\* Preapproval is subject to terms and conditions.



**Our Property Insights will help you make informed purchasing decisions. You get up to three free property reports a month that include information such as:**

- Estimated property valuation.
- Ownership history.
- Average sale prices in the area.
- Demographic information of owners in the area.
- Key amenities in the area such as schools, public transport and shops.

The Nedbank Money app is available for download from your app store.

## Our virtual assistant HeyNed takes the hassle out of home maintenance

Imagine having a PA on call 24/7/365. HeyNed gives you exactly that – a unique lifestyle assistance service – available through the Nedbank Money app.

Let it take control of all the things you could need as a homeowner – from security, renovations, maintenance and municipal accounts, to helping you move home. And it will find suppliers that you can trust to do the best job.

You can also use HeyNed for any of your home and other lifestyle needs. As winter is here and the demand for energy increases, HeyNed can help you find the best deals on generators and assist with your other home-related needs.

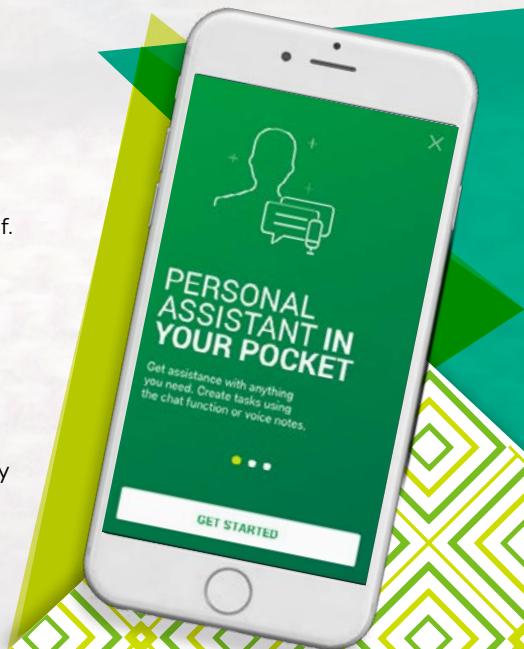
### What does HeyNed do?

- Responds to your requests.
- Finds the best suppliers for you.

- Negotiates the best deals.
- Gives you three competitive supplier quotes to choose from.
- Manages the suppliers on your behalf.

### All this for only R99 per month.

Using HeyNed couldn't be easier:  
• Open the Nedbank Money app and select 'Apply'.  
• Select the 'Lifestyle' panel and complete the registration form.  
• Confirm subscription offer.  
• Once registered, request a service by typing into the chatbox or using the microphone.  
• The settings for this can be found under 'Chat settings'.  
• You can cancel or renew your subscription in the app.



## Finance Linked Individual Subsidy Programme

Do you have a friend or family member who is battling to buy their first home? The Finance Linked Individual Subsidy Programme (FLISP) could be the answer.

### What is the FLISP?

A government initiative to help those earning between R3 501 and R22 000 to become first-time homeowners.

### How does it work?

The once-off FLISP subsidy amount ranges between R20 000 and R87 000, depending on monthly income, to reduce the initial loan amount and make monthly repayments more affordable.

### Who can apply?

- South African citizens or permanent residents with a valid identity document.
- Over 18s.
- Those who have never benefited from a housing subsidy scheme before.
- First-time homebuyers.
- Those with an approved home loan from a financial institution.

**HOME**

**IN THE SPOTLIGHT**

**DID YOU KNOW ...**

**NEWS TO USE**

**HANDY TIPS**

# DID YOU KNOW ...

## How would the death of a loved one affect your home loan?

Dealing with a death – especially that of a loved one – is never easy, but knowing what to do with a deceased estate could ease the burden. Here's what to expect:

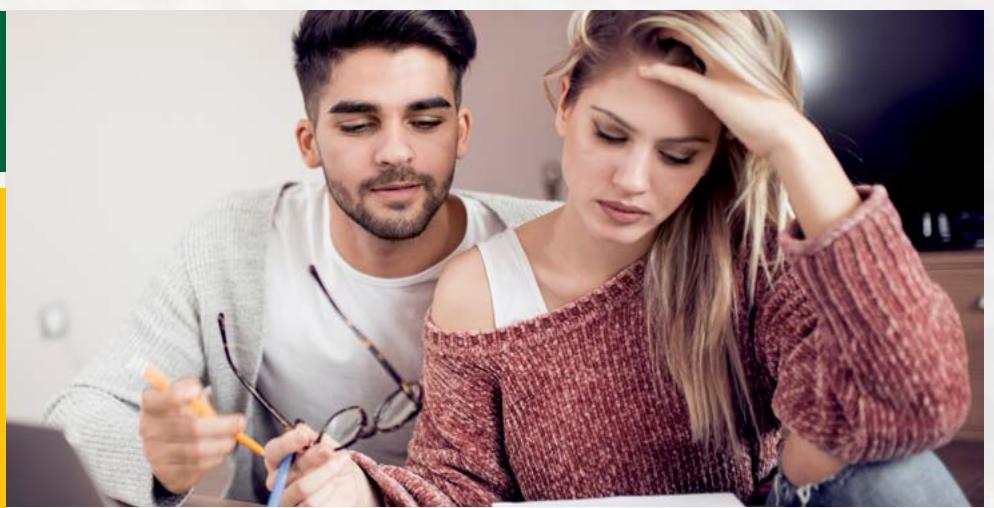
- The deceased's appointed executor will contact Nedbank as one of the creditors to the estate of your loved one.
- If you had been married in community of property, you will be held liable for the outstanding balance on the bond account, as the property forms part of your joint estate.
- If your loved one had active life cover, Nedbank will lodge a claim with the insurance company. As the surviving spouse or heir, you may apply for a 'substitution of debtor' application, meaning the name on the title deed of the property will be changed to your name, subject to credit approval.

In the unfortunate event of your loved one passing on, contact the Nedbank Deceased Estates Department for assistance on 011 495 8911.

[Download the brochure here.](#)

## What should you do when increases in your insurance premiums and interest rates impact your home loan instalment?

- Paying by debit order? Adjustments are made by the bank.
- Paying automatically by Single Sign-On (SSO)? Call Nedbank Home Loans to confirm your new instalment amount and inform your HR department to update the SSO amount it pays on your behalf.
- Paying by stop order? Call Nedbank Home Loans to confirm the new amount and inform your bank of the change.
- Paying by cash or EFT? Convert to a more secure payment method such as a debit order. This will prevent your account from falling into arrears.



## HOW DO YOU MANAGE YOUR HOME LOAN WHEN YOU'RE STRUGGLING TO MAKE ENDS MEET?

There are many reasons why you may find yourself struggling financially, from an unexpected illness to the current financial climate. The key to an easier recovery is knowing your options and choosing the right one for your needs.

**Scenario 1:** I fell behind on my bond payments, but now I can afford to pay back the amounts I missed.

**Best solution:** You can pay the missed payments, either all at once or over time, while still paying your usual monthly instalments. We have various repayment options available.

**Scenario 2:** Every month is a struggle and I can't repay the bond payments I've missed. I want to reduce my bond repayments by extending my term to the maximum 30 years.

**Best solution:** Restructuring your loan over a longer term will reduce your monthly instalment, but increase the amount of interest you'll pay. Limit this by paying extra each month. Terms and conditions apply.

**Scenario 3:** I can no longer afford to pay my bond and would like to sell my house.

**Best solution:** Use our assisted-sales programme to sell your house on the open market. We'll help manage the process to help get your finances in order to avoid negatively impacting your credit records. Terms and conditions apply.

For more information call **0860 553 573**.

## You've paid off your home loan, now what?

A 'paid off' home loan is when you have repaid the loan prior to the term of the loan being reached. This is a major milestone, but it doesn't mean that your bond has been cancelled. Here's what you need to know:

- Your bond must be cancelled in the deeds office and there is a cost attached, payable to the appointed cancelling attorney.
- If you wish to keep your home loan account open for insurance purposes, interest will still be charged on the outstanding balance and the bank continues to incur administration costs. These are recovered in the form of a monthly service fee for which you will be responsible.

- To find out if you'd benefit from keeping your account open give our friendly contact centre a call on **0860 553 573**.

**HOME**

**IN THE SPOTLIGHT**

**DID YOU KNOW ...**

**NEWS TO USE**

**HANDY TIPS**

# NEWS TO USE

## BUILDING COMMUNITIES AS WE BUILD HOMES WITH HABITAT FOR HUMANITY

For the past decade Nedbank has partnered with Habitat for Humanity South Africa – a non-profit organisation focused on building communities and transforming lives by enabling home ownership dreams for low-income families. Like Habitat for Humanity, we believe that building a decent shelter is the starting point to alleviating the cycle of poverty and building strength, stability and self-reliance in communities.

Members of the community are sourced, engaged and upskilled, and work side-by-side with Nedbankers to complete houses. This brings a variety of skills to the projects and creates sustainable opportunities for future development.

Nedbank Home Loans is delighted to share the success of our 2018 activities, which included a total

of 11 homes funded and built. These homes were built in Lawley (Gauteng), Umqababa (KwaZulu-Natal) and Emfuleni (Cape Town). Handing over the keys to the recipients was celebrated by the whole community.

The drive continues to raise funds so that Nedbank Home Loans can build even more homes in 2019. This is supplemented by staff donations, as well as a variety of initiatives, including golf days and walkathons, taking place throughout the year.

This year the initiative will run from 15 to 19 July. We look forward to building lasting relationships as we continue to build up South Africa's communities.

Click [here](#) to find out how you can help.



## Rugby World Cup 2019™

Win one of nine priceless bucket list experiences to the Rugby World Cup 2019™ in Japan, courtesy of Mastercard, which includes:

- A trip to the Rugby World Cup 2019™ for two.
- A five-day, four-night double package.
- Exclusive invitation to The Captain's Run.
- Airfare, accommodation and transfers.
- A full-day tour of the host city.

Competition ends 12 August 2019.

Live life to the fullest. Apply online and get your answer in minutes. Visit [www.nedbank.co.za/bucketlist](http://www.nedbank.co.za/bucketlist) or call 0860 555 111.

### How to enter

You get:

- **THREE ENTRIES** when you open a Nedbank account and use your credit, cheque or debit Mastercard card.
- **TWO ENTRIES** when you scan to pay with the Nedbank Money app using your Nedbank credit, cheque or debit Mastercard card.
- **ONE ENTRY** for every R700 you spend on your Nedbank credit, cheque or debit Mastercard card.

Terms and conditions apply.



[HOME](#)

[IN THE SPOTLIGHT](#)

[DID YOU KNOW ...](#)

[NEWS TO USE](#)

[HANDY TIPS](#)

# HANDY TIPS

## GET YOUR HOME READY FOR WINTER

The drop in temperature might have you investigating the cost of a fireplace installation or planning to hibernate under your duvet until spring, but don't let maintenance slip – winter is when it really counts!



### Check your chimney before lighting up

If you have a working fireplace, have your chimney cleaned and checked for blockages before fire weather kicks in.



### Act on those long-planned renovations

Builders are often cheaper and more readily available for smaller projects or indoor renovations when the cold sets in. This is also the perfect time to repair your pool or outdoor areas as you won't be using them.



### Prepare for rain

If you live in an area that experiences winter rain, clearing gutters and checking for leaks is important. Waterproofing is usually cheaper than repairing water damage to furniture, electrics and flooring.



### Consider alternatives to electric heating

Don't rely on Eskom to keep you warm this winter. Fireplaces, gas heaters and improved insulation could be the difference between a winter wonderland and an ice palace.



## DON'T GET CAUGHT OUT BY LOAD-SHEDDING

We all know the frustration that goes along with the recent reintroduction of load-shedding due to power supply issues.

While we may not be able to stop the rolling blackouts, there are a few things we can do to limit the potential damage that can be caused by sudden power interruptions and reconnections.

Here are some ways that you can protect your valuables:

- Keep an eye on your municipal load-shedding notices. These should give you some idea as to when you can expect load-shedding to occur, so that you can prepare by ensuring that sensitive equipment is disconnected from power sockets in your home or workplace.
- When your area experiences load-shedding, unplug all your electronic and electrical devices and equipment, to avoid damage due to sudden surges when the power comes back on.

Every Nedbank Home Loan client is obliged, in the terms of their Nedbank Home Loan agreement, to have insurance to protect their home. If you have a Nedbank Insurance homeowner's cover policy, there is nothing you need to do. However, if you have insurance with an external insurer, then you are required to confirm at least annually that your cover is still in place.

Please remember when you get your annual updated insurance schedule at renewal to send a copy to [insurance@nedbank.co.za](mailto:insurance@nedbank.co.za). If you have any queries, please contact us on **0860 333 111**.

- Not all insurance companies cover power surges; check with your insurer to find out what you are covered for in the event of a potential claim.
- When the power comes back on, wait at least 30 minutes before reconnecting sensitive devices, as power may be interrupted during the reconnection phase.

If you would like to know more about how you can minimise the disruption of load-shedding, do not hesitate to contact your insurer.

To find out more about Nedbank's homeowner's cover [click here](#) or visit [your nearest branch](#).

## Share your feedback and help us to improve

If you've been impressed, disappointed or think we can do better – we want to know! Send your feedback to [CXCustomerFeedback@Nedbank.co.za](mailto:CXCustomerFeedback@Nedbank.co.za).

## HOME

## IN THE SPOTLIGHT

## DID YOU KNOW ...

## NEWS TO USE

## HANDY TIPS