



KLK LANDBOU BEPERK / LIMITED
Epos / e-mail: Debiteur@klk.co.za
☎ 054-337 6200
NCRCP 2580

17 April 2023

Dear KLK Account Holder

KLK is implementing a new system to protect the interests of account holders. The current process of signing invoices when validating a transaction is replaced by using a PIN. The use of a PIN improves security with regards to the operational systems and information processed between KLK and the account holder.

Personal Identification Number (PIN) is linked to your account.

Use of PIN?

- The PIN must consist of a combination of four numerical characters.
- The account holder can designate users of the account, each of whom gets a unique PIN that is used, when transacting on the account.
- The PIN is activated when transacting for the first time after 3 July 2023.
- The use of the PIN becomes compulsory as from 3 July 2023 for account holders and authorised users of KLK accounts.

How do I activate my PIN?

- The addendum to the Credit agreement must be **completed and signed** by the account holder as well as authorised users of the account.
- The signed addendum can be submitted at the nearest KLK branch or it can be e-mailed to debiteur@klk.co.za.
- A copy of the ID of account holder and authorised users must be submitted with the addendum.

How do I reset the PIN?

- The account holder can reset his PIN at the nearest KLK Branch.
- The account holder must show proof of ID before the PIN can be reset.
- When the PIN is changed, a notification will be sent to the relevant PIN holder's cellphone number.

STOP account information:

- If the use of the PIN on the account must be stopped, the account holder or PIN user must communicate via e-mail to debiteur@klk.co.za. Your branch manager must also be notified.

Where do I get my invoices?

- The statements and invoices are e-mailed monthly to account holders.

Should you have any queries, contact the Debtors department at Head Office (054 337 6200).

KLK Greetings.