CONSUMER PORTAL | USER GUIDE

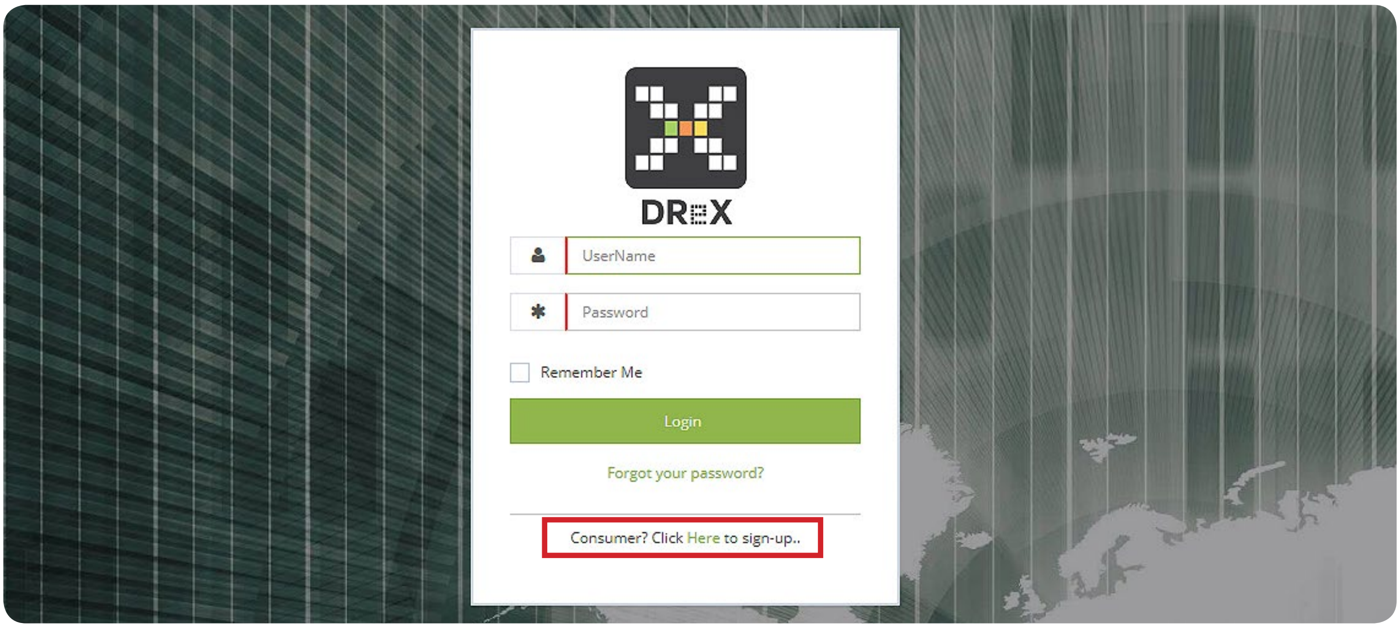
DR≡X

Consumer Friend

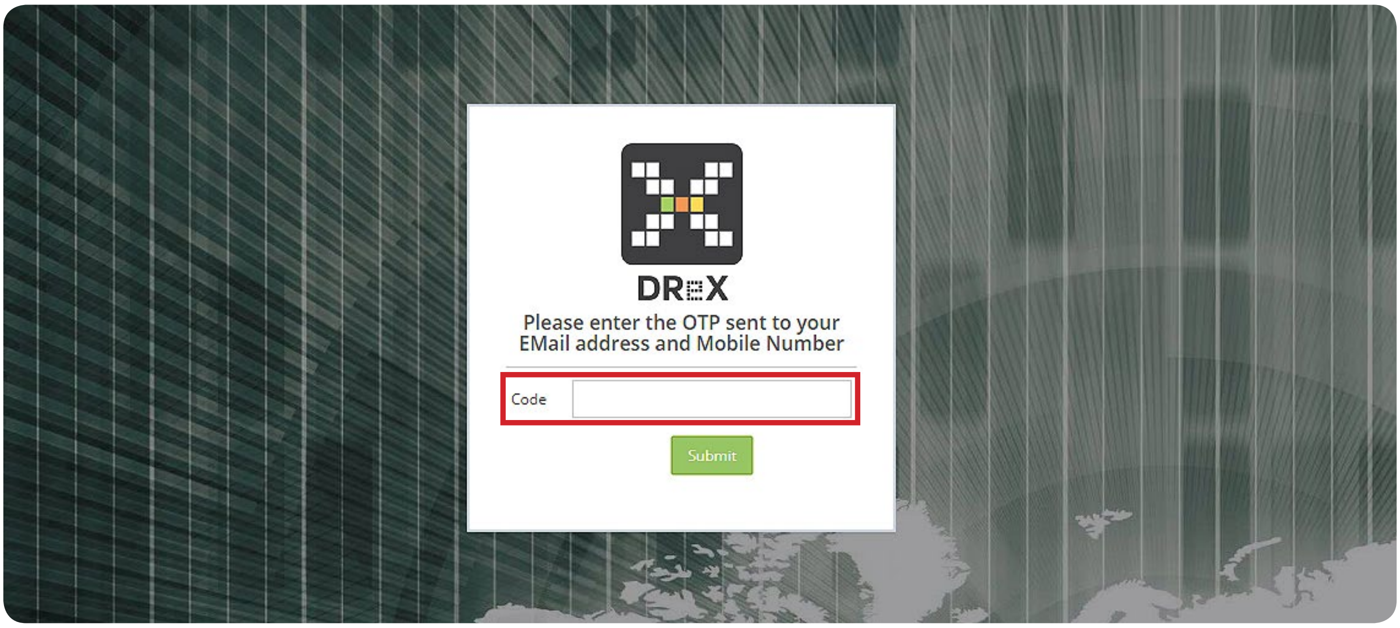
INDEX

FOLLOW THESE 5 EASY STEPS TO SIGN UP FOR YOUR DREX ACCOUNT:

1. To sign up for access to your accounts on DReX simply Log onto: https://drex.consumerfriend.co.za/drex/
(Hint: We recommend using Google Chrome to access the DReX portal)



2. Because you are a consumer you will need to click **"Here"** to sign-up.
3. Complete the required registration form.
(Hint: make sure you have your Debt Counsellors DC Code)
4. Enter your One Time Pin which will be sent to you by sms and email and click Submit
(Hint: ensure that cell phone and email details are correct)

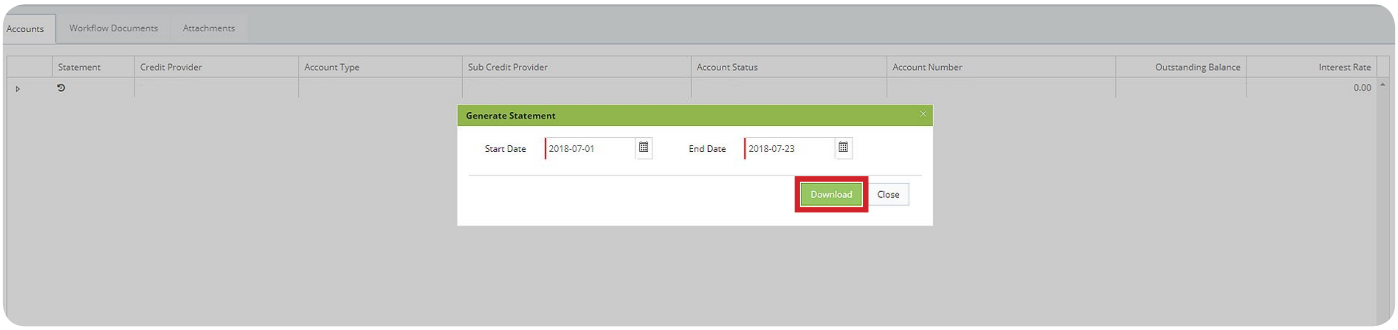


5. Welcome to the DReX Consumer Portal!You will receive a sms and email confirming successful registration.

QUICK TIPS:

1. GET STATEMENTS:

- Click on the “Accounts” tab
- Click on the following icon
- Select your date range



- Click “Download” to view your statement
- Should you want to make a direct payment please use the payment details provided at footer of the statement
- Please note, you will be unable to view balances and statements for accounts that are no longer in Debt Review

2. DOCUMENT UPLOAD

Use this function to upload important documents in order for our finance team to:

1. process refunds - upload your ID (spouse ID if married in community of property) and a bank statementnot older than three months.
2. Incorrect payment reference – upload proof of payment.

- Click the “Upload Documents” button
- Click on “Select Files” and upload your document from source.
- Click “Save and Close”

3. GET DEBT REVIEW DOCUMENTS

- Click on the “Work Flow”or “Attachments”tab
- Click “View” icon to Download or View your document