



Reg No. 2013/131486/07

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13 March 2018

RE: CyberVendIT Standard – Change is upon us!

Dear Valued Customer

You are receiving this letter because you are one of the many loyal customers using our CyberVendIT product. CyberVendIT has been in operation since December 2005 and has grown into a very popular bundle based vending service because of your loyal support, without which it would not have been a success. We would like to take this opportunity in thanking you for allowing us to be your service provider.

As with everything in life, changes do occur and whilst some are uncomfortable to make they are necessary in moving forward.

National Treasury has recently announced an increase in Value Added Tax (VAT) from 14% to 15% effective 1 April 2018 and as such CyberVendIT has had to assess and re-evaluate all its products and services. A letter dated 27 February 2017, titled “CyberVendIT Website Upgrade & Product Features!” was sent out to everyone with information about the changes and the shutdown of the Standard option come November 2017. We have however kept it running up until now.

CyberVendIT Standard as you have come to know it over the recent months will become obsolete as at **31 March 2018**. As a result, from 1 April 2018 you will be automatically upgraded to CyberVendIT Premium.

This decision was not taken lightly and after much evaluation CyberVendIT has had to acknowledge that it cannot continue profitably running this product after 13 years without a price adjustment in relation to increasing costs.

The positive is that CyberVendIT Premium is a smarter and faster way of getting and managing your tenants and tokens. Please note that the price per token is R5 (incl. VAT) It's all real-time with the added benefit of 24/7 Contact Centre assistance.

Should you wish to get further clarity please make use of our **contact centre number – 087 7420 459 (24/7)** and they will be able to assist you with further information on logging onto CyberVendIT Premium and any other related questions.

You have our assurance that your remaining tokens will not be affected but we do encourage you to use them before 31 March 2018. CyberVendIT Premium is a real-time token based self-managed solution.

We are positive about the change and we trust that you see the benefits too.

Yours faithfully

CyberVendIT