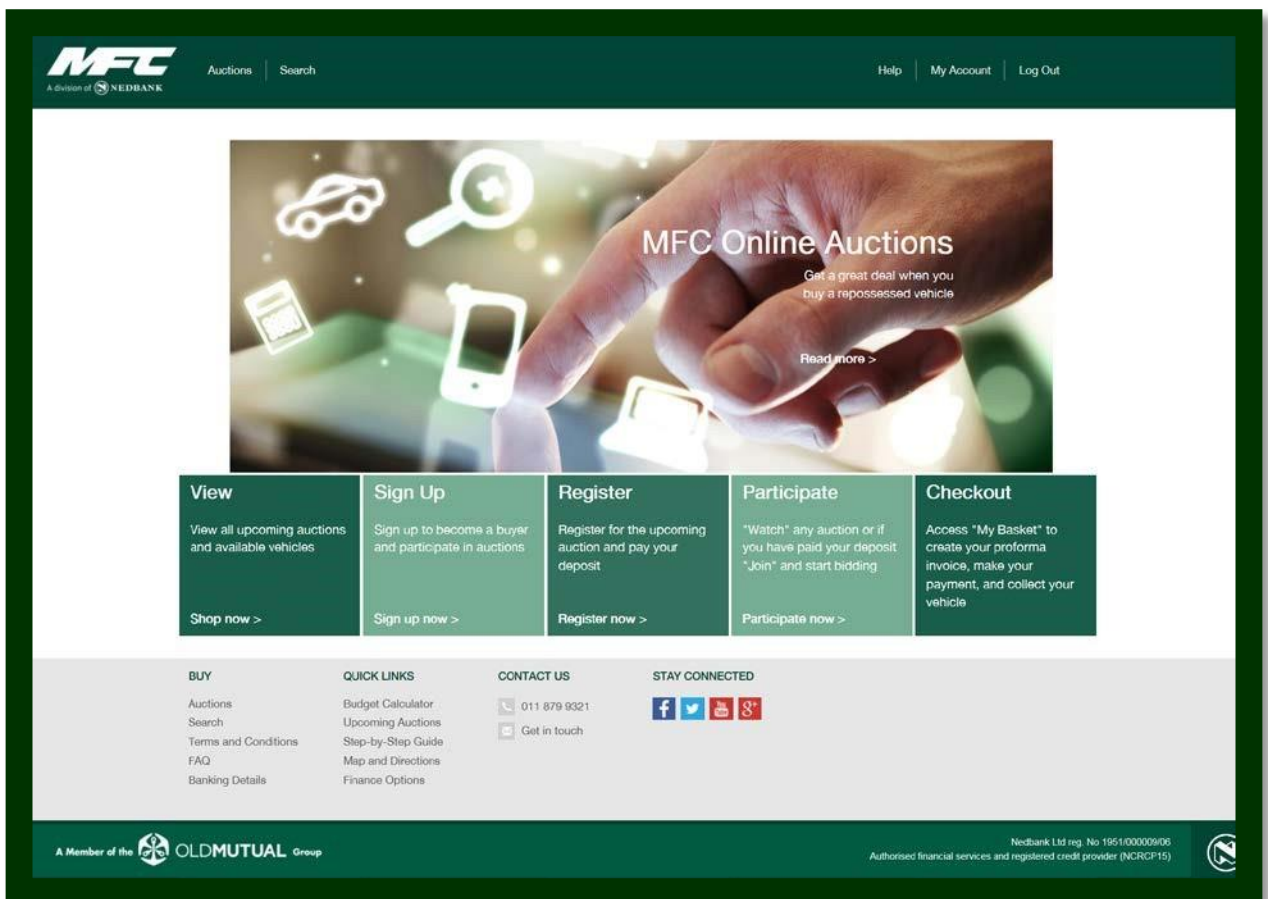


MFC AUCTIONS

STEP BY STEP ONLINE AUCTION GUIDE







The screenshot shows the MFC Online Auctions website interface. At the top, there is a navigation bar with the MFC logo, 'Auctions', 'Search', 'Help', 'My Account', and 'Log Out'. The main content area features a large banner with the text 'MFC Online Auctions' and a sub-headline 'Get a great deal when you buy a repossessed vehicle'. Below the banner is a 'Read more >' link. The main content is organized into five columns, each representing a step in the auction process: 'View', 'Sign Up', 'Register', 'Participate', and 'Checkout'. Each column contains a brief description of the step and a 'Shop now >' or 'Sign up now >' link. At the bottom, there is a footer section with 'BUY', 'QUICK LINKS', 'CONTACT US', and 'STAY CONNECTED' categories. The footer also includes the MFC logo, 'A Member of the OLD MUTUAL Group', and contact information for Nedbank Ltd.


View	Sign Up	Register	Participate	Checkout
View all upcoming auctions and available vehicles	Sign up to become a buyer and participate in auctions	Register for the upcoming auction and pay your deposit	"Watch" any auction or if you have paid your deposit "Join" and start bidding	Access "My Basket" to create your proforma invoice, make your payment, and collect your vehicle
Shop now >	Sign up now >	Register now >	Participate now >	

BUY
Auctions
Search
Terms and Conditions
FAQ
Banking Details

QUICK LINKS
Budget Calculator
Upcoming Auctions
Step-by-Step Guide
Map and Directions
Finance Options

CONTACT US
011 879 9321
Get in touch

STAY CONNECTED
   

A Member of the  **OLD MUTUAL** Group

Nedbank Ltd reg. No 1951/00009/06
Authorised financial services and registered credit provider (NCRCP15)

MFC a division of Nedbank

MFC AUCTIONS



5 STEPS TO BUYING A VEHICLE ON AUCTION



[View \(Auctions\)](#)

Browse the “Auctions” and view the catalogue of available vehicles at upcoming auctions.



[Sign Up](#)

Sign up on the MFC auctions website to become a buyer so that you can participate in upcoming auctions. Here you will need to provide us with your Personal Details, Copy of ID, Proof of Residence and your Banking Details.



[Register](#)

Register for a specific upcoming auction and pay your R5000 refundable deposit so you can participate in the auction.



[Participate \(Watch / Join\)](#)

You welcome to “Watch” the auction or once you have registered for the auction and your deposit payment has been confirmed you may “Join” the live auction on the actual day. Here you will be able to place bids for the vehicle/s you would like to purchase.



[Checkout \(My Basket\)](#)

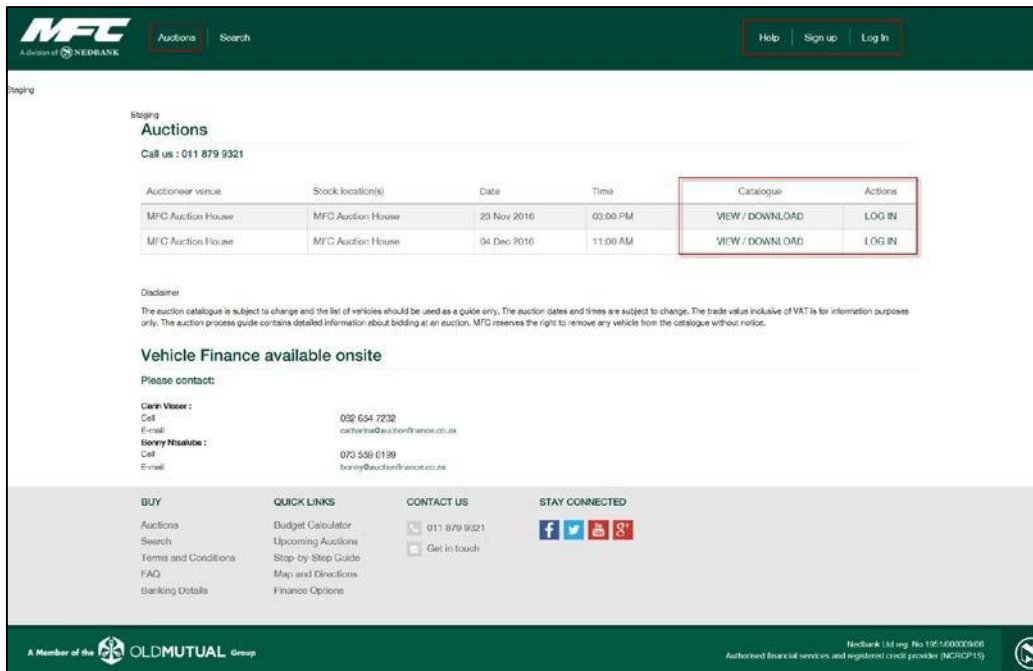
After you have made your purchase/s or the auction is concluded, you will proceed to check out. You will click on ‘My Basket’, create your proforma invoice, make your EFT payment for the full amount due and come collect your vehicle/s that you have purchased.

For more details read the rest of this guide on how the online auction process works. Should you still need HELP contact the MFC Auction Call Centre on 011 879 9321



View Upcoming Auctions and Catalogue of Vehicles

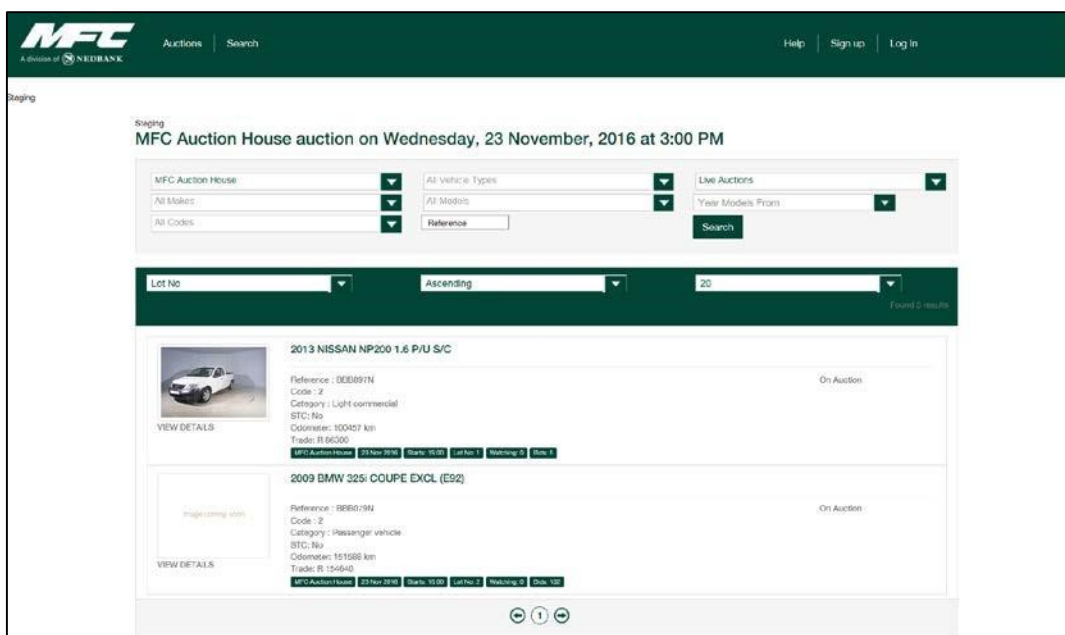
This page is the websites control page. Most actions happen from this page. From here you will view available cars on the upcoming auction for a specific date.



The screenshot shows the MFC Auctions control page. At the top, there is a navigation bar with 'Auctions' and 'Search' tabs, and 'Help', 'Sign up', and 'Log In' links. Below the navigation bar, there is a 'Staging' section with the heading 'Auctions' and a phone number 'Call us : 011 879 9321'. A table lists upcoming auctions with columns for 'Auctioneer venue', 'Stock location(s)', 'Date', 'Time', 'Catalogue', and 'Actions'. The table contains two rows of data. Below the table, there is a 'Disclaimer' section and a 'Vehicle Finance available onsite' section with contact information for 'Carm Finance' and 'Bonny Ntshavhe'. At the bottom, there is a 'BUY' section with links to 'Auctions', 'Search', 'Terms and Conditions', 'FAQ', and 'Banking Details'. There is also a 'QUICK LINKS' section with links to 'Budget Calculator', 'Upcoming Auctions', 'Step-by-Step Guide', 'Map and Directions', and 'Finance Options'. A 'CONTACT US' section includes a phone number and a 'Get in touch' button. A 'STAY CONNECTED' section features social media icons for Facebook, Twitter, YouTube, and Google+. The footer includes the Old Mutual logo and the text 'A Member of the OLD MUTUAL Group' and 'Nedbank Ltd reg. No 1951/00009/06'.

Auctioneer venue	Stock location(s)	Date	Time	Catalogue	Actions
MFC Auction House	MFC Auction House	23 Nov 2016	03:00 PM	VIEW / DOWNLOAD	LOG IN
MFC Auction House	MFC Auction House	04 Dec 2016	11:00 AM	VIEW / DOWNLOAD	LOG IN

View Catalogue of Vehicles



The screenshot shows the MFC Auction House auction catalogue. At the top, there is a navigation bar with 'Auctions' and 'Search' tabs, and 'Help', 'Sign up', and 'Log In' links. Below the navigation bar, there is a 'Staging' section with the heading 'MFC Auction House auction on Wednesday, 23 November, 2016 at 3:00 PM'. A search filter section includes dropdown menus for 'MFC Auction House', 'All Makes', 'All Codes', 'All Vehicle Types', 'All Models', 'Reference', 'Live Auctions', and 'Year Models From'. A 'Search' button is located below the filters. Below the search section, there is a 'Lot No' dropdown menu, a 'Ascending' dropdown menu, and a '20' dropdown menu. Below these, there is a 'Found 2 results' section. The first result is a '2013 NISSAN NP200 1.6 P/U S/C' with a reference of 'DEB887N', code '2', category 'Light commercial', STC 'No', odometer '100457 km', and trade price 'R 66300'. The second result is a '2009 BMW 325i COUPE EXCL (E92)' with a reference of 'BB6079U', code '2', category 'Passenger vehicle', STC 'No', odometer '151588 km', and trade price 'R 156540'. Both results are marked as 'On Auction'. At the bottom, there is a pagination section with a '1' button and arrows.

Found what you looking for? First Sign up and Login



Sign Up

In order to sign up you will need a few documents. Please ensure you have scanned and saved the following documents to your computer: A copy of your ID, Proof of Residence, Proof of Banking Details and have an amount of R5000 available in your bank account in order to pay the deposit should you wish to register and participate in a live auction.

Min Conditional Requirements to Bid



Deposit Slip

Proof of Payment of Payment of a R5000 deposit is required if you want to participate in an auction.



ID Doc

Copy of SA Identity Document or Passport.



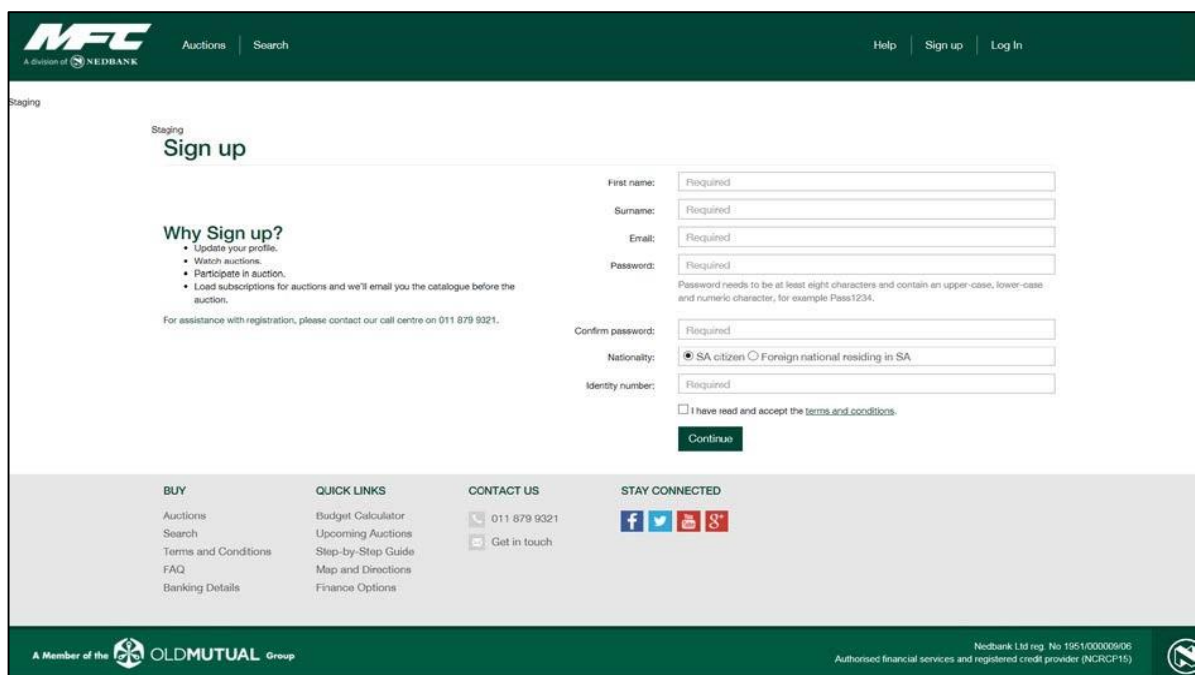
Proof of Residence

Proof of residence in the form of a utility bill with your physical address on.



Banking Details

Stamped Proof of banking details.



Sign Up Process

1. Click on the Sign Up button on the top right hand side of your screen.
2. Proceed to complete all the required fields by providing your:
 - Name and surname
 - ID number
 - Choose a Login in password. Password needs to be at least 8 characters and contain an uppercase, lower case and numeric character. E.g. Pass1234 **NB! Important Notice:** It is important that you read and accept the Terms and Conditions before continuing to sign up. Should you not agree with the T&C's, please do not continue.
3. Continue capturing your personal information:
 - Bank Details
 - Physical address
 - And contact info
4. Upload a PDF, JPG or PNG copy of the following documents
 - 1) ID document / passport
 - 2) Proof of residential address in the form of a Utility bill
 - 3) Proof of bank details

Scroll to the back of the document for:

1. [Auction Terminology \(Glossary of Terms\)](#)
2. [MFC Auction Terms and Conditions](#)

Sign Up continued

Personal details

Personal

Title:

First name:

Initials:

Surname:

South African identity number:

Proof of identification:

Why do we need this information?

Please add your banking details:

Bank name:

Account holder name:

Account number:

Branch name:

Branch code:

Please upload the following documents (A maximum of 5MB allowed per file upload):

Proof of identification:

Proof of address:

Banking details (optional):

Your documents must be verified by MFC Auction House before any vehicles will be released.

Race / Ethnic group:

Gender:

Where did you hear about us?:

Address

Complex name and unit number:

Street number:

Street name:

Suburb:

Town:

Postal code:

Province:

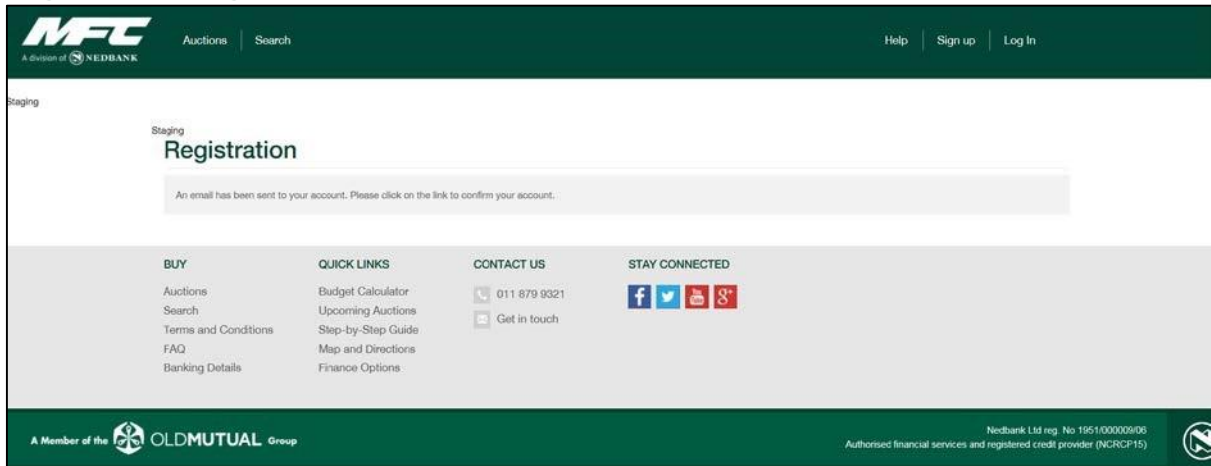
Contact

Cellphone number:

Work telephone number:

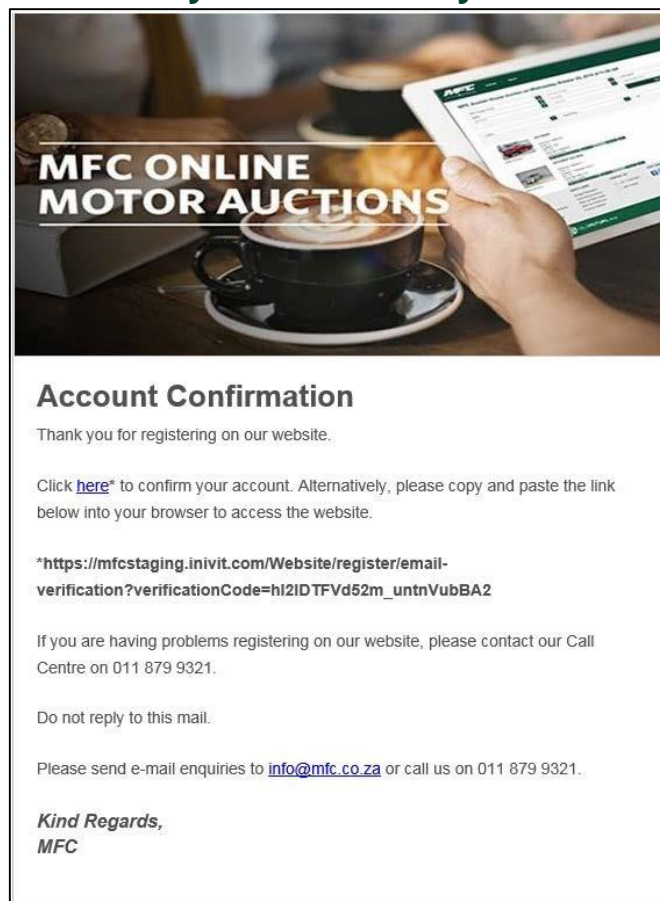
E-mail address:

Sign Up / Registration Confirmation



After saving the information you will receive an email. (See Below) Please click on the link in the email to confirm your account. You can now proceed to login.

Example of email sent to you to confirm your account.



MFC ONLINE MOTOR AUCTIONS

Account Confirmation

Thank you for registering on our website.

Click [here](#)* to confirm your account. Alternatively, please copy and paste the link below into your browser to access the website.

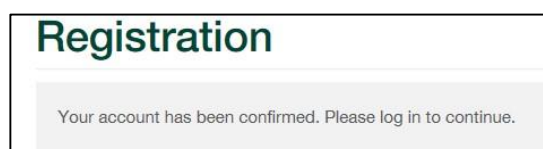
*https://mfcstaging.inivit.com/Website/register/email-verification?verificationCode=hl2IDTFVd52m_untnVubBA2

If you are having problems registering on our website, please contact our Call Centre on 011 879 9321.

Do not reply to this mail.

Please send e-mail enquiries to info@mfc.co.za or call us on 011 879 9321.

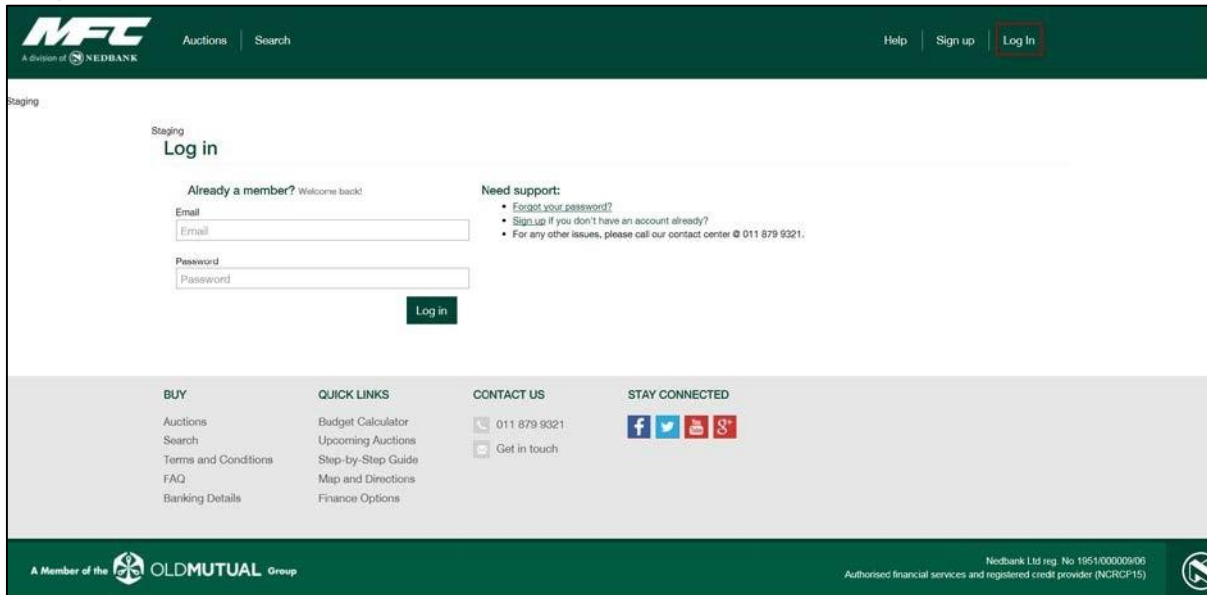
Kind Regards,
MFC



Registration

Your account has been confirmed. Please log in to continue.

Login



The screenshot shows the MFC login page. At the top, there is a dark green header with the MFC logo on the left and navigation links for 'Auctions', 'Search', 'Help', 'Sign up', and 'Log In' on the right. The 'Log In' link is highlighted with a red box. Below the header, the page content is white. On the left, there is a 'Staging' label. The main heading is 'Log in'. Underneath, there are two input fields: 'Email' and 'Password'. To the right of these fields, there is a 'Log in' button. Further right, there is a 'Need support:' section with three bullet points: 'Forgot your password?', 'Sign up if you don't have an account already?', and 'For any other issues, please call our contact center @ 011 879 9321.'. Below the login form, there is a grey footer area with four columns of links: 'BUY' (Auctions, Search, Terms and Conditions, FAQ, Banking Details), 'QUICK LINKS' (Budget Calculator, Upcoming Auctions, Step-by-Step Guide, Map and Directions, Finance Options), 'CONTACT US' (011 879 9321, Get in touch), and 'STAY CONNECTED' (Facebook, Twitter, YouTube, Google+). At the very bottom, there is a dark green footer with the Old Mutual Group logo on the left and regulatory information on the right: 'Nedbank Ltd reg. No 1951/000009/06' and 'Authorised financial services and registered credit provider (NCRCP15)'. A small circular logo is also present in the bottom right corner of the footer.

Logged in / Register Now

On logging in you will be presented with the below Auctions screen. A pop up will appear reminding you to pay a deposit should you wish to join an auction. You may obtain a payment reference number either by clicking on Register (Option 1) or you may generate a payment advice by navigating to My Deposits under My Account (Option 2).

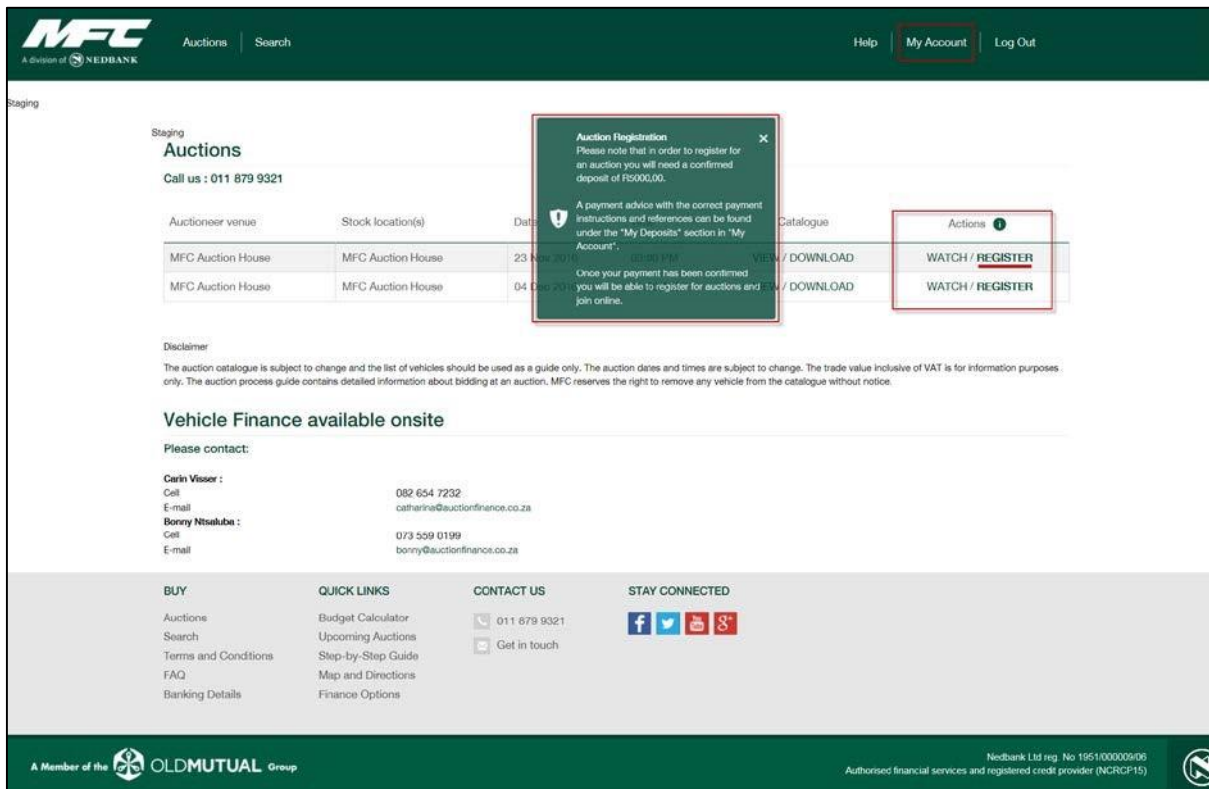
To Watch an Auction

To watch an Auction you **do not need to register or pay a deposit**. Just click on "Watch" on the day of the auction and view the proceedings. Please note that you will not be able to join the auction and bid for a vehicle until you have registered by paying your deposit.



Register

Option 1 – Click on Register



Auction Registration

Please note that in order to register for an auction you will need a confirmed deposit of R5000,00.

A payment advice with the correct payment instructions and references can be found under the "My Deposits" section in "My Account".

Once your payment has been confirmed you will be able to register for auctions and join online.

Actions

WATCH / REGISTER

WATCH / REGISTER

Click on Register and the screen below will open up. This screen will provide you a Payment reference number and bank account details

Please make your payment by EFT or at your nearest Nedbank branch.

Payment should be made to the below bank account using the following reference and amount:

Reference: **PA6684 (Example Only)**

Amount: **R 5 000,00**

Accountholder: MFC

Bank: Nedbank

Branch code: 196005

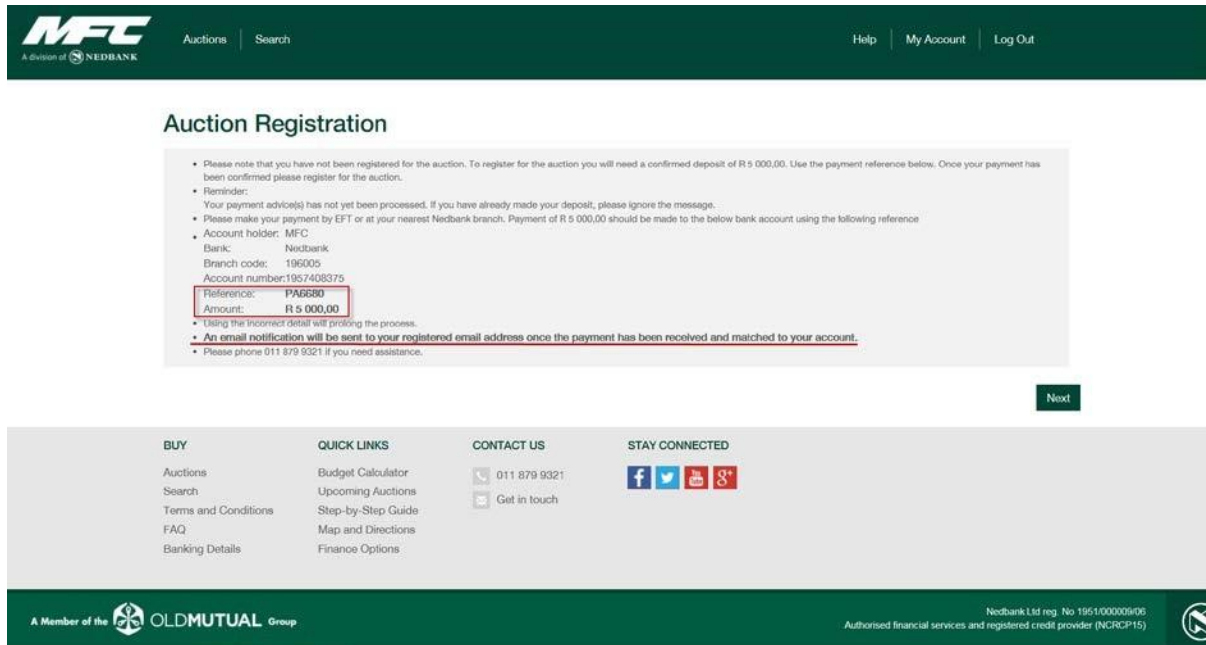
Account number: 1957408375

Reference: **PAXXXX**

Using the incorrect details will delay the process.

Make your payment and then navigate to “My Account” to “My Deposits” and upload your proof of payment

An email notification will be sent to your registered email address once the payment has been received and matched to your account.



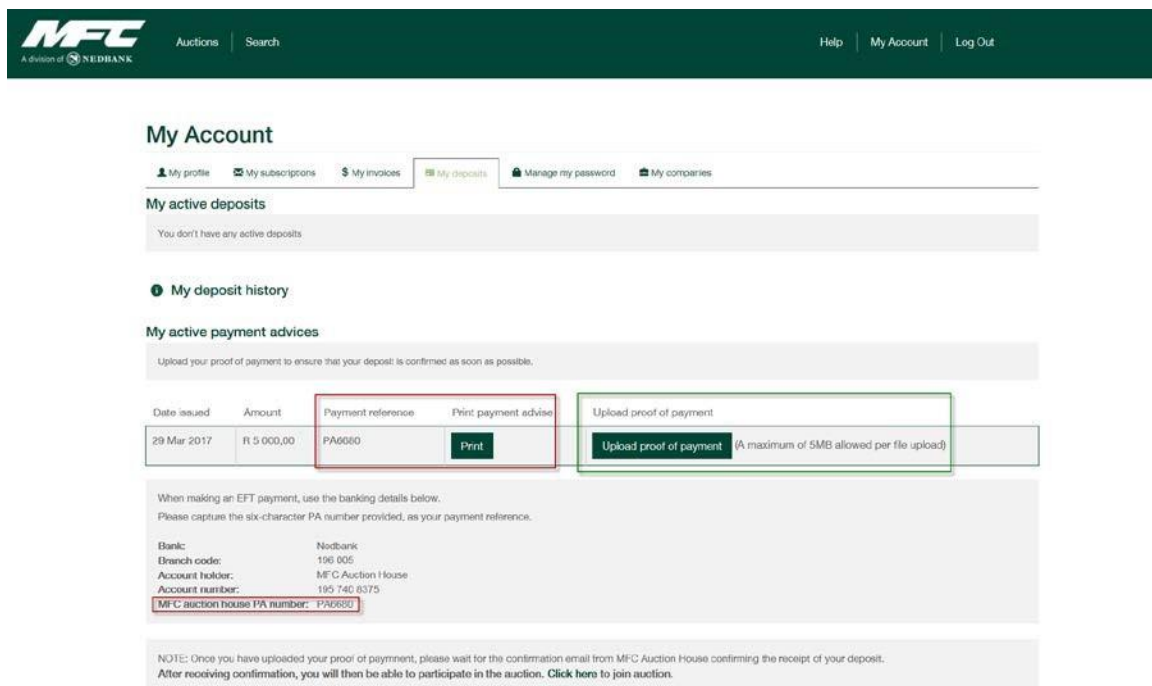
The screenshot shows the 'Auction Registration' page. It contains a list of instructions for registration, including a reminder to use the correct payment details. A table of banking details is provided:

Reference:	PA6680
Amount:	R 5 000,00

Below the table, there is a 'Next' button. At the bottom of the page, there are sections for 'BUY', 'QUICK LINKS', 'CONTACT US', and 'STAY CONNECTED'. The footer includes 'A Member of the OLDMUTUAL Group' and 'Nedbank Ltd reg. No 1951/00009/06'.

When you click next you will be taken to the deposit section of My Account.

Here you will be able to print the PA reference number page out if you require the information when making a payment at a Nedbank Branch.



The screenshot shows the 'My Account' page, specifically the 'My active payment advices' section. It displays a table with the following data:

Date issued	Amount	Payment reference	Print payment advice	Upload proof of payment
29 Mar 2017	R 5 000,00	PA6680	Print	Upload proof of payment (A maximum of 5MB allowed per file upload)

Below the table, there is a section for banking details for EFT payments:

When making an EFT payment, use the banking details below.
Please capture the six-character PA number provided, as your payment reference.

Bank:	Nedbank
Branch code:	198 005
Account holder:	MFC Auction House
Account number:	195 740 8375
MFC auction house PA number:	PA6680

A note at the bottom states: 'NOTE: Once you have uploaded your proof of payment, please wait for the confirmation email from MFC Auction House confirming the receipt of your deposit. After receiving confirmation, you will then be able to participate in the auction. Click here to join auction.'

Pay your Deposit via EFT or at the Nearest Nedbank Branch

Use the links below to access your banks internet banking.



ABSA

<https://ib.absa.co.za/absa-online/login.jsp>



Capitec

<https://direct.capitecbank.co.za/ibank/>



FNB

<https://www.fnb.co.za/index.html>



Nedbank

<https://netbank.nedsecure.co.za/>



Standard Bank

<https://experience.standardbank.co.za/#/login>

EFT Payments

When making an EFT payment or cash payment at a Nedbank branch, use the banking details below.

Please capture the 6 character PA number, as provided in the Auction Registration Screen, as your Payment reference.

Bank: Nedbank

Branch Code: 196005

Account Holder: MFC Auction House

Account Number: 1957 408 375

Beneficiary Reference (Example only): PA6683 (MFC Auction House PA number)

Upload your Proof of Payment of Deposit (in My Account)



My Account

[My profile](#)
[My subscriptions](#)
[My invoices](#)
[My deposits](#)
[Manage my password](#)
[My companies](#)

My active deposits

You don't have any active deposits

My deposit history

My active payment advices

Upload your proof of payment to ensure that your deposit is confirmed as soon as possible.

Date issued	Amount	Payment reference	Print payment advise	Upload proof of payment
29 Mar 2017	R 5 000,00	PA6680	Print	Upload proof of payment (A maximum of 5MB allowed per file upload)

When making an EFT payment, use the banking details below. Please capture the six-character PA number provided, as your payment reference.

Bank: Nedbank
 Branch code: 196 005
 Account holder: MFC Auction House
 Account number: 195 740 8375
MFC auction house PA number: PA6680

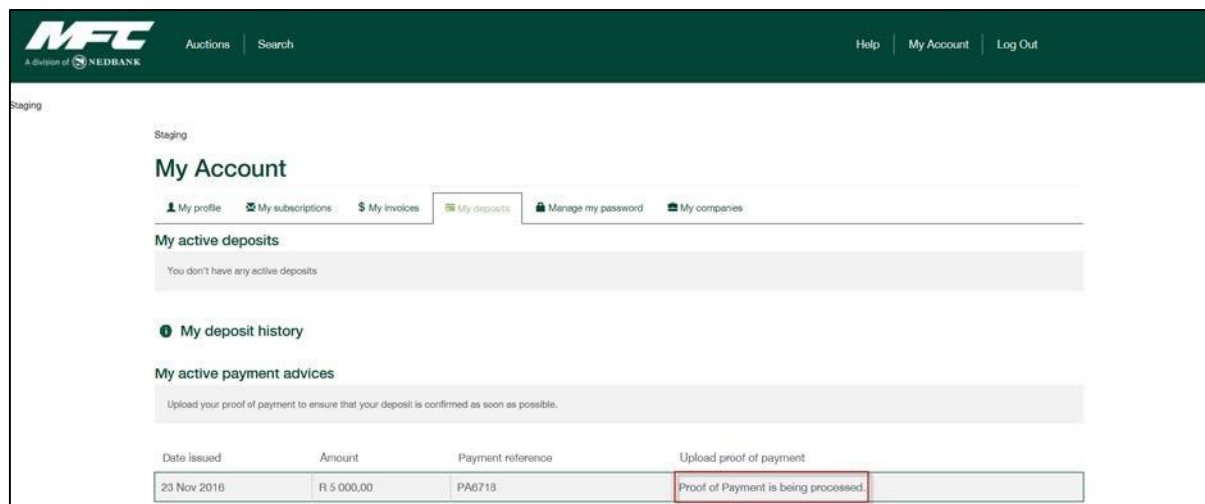
NOTE: Once you have uploaded your proof of payment, please wait for the confirmation email from MFC Auction House confirming the receipt of your deposit. After receiving confirmation, you will then be able to participate in the auction. [Click here to join auction.](#)

Upload proof of payment ✕

Proof of Payment:

[Browse...](#)

Close
Upload



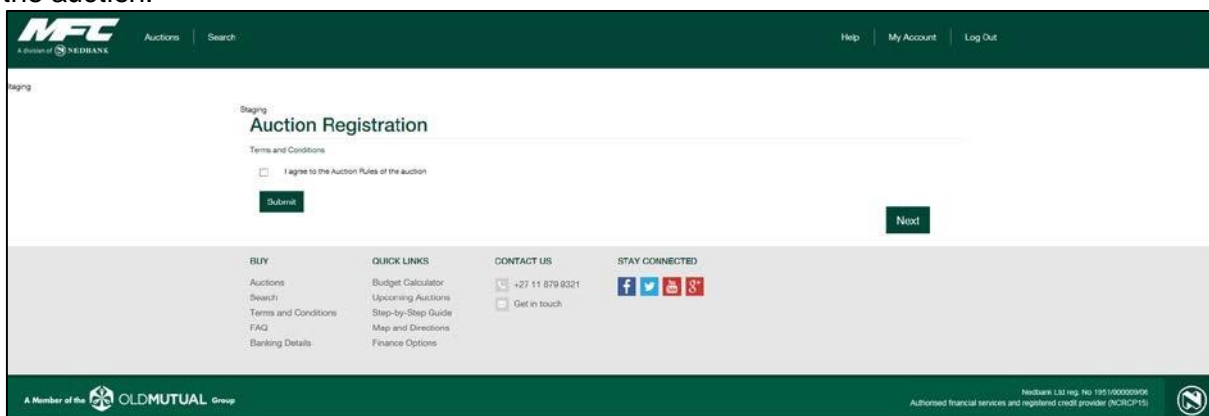
Deposit Payment confirmation email

On receipt of the email below you can proceed to “**Login**” in again and join the auction on the day.



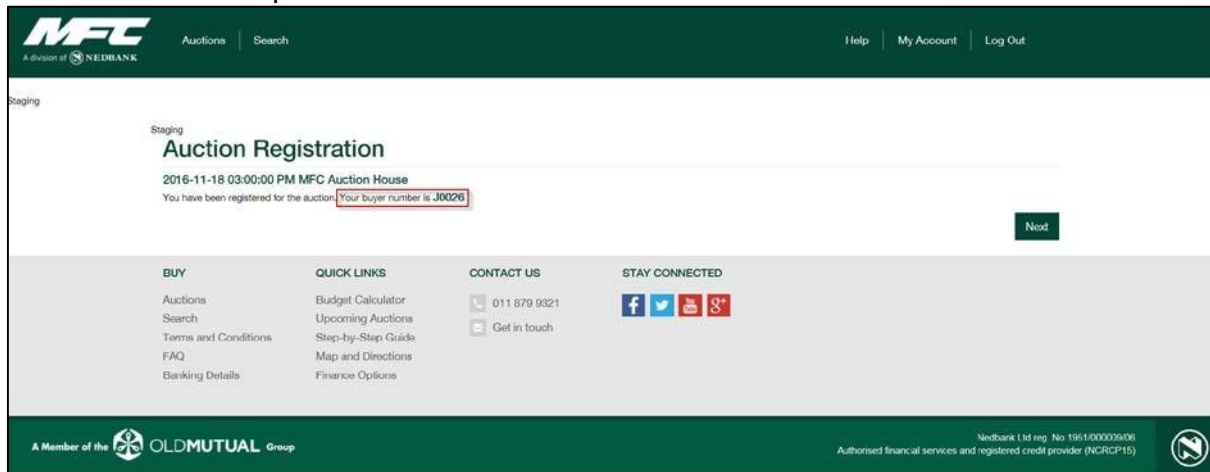
When you log back in and click on “**Register**” on the day of the auction you will see the following screens.

You will need to confirm acceptance of the Terms and Conditions again before you can join the auction.

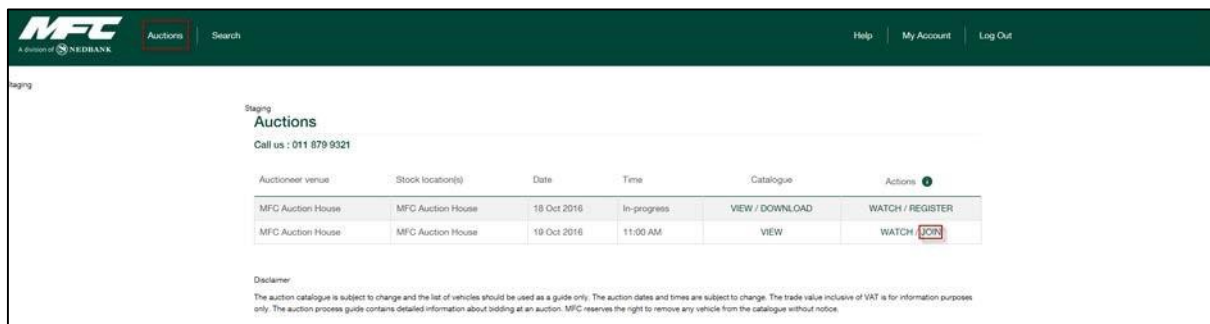


At this point you will get your Buyer Number.

You can now “Participate” in / “Join” the Auction. Click Next to Join the Auction



The screenshot shows the 'Auction Registration' page. At the top, there is a navigation bar with 'Auctions' and 'Search' links. Below the header, the page title is 'Auction Registration' for the '2016-11-18 03:00:00 PM MFC Auction House'. A message states: 'You have been registered for the auction: Your buyer number is J0026'. A 'Next' button is visible on the right. Below this, there are four columns of links: 'BUY' (Auctions, Search, Terms and Conditions, FAQ, Banking Details), 'QUICK LINKS' (Budget Calculator, Upcoming Auctions, Step-by-Step Guide, Map and Directions, Finance Options), 'CONTACT US' (011 879 9321, Get in touch), and 'STAY CONNECTED' (Facebook, Twitter, YouTube, Google+). The footer includes 'A Member of the OLDMUTUAL Group' and 'Nedbank Ltd reg. No 1951/000009/06'.



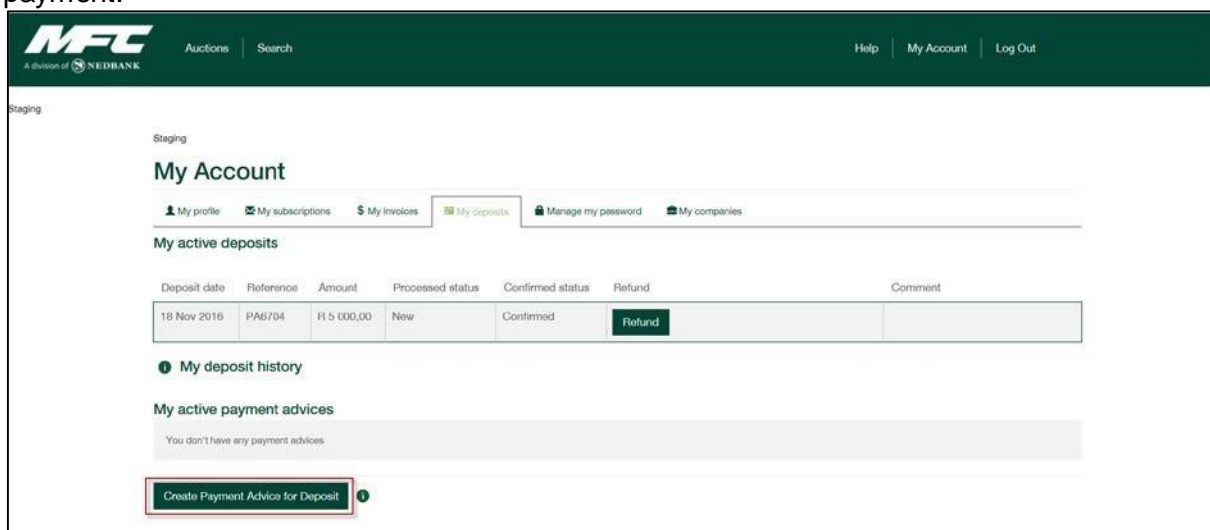
The screenshot shows the 'Auctions' page. The 'Auctions' link in the navigation bar is highlighted with a red box. Below the header, the page title is 'Auctions' with the contact number '011 879 9321'. A table lists upcoming auctions:

Auctioneer venue	Stock location(s)	Date	Time	Catalogue	Actions
MFC Auction House	MFC Auction House	18 Oct 2016	In-progress	VIEW / DOWNLOAD	WATCH / REGISTER
MFC Auction House	MFC Auction House	19 Oct 2016	11:00 AM	VIEW	WATCH JOIN

A disclaimer is provided below the table: 'The auction catalogue is subject to change and the list of vehicles should be used as a guide only. The auction dates and times are subject to change. The trade value inclusive of VAT is for information purposes only. The auction process guide contains detailed information about bidding at an auction. MFC reserves the right to remove any vehicle from the catalogue without notice.'

Option 2 – Click on My Account – My Deposits

The other way is to click on “Create Payment advice for Deposit”. This will generate the unique payment reference number. Follow the same steps as in option 1 above to make your payment.



The screenshot shows the 'My Account' page. The 'My Account' link in the navigation bar is highlighted with a red box. Below the header, there are navigation tabs: 'My profile', 'My subscriptions', 'My Invoices', 'My deposits', 'Manage my password', and 'My companies'. Under 'My active deposits', a table shows a deposit:

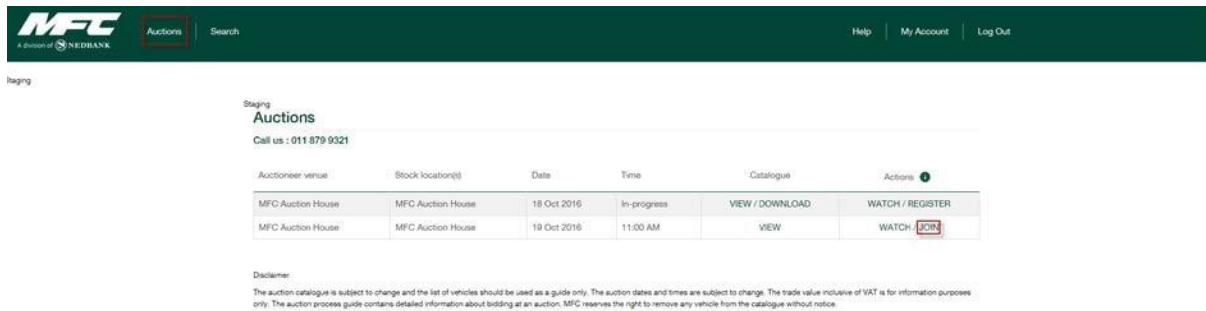
Deposit date	Reference	Amount	Processed status	Confirmed status	Refund	Comment
18 Nov 2016	PA6/04	R 5 000,00	Now	Confirmed	Refund	

Below the table, there are sections for 'My deposit history' and 'My active payment advices'. At the bottom, a button labeled 'Create Payment Advice for Deposit' is highlighted with a red box.



Participate / Join

Click on 'Join' under actions on Auctions. This will take you to the live auction.

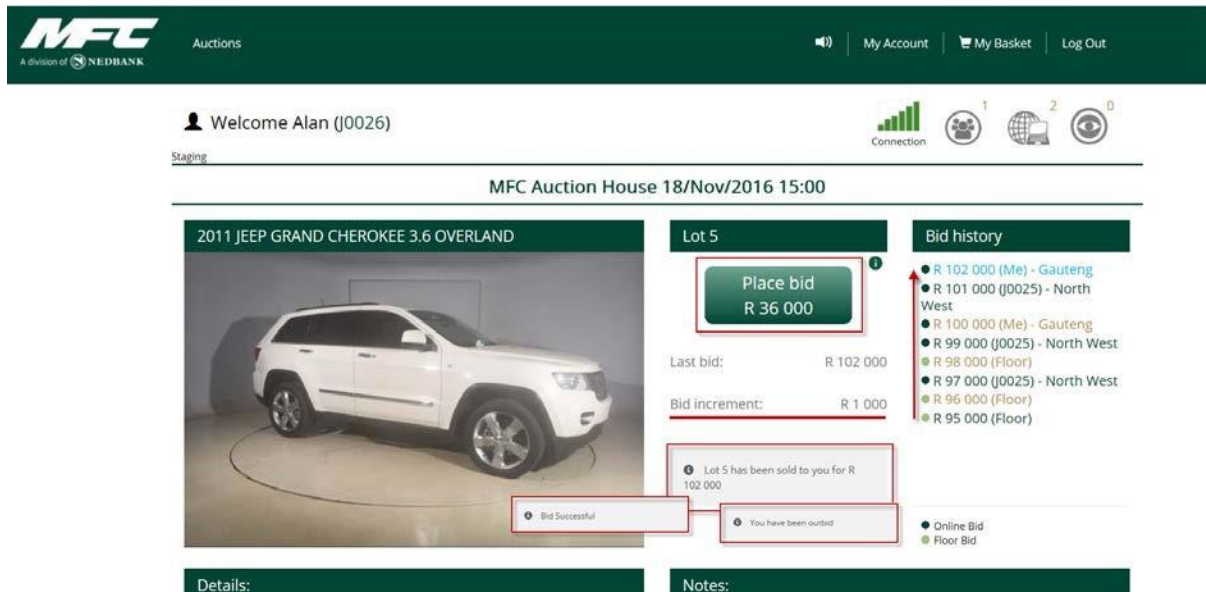


Staging
Auctions
Call us : 011 879 9321

Auctioneer venue	Stock location(s)	Date	Time	Catalogue	Actions
MFC Auction House	MFC Auction House	18 Oct 2016	In-progress	VIEW / DOWNLOAD	WATCH / REGISTER
MFC Auction House	MFC Auction House	19 Oct 2016	11:00 AM	VIEW	WATCH JOIN

Disclaimer
The auction catalogue is subject to change and the list of vehicles should be used as a guide only. The auction dates and times are subject to change. The trade value inclusive of VAT is for information purposes only. The auction process guide contains detailed information about bidding at an auction. MFC reserves the right to remove any vehicle from the catalogue without notice.

Placing Bids



Welcome Alan (J0026)

MFC Auction House 18/Nov/2016 15:00

2011 JEEP GRAND CHEROKEE 3.6 OVERLAND

Lot 5
Place bid
R 36 000

Last bid: R 102 000
Bid increment: R 1 000

Lot 5 has been sold to you for R 102 000

Bid history

- R 102 000 (Me) - Gauteng
- R 101 000 (J0025) - North West
- R 100 000 (Me) - Gauteng
- R 99 000 (J0025) - North West
- R 98 000 (Floor)
- R 97 000 (J0025) - North West
- R 96 000 (Floor)
- R 95 000 (Floor)

Bid Successful

You have been outbid

Details: Notes:

1. When the auction starts the lot number, vehicle and images of the vehicle are displayed on the screen. The auctioneer will open the bidding and start the auction off at a certain price. He will also set the Bid Increment (e.g. R1000).
2. You will bid by clicking on 'Place Bid' in the middle of the screen. Messages will be displayed below this informing you if you have won the lot or if you have been outbid etc.
3. You will be able to see the last bid made at the top of the 'Bid history' block on the right of your screen.



Checkout (My Basket)

On Conclusion of the auction or when you have made your purchase you will be required to checkout and create a proforma invoice in order to get a payment reference number so you can make your payment for the vehicle/s you have purchased.

1. **Select the legal Entity** – Choose Self or Company Name to be invoiced.
2. **Available lots** – Select the lots and vehicles you wish to place on a proforma invoice and click Allocate.
 - If you do not allocate all the vehicles to one proforma because you wish to invoice a different legal entity for some of the vehicles, you will need to create another proforma when you have completed the first one.
3. **Deposits Available** – You can keep or offset the deposit. Select the deposit you wish to allocate to the proforma invoice and click allocate.
 - If you allocate the deposit to the proforma, the invoice amount is reduced by the deposit amount. This saves you from having to request a refund later.
 - If you don't allocate the deposit to the proforma, the deposit can be used as a deposit for the next upcoming auction or a refund can be requested.
4. **Generate Proforma** – Clicking on Generate Proforma produces a proforma invoice with all the relevant details on for you to make your payment for the vehicle/s you have purchased. You will need to check that the details on the proforma are correct before you save the proforma and make payment. Add take note of commission , fees and vat
5. **Checkout** – On checkout proceed to your banks internet banking or go to the nearest Nedbank branch to make the payment for the full amount owing on the proforma. Please ensure you capture the beneficiary reference number as is stated on the proforma.
6. You can now go collect your vehicle/s. See screen shot on following page.

My Basket / Proforma Generator (Read Steps 1 to 6 above for instructions)

Create your proforma to proceed to checkout ?

[Refresh](#)

Select Legal Entity for Invoices: ?

>>>Invoice Me<<< 1 clear

Available Lots: ?

Lot 3 @ 59500.00 - 2013 FORD EVEREST 3.0 TDCI XL
Lot 2 @ 37450.00 - 2012 MAHINDRA XUV 500 2.2D | 2

[Allocate](#)

Allocated Lots: ?

Lots Total: R 0.00

Allocated Lots: ?

Lot 3 @ 59500.00 - 2013 FORD EVEREST 3.0 TDCI XL
Lot 2 @ 37450.00 - 2012 MAHINDRA XUV 500 2.2D |

Lots Total: R 96,950.00 Remove

Deposits Available: ?

PA6680 - 5000.00 3

[Allocate](#)

Allocated Deposits: ?

Sales Total: R 0.00
Deposit Total: R 0.00

Allocated Deposits: ?

PA6680 - 5000.00 Remove

Sales Total: R 91,950.00
Deposit Total: R 5,000.00

4 [Generate Proforma](#)

Invoiced To	Lots	Deposit	Total		
McCraw, K, Kevin	2	R 5,000.00	R 110,523.00	View	Cancel

Please note: Invoices can be generated until midnight of auction day.. 5 [Checkout](#)

You can check your Proforma by going to My Account – My Invoices and use the details on the Proforma to make your payment for your purchases.



My Account

[My profile](#)
[My subscriptions](#)
[My invoices](#)
[My deposits](#)
[Manage my password](#)
[My companies](#)

Invoice date	Invoice entity	Reference number	Amount	Paid		
29 Mar 2017 12:57	McCraw, K, Kevin	C7096NP17	R 4 182 692,00	Yes	Proforma	Invoice
10 Mar 2017 09:28	McCraw, K, Kevin	CK085MX17	R 40 299,00	Yes	Proforma	Invoice



Note: Invoices will show when you have made your final payment and it has been processed by the MFC auction House. You may now proceed to collect your vehicle/s.

Collection of Vehicle/s

Payment of your Purchase/s

Please make your **full payment within 2 working days of the auction**, for the full amount due, using the unique reference and bank details above. Only capture the unique reference in the beneficiary (MFC Auction House) reference details.

Collection of Vehicle/s

All vehicles must be paid for and collected within 2 working days from the MFC Auction House. **Payment must reflect in the MFC bank account before any vehicle may be released.** The auction house is not open on weekends, public holidays or on auction days for collection of vehicles.

Please bring the following documents when collecting your vehicle(s).

- South African ID or Traffic Register and valid Passport
- Proof of payment

If you are sending someone to collect the vehicle(s), keys and registration papers on your behalf, please send a letter authorising MFC Auction House to do so.

Please ensure the letter stipulates the following information:

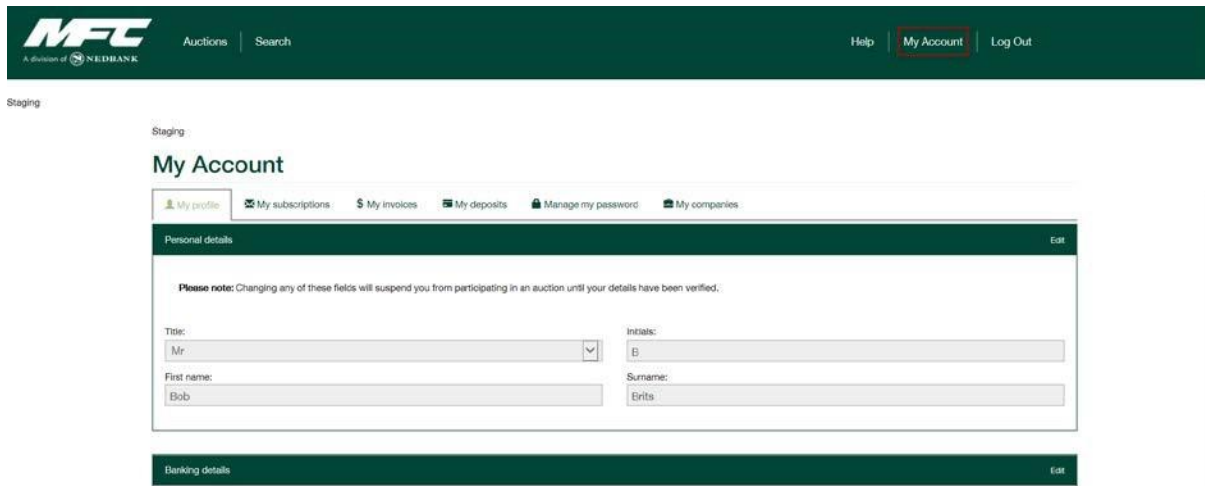
- Name and Surname
- ID Number (Must present his/her ID on collection)

Vehicle Licence and Registration

Please note: That all vehicles **must be licenced and registered in your name within 21 days** from date of sale.

My Account

Under “My Account” you will be able to manage your Profile, subscribe to emails notifications about the auctions or specific vehicles, view your invoices, manage your deposits, manage your password and control your companies’ details.



Staging

Staging

My Account

[My profile](#) |
 [My subscriptions](#) |
 [My invoices](#) |
 [My deposits](#) |
 [Manage my password](#) |
 [My companies](#)

Personal details Edit

Please note: Changing any of these fields will suspend you from participating in an auction until your details have been verified.

Title: |
 Initials:

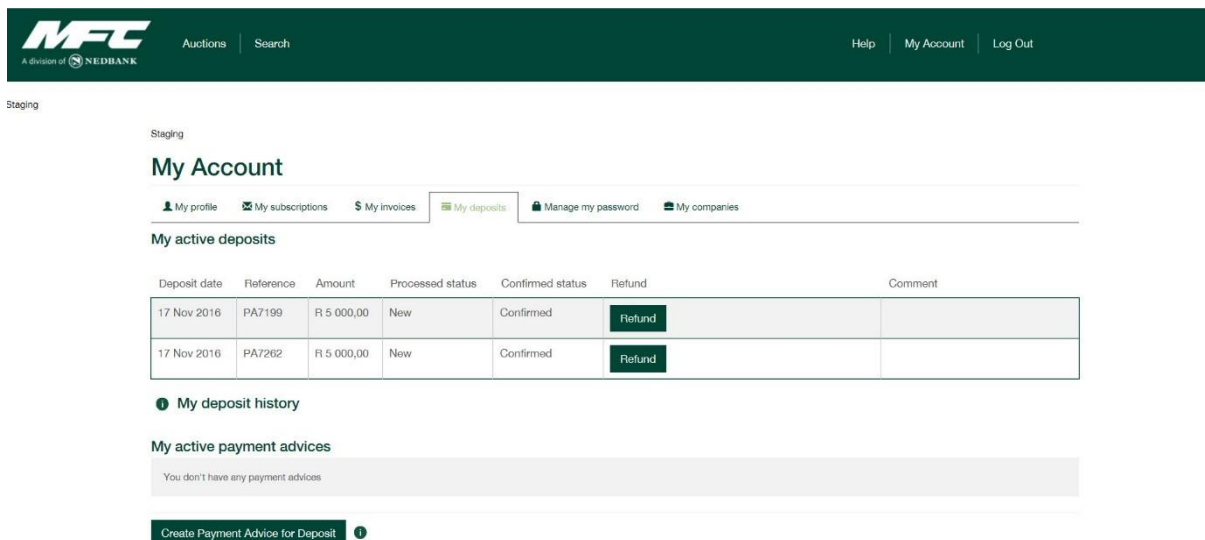
First name: |
 Surname:

Banking details Edit

Refund process

The refund process is managed from “My Account” – “My Deposits”.

Next the deposit you wish refunded you will click on “**Refund**”.



Staging

Staging

My Account

[My profile](#) |
 [My subscriptions](#) |
 [My invoices](#) |
 [My deposits](#) |
 [Manage my password](#) |
 [My companies](#)

My active deposits

Deposit date	Reference	Amount	Processed status	Confirmed status	Refund	Comment
17 Nov 2016	PA7199	R 5 000,00	New	Confirmed	Refund	
17 Nov 2016	PA7262	R 5 000,00	New	Confirmed	Refund	

My deposit history

My active payment advices

You don't have any payment advices

[Create Payment Advice for Deposit](#) ⓘ

Your bank details will be displayed.

Confirm the details are correct and click on “**Request Refund**”.

Staging

Staging

Request a refund

You are about to submit a refund request for the following deposit:

Deposit date	Reference	Amount	Processed status	Confirmed status
17 Nov 2016	PA7199	R 5 000,00	New	Confirmed

You are about to submit a refund request for the following deposit, which will be paid into the specified bank account. Please review the details before submitting your request.

Bank name:	FNB
Account holder:	Kev
Account number:	12345678
Branch name:	Kew
Branch code:	250625

To request a refund you must upload the following documents if you have not already done so:

- Identification document (identity document or passport)
- Proof of payment

Once your deposit and documents have been confirmed we will refund you within three working days. If you are unable to upload your documents, please contact our call centre on +27 (0)11 879 9321.

[Request a refund](#)

<p>BUY</p> <ul style="list-style-type: none"> Auctions Search Terms and Conditions FAQ Banking Details 	<p>QUICK LINKS</p> <ul style="list-style-type: none"> Budget Calculator Upcoming Auctions Step-by-Step Guide Map and Directions Finance Options 	<p>CONTACT US</p> <ul style="list-style-type: none"> 011 879 9321 Get in touch 	<p>STAY CONNECTED</p>
--	---	---	------------------------------

A Member of the  **OLDMUTUAL Group**

Nedbank Ltd reg. No 1951/00009/06
Authorised financial services and registered credit provider (NCRCP15)

A screen will then be displayed telling you that your refund request has been received and will be processed as soon as possible. Normally takes 3 working days.

Staging

Staging

Refund request

We have received your deposit refund request, and it will be processed as soon as possible. For enquiries, please contact the Call Center on +27 11 879 9321.

<p>BUY</p> <ul style="list-style-type: none"> Auctions Search Terms and Conditions FAQ Banking Details 	<p>QUICK LINKS</p> <ul style="list-style-type: none"> Budget Calculator Upcoming Auctions Step-by-Step Guide Map and Directions Finance Options 	<p>CONTACT US</p> <ul style="list-style-type: none"> 011 879 9321 Get in touch 	<p>STAY CONNECTED</p>
--	---	---	------------------------------

A Member of the  **OLDMUTUAL Group**

Nedbank Ltd reg. No 1951/00009/06
Authorised financial services and registered credit provider (NCRCP15)

Why you cannot request a Refund

If you cannot request a refund it will be for the following reasons:

This deposit cannot be refunded due to one of the following reasons:

- The current auction has not yet been concluded.
- Or the deposit has been allocated to a proforma invoice.
- Or there are outstanding proforma invoices that need to be settled.
- Or you have registered for an upcoming auction and a deposit is required.



Staging

Staging

My Account

[My profile](#)
[My subscriptions](#)
[My invoices](#)
[My deposits](#)
[Manage my password](#)
[My companies](#)

My active deposits

Deposit date	Reference	Amount	Processed status	Confirmed status	Refund	Comment
17 Nov 2016	PA7262	R 5 000,00	New	Confirmed	This deposit cannot be refunded due to one of the following reasons: <ul style="list-style-type: none"> • The current auction has not yet been concluded. • Or the deposit has been allocated to a proforma invoice. • Or there are outstanding proforma invoices that need to be settled. • Or you have registered for an upcoming auction and a deposit is required. 	Cannot request refund on deposit as individual has upcoming auction registrations and requires a minimum available deposit amount.

My deposit history

Deposit Date	Reference	Amount	Processed Status	Confirmed Status
17 Nov 2016	PA7262	R 5 000,00	New	Confirmed
18 Oct 2016	PA6660	R 5 000,00	Allocated	Confirmed
07 Nov 2016	PA7193	R 5 000,00	RefundRequested	Confirmed
17 Nov 2016	PA7199	R 5 000,00	RefundRequested	Confirmed

My active payment advices

You don't have any payment advices

[Create Payment Advice for Deposit](#)

BUY Auctions Search Terms and Conditions FAQ Banking Details	QUICK LINKS Budget Calculator Upcoming Auctions Step-by-Step Guide Map and Directions Finance Options	CONTACT US  011 879 9321  Get in touch	STAY CONNECTED    
--	---	---	--

A Member of the  **OLDMUTUAL** Group

 Nedbank Ltd reg. No 1951/000009/06
 Authorised financial services and registered credit provider (NCRCP15)

Auction Terminology (Glossary of Terms)

'As Is' / 'Voetstoots':

Also known as "as is, where is" and "in its present condition." Typically, this is a sign that no return privileges will be granted.

Auction:

A method of selling vehicles in a public forum through open and competitive bidding. Also referred to as: public auction, auction sale or sale.

Auctioneer:

The person whom the seller engages to direct, conduct, or be responsible for a sale by auction. This person may or may not actually "call" or "cry" the auction. The person who actually "calls," "cries" or "auctions" the vehicles at an auction, recognizing bidders and acknowledging the highest bidder. Commonly known as the auctioneer

Auction Block:

The podium or raised platform where the auctioneer stands while conducting the auction. "Placing (an item) on the auction block" means to sell something at auction.

Bid:

A prospective buyer's indication or offer of a price he/she will pay to purchase vehicle at auction. Bids are usually in standardized increments established by the auctioneer.

Bid History:

A historical list of all the bids made on a particular auction during or after the auction.

Bid Increments:

The standardized amount a vehicle increases in price after each new bid. The auctioneer sets the increment, which rises according to the present high bid value of an item.

Bidder (Paddle) Number / Buyers Card:

The buyer number issued to each person who registers at an auction.

Buyer's Commission:

An additional service charge, for which the buyer is responsible, will be added to the price of sold items. If so, this will be indicated on the item page.

Bid Tracker:

The person employed by the principal auctioneer or auction firm to record what is sold, to whom and for what price.

Catalogue or Brochure:

A publication advertising and describing the vehicle/s available for sale at public auction, often including photographs, vehicle descriptions and the terms and conditions of the sale.

Competing bid:

During a sale, the auctioneer may be accepting competing bids for a vehicle from various sources; these include (but are not limited to):

- bids from the MFC Auction House audience
- the MFC online auction platform

Hammer Price:

Price established by the last bidder and acknowledged by the auctioneer before dropping the hammer or gavel to indicate a sale is completed. The Hammer price excludes VAT, commission, Dekra and documentation fees.

Lot:

A vehicle for sale in an auction, lots are normally denoted by a "lot" number.

Online/Virtual Auction:

An auction that is for online bidders only and is conducted at the same time as the traditional live audience.

On-site Auction:

An auction conducted at MFC Auction House.

On-site Bidder:

A bidder who is physically participating at the auction venue.

Outbid:

To submit a maximum bid that is higher than another buyer's maximum bid.

Preview / Viewing Day:

Specified date and time vehicles are available for prospective buyers to view the vehicles that are for sale prior to the auction day.

Proforma:

A proforma invoice is a preliminary bill of sale presented to buyers for vehicle purchased for the buyer to initiate payment. Typically, it gives a description of the purchased goods and notes the cost along with other important information.

Reserve or Reserve Price:

The minimum price that a seller is willing to accept for an item to be sold at auction. This amount is never formally disclosed.

SMS Alerts:

Alerts sent via text message to your mobile device to provide you a onetime pin to complete your online registration.

Starting Price:

The likely starting bid for a given lot, set by the Auctioneer.

STC:

Each lot put on auction will be deemed to be a separate lot, unless there is clear, documented evidence to the contrary. If applicable, the auctioneer will announce that the lot is auctioned "subject to confirmation" or "STC" prior to auctioning that lot. STC means that there is a reserve price on the vehicle or a min amount that the vehicle must sell for.

Traditional Auction:

An auction that is conducted in front of a live audience at a physical location where the items for sale are located.

MFC Auction Terms and Conditions

Please refer to our Terms and Conditions [online](#).

Should you have any further enquiries or questions, please contact the MFC Auction House on (011) 879 9321