

SETTLEMENT & PAYOUT POLICY

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Policy Status	Operational Policy – Version 2	Visibility	Public Document
Audience	Customers, Fleet Partners, Drivers, Financial Institutions & Payment Partners		

1. PURPOSE

This Settlement & Payout Policy explains how WilteX Direct manages customer payments, Fleet Partner earnings, settlement cycles, payout approvals, dispute handling, and financial governance.

The policy is designed to ensure transparency, fairness, operational consistency, and financial integrity while protecting customers, Fleet Partners, payment providers, and WilteX Direct against fraud, payment disputes, operational errors, chargebacks, and regulatory risks.

This policy applies to all freight transport, towing, relocation, moving, delivery, recovery, and related logistics services booked through the WilteX Direct platform.

2. DEFINITIONS

For the purposes of this policy, the following terms have the meanings assigned below:

Customer: A person or entity booking or paying for a service through WilteX Direct.

Fleet Partner: A verified transport, towing, recovery, moving, or logistics provider onboarded to the platform.

Driver / Operator: An authorised driver or towing operator linked to a Fleet Partner or otherwise approved by WilteX Direct.

Settlement Cycle: The weekly period used to group eligible completed transactions for payout.

Settlement Date: The scheduled date on which an approved settlement is initiated to a Fleet Partner.

Settlement: The net financial amount due to a Fleet Partner after applicable commissions, authorised adjustments, set-offs, and reserves.

Payout: The transfer of an approved settlement to a Fleet Partner's verified bank account.

Platform Commission: The fee payable to WilteX Direct for use of the platform and related services.

Proof of Delivery (POD): Digital evidence confirming successful completion of a freight, moving, relocation, or delivery service.

Proof of Recovery (POR): Digital evidence confirming successful completion or hand-over of a towing or recovery service.

Dispute: A formal complaint relating to a service, payment, charge, delivery, recovery, or other transaction issue.

Chargeback: A reversal or contested payment initiated through a card issuer, bank, payment provider, or acquiring institution.

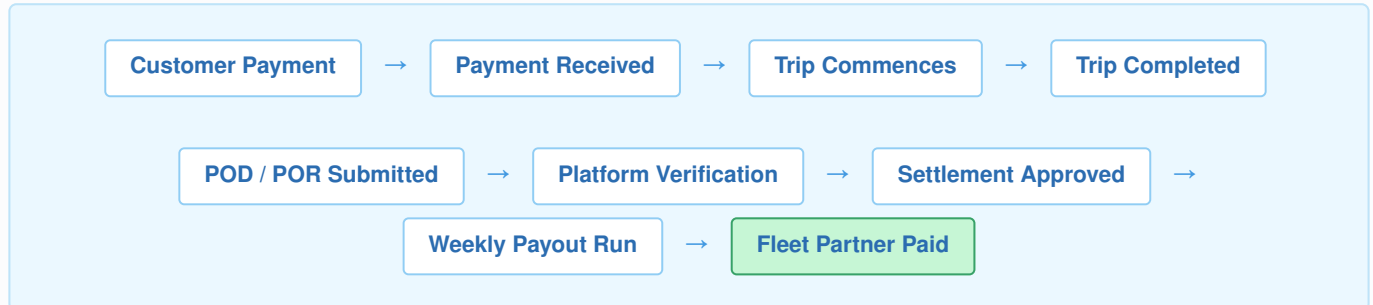
Cash Booking: A booking for which the Customer pays the Fleet Partner or Driver directly in cash or another approved offline method.

Online Booking: A booking paid through a payment method integrated with WilteX Direct.

Payment Provider: A licensed payment service provider, acquiring institution, bank, or other regulated payments partner used by WilteX Direct.

3. PAYMENT LIFECYCLE

Every online payment processed through WilteX Direct follows a controlled, end-to-end settlement lifecycle:



Mandatory Verification Requirement: Each applicable stage in the lifecycle must be successfully completed and verified by the platform before a transaction can proceed to settlement and payout.

4. CUSTOMER PAYMENTS

Customers may pay for services using any payment method supported by WilteX Direct through one or more licensed payment service providers.

Following successful payment processing:

- The booking is formally confirmed;
- The payment is securely recorded against the booking record;
- The service request may be dispatched in accordance with platform matching rules;
- The Fleet Partner becomes eligible to earn payment **only** upon successful completion and verification of the service.

WilteX Direct maintains transaction records for reconciliation, audit, compliance, customer support, and financial reporting purposes. WilteX Direct may add, replace, or use multiple licensed payment providers without altering the underlying Fleet Partner settlement schedule described in this policy.

5. TRIP COMPLETION REQUIREMENTS

A trip becomes financially complete only when all applicable operational and digital proof requirements have been satisfied.

5.1 Freight, Delivery & Relocation

- Delivery successfully completed;
- Digital Proof of Delivery (POD) submitted;
- Delivery photographs uploaded where required by trip parameters;
- Recipient or authorised hand-over confirmation recorded where applicable;
- GPS trip or equivalent operational tracking completed where available.

5.2 Towing & Recovery

- Vehicle successfully recovered, transported, or handed over;
- Digital Proof of Recovery (POR) submitted;

- Vehicle condition or recovery photographs uploaded where required;
- Customer, workshop, storage facility, or receiving-party confirmation recorded where applicable;
- GPS trip or equivalent operational tracking completed where available.

Trips that do not satisfy the applicable requirements remain in *Pending Verification* status and are not eligible for settlement inclusion.

6. SETTLEMENT ELIGIBILITY

A completed trip becomes eligible for settlement when all applicable conditions have been satisfied:

- Customer payment has been successfully received or otherwise confirmed;
- The transport, towing, recovery, moving, or delivery service has been completed;
- Proof of Delivery or Proof of Recovery has been submitted and accepted where required;
- No active dispute affecting the transaction exists;
- No material fraud, compliance, or payment investigation affecting the transaction is underway;
- The Fleet Partner remains compliant with WilteX Direct operational and onboarding requirements.

Settlement eligibility does not constitute immediate payment. Eligible transactions proceed to the settlement approval and weekly payout schedule.

7. WEEKLY SETTLEMENT CYCLE & SCHEDULE

WilteX Direct operates a structured **Weekly Settlement Cycle** to allow thorough financial reconciliation and risk management.

- **Cycle Period:** Each settlement cycle covers eligible trips completed between **Saturday 00:00 SAST** and **Friday 23:59 SAST**.
- **Settlement Day:** Every **Friday**, for the *immediately preceding* completed settlement cycle.
- **Settlement Window:** Between **18:00 and 21:00 South African Standard Time (SAST)**.

WEEKLY CYCLE EXAMPLE TIMELINE

Cycle Period: Trips completed between Saturday 1 August (00:00 SAST) and Friday 7 August (23:59 SAST) form one settlement cycle.

Payout Execution: Subject to eligibility and verification, those trips are processed during the following Friday evening settlement run (Friday 14 August).

Note: A trip completed on Friday 7 August is not paid that same evening; it belongs to the cycle ending that day and is scheduled for payout on the following Friday.

If a scheduled settlement date falls on a South African public holiday, or banking/payment-provider systems are unavailable, settlement will be initiated on the next available business day or as soon as the relevant regulated payment infrastructure permits.

8. SETTLEMENT APPROVAL & STATUSES

Before settlement is processed, WilteX Direct performs operational, financial, fraud, and compliance verification. Settlement records may carry the following statuses within system records and Fleet Dashboards:

Status	Meaning	Typical Outcome
PENDING	Awaiting operational verification, POD/POR review, or reconciliation.	Not yet payable
APPROVED	Authorised for inclusion in the next scheduled settlement run.	Scheduled for payout
ON HOLD	Temporarily suspended due to a dispute, compliance review, suspected fraud, or chargeback.	Excluded until resolved
PROCESSING	Transfer instruction initiated through payment provider infrastructure.	Awaiting bank confirmation
FAILED	Transfer was unsuccessful due to banking details error or technical failure.	Correction / retry required
PAID	Settlement transfer has been successfully confirmed by the financial provider.	Settlement completed

9. PAYOUT PROCESS & BANKING

During each scheduled settlement run, WilteX Direct's secure backend infrastructure initiates approved payouts through one or more licensed payment service providers.

Payouts are made exclusively to the Fleet Partner's verified settlement bank account or other approved settlement destination supported by the applicable payment provider. A payout is not treated as successfully paid merely because it has been submitted for processing; final payment status is recorded following confirmation from the banking or payment system.

10. FAILED OR DELAYED TRANSFERS

If a settlement transfer cannot be completed because of incorrect banking information, banking restrictions, payment-provider errors, regulatory restrictions, technical failures, or system downtime:

- The payout will be marked *Failed* or remain *Processing*;
- The Fleet Partner may be notified to verify or update their details;
- The underlying settlement remains recorded as outstanding until resolved;
- WilteX Direct will retry the transfer after the issue has been rectified.

Banking and payment-provider processing times are outside WilteX Direct's direct control and may cause a transfer initiated on the scheduled date to reflect later in the recipient bank account.

11. CASH BOOKINGS & OFFLINE COLLECTIONS

For approved bookings paid directly to the Fleet Partner or Driver in cash or another approved offline method:

- The Customer pays the Fleet Partner or authorised Driver directly upon trip completion;
- WilteX Direct records the transaction as an offline collection;
- The applicable Platform Commission and contractually agreed fees remain payable to WilteX Direct.

Outstanding platform commissions from offline bookings may be invoiced separately or set off against future online settlements where contractually permitted under the Fleet Partner Agreement.

12. PLATFORM COMMISSION, ADJUSTMENTS & RIGHT OF SET-OFF

WiltEX Direct deducts the applicable Platform Commission and any authorised adjustments before calculating the net amount payable to a Fleet Partner.

Where permitted by the Fleet Partner Agreement and applicable law, WiltEX Direct may set off amounts legitimately due from a Fleet Partner against future amounts payable to that Fleet Partner, including:

- Unpaid Platform Commission from cash or offline bookings;
- Documented financial overpayments;
- Approved refunds or chargebacks attributable to the Fleet Partner;
- Contractually authorised adjustments or penalties;
- Other undisputed amounts lawfully owed to WiltEX Direct.

13. CUSTOMER DISPUTES & SETTLEMENT HOLDS

If a dispute is formally lodged before the relevant settlement has been processed, the affected transaction may be placed **On Hold**.

As a fairness principle, WiltEX Direct restricts the hold to the specific affected transaction or amount unless a broader hold is reasonably necessary because of suspected systemic fraud, material financial risk, or repeated unresolved issues. Unrelated approved transactions will continue through the normal settlement process.

WiltEX Direct investigates disputes using GPS records, timestamps, in-app communications, Proof of Delivery, Proof of Recovery, photographs, payment records, and operational logs. Following investigation, the transaction may proceed to settlement, be adjusted, or be refunded in accordance with platform Dispute Resolution and Refund policies.

14. SETTLEMENT RESERVE

In limited circumstances, WiltEX Direct may temporarily retain all or part of a Fleet Partner's pending settlement where reasonably necessary to protect customers, Fleet Partners, payment providers, or the platform against financial, compliance, or operational risk.

A temporary settlement reserve may be applied in circumstances including: unresolved customer disputes, suspected fraudulent activity, chargebacks, compliance or regulatory investigations, or court orders. Where reasonably practicable, WiltEX Direct will notify the Fleet Partner of the reason for a material temporary reserve and the steps required for its release.

15. CHARGEBACKS, REVERSALS & REFUND RECOVERY

Where an online payment is reversed, charged back, or refunded after a Fleet Partner settlement has been distributed, WiltEX Direct may investigate the underlying transaction. Where the Fleet Partner is contractually responsible for the amount already settled, WiltEX Direct may recover that amount through an authorised set-off against future settlements, a separate invoice, or another lawful recovery mechanism.

16. FRAUD PREVENTION, AML & COMPLIANCE CONTROLS

WiltEX Direct may suspend or delay an affected settlement where there are reasonable grounds to investigate identity fraud, document fraud, payment fraud, false Proof of Delivery, false Proof of Recovery, account takeover, duplicate or fabricated bookings, money-laundering concerns, sanctions, or criminal activity.

17. PAYMENT PROVIDERS & INFRASTRUCTURE

Wiltex Direct may use one or more licensed payment service providers, banks, or acquiring institutions to process payments and payouts. The technical routing or replacement of a payment provider does not change the Fleet Partner settlement schedule set out in this policy.

18. REASONABLE OPERATIONAL DISCRETION

Wiltex Direct may temporarily delay, split, combine, adjust, defer, or suspend a settlement where reasonably necessary to comply with applicable law, regulatory requirements, banking mandates, court orders, or to correct documented accounting errors.

19. RECONCILIATION, AUDIT TRAIL & RECORDS

Wiltex Direct maintains operational and financial records necessary to reconcile payments, earnings, commissions, adjustments, disputes, refunds, chargebacks, and payouts. Records are retained in accordance with statutory tax, legal, and financial record-keeping obligations in South Africa.

20. FLEET PARTNER BANKING DETAILS & SECURITY

Fleet Partners are responsible for providing accurate, verified settlement banking details. Wiltex Direct requires strict verification before updating banking details on file to protect against unauthorized account modifications or fraudulent redirection of funds.

21. GOVERNING LAW & POLICY RELATIONSHIP

This policy is governed by and construed in accordance with the laws of the **Republic of South Africa**. It forms an integral part of the Wiltex Direct Legal & Compliance Framework and should be read alongside the Fleet Partner Agreement, Terms of Service, Refund Policy, Privacy Policy, and KYC & Identity Verification Policy.

22. POLICY AMENDMENTS

Wiltex Direct may update this policy from time to time to reflect changes in law, regulatory requirements, payment infrastructure, or platform operations. Material changes affecting settlement timing, deductions, or financial rights will be communicated through official platform channels.

23. CONTACT & GOVERNANCE

For inquiries, settlement reconciliation, or support regarding this policy, please contact:

Wiltex Direct (Pty) Ltd

Finance & Settlement Operations

Email: finance@wiltex.direct

Website: <https://wiltex.direct>

Location: Johannesburg, South Africa

***Document Control Note:** This document represents Operational Policy Version 2 (POL-SET-2026-V2) effective August 2026. It is designed to govern settlement operations across the Wiltex Direct logistics framework.*