



AMENDMENT TO THE PROVISIONS OF CIRCULAR 02 OF 2022

CIRCULAR 03 OF 2022

In March 2022, the National Credit Regulator (NCR) issued a revised Debt Help System(DHS) procedure via Circular 2 of 2022 in March 2022. This intervention was necessitated by the concerning practice noted by some debt counsellors who update DHS without following due process and was intended to serve as a measure to curb these unlawful updates.

Subsequent to implementation, the NCR noted an influx of requests and conducted an analysis to determine the type of common requests received. Upon this analysis, it was noted that a bulk of the requests are for status codes F1 and F2 (Clearance Certificates). Given the fact that the intention of the revised procedure was to curb the noted abuse, a further analysis was conducted on status codes F1 and F2 documents received and there was little evidence found that indicates a wide spread abuse on these updates.

In light of this finding and in the best interest of rehabilitated consumers and efficiency on the service provided by debt counsellors, the NCR has taken a decision to enable the functionality on DHS for debt counsellors to update status codes F1 and F2 effective from **12 April 2022**.

The effect of this change is that the debt counselling industry will revert to the old procedure to directly update status codes F1 and F2 on DHS and send the relevant documents (i.e. duly certified Form 19, all paid up/prescription letters and others) directly to the credit bureaux on email (see below table for email addresses to be used). The credit bureau removal timelines for the flag and removal of relevant records will remain as communicated in Circular 02 of 2022. Any requests for status codes F1 and F2 sent to the NCR and not responded to by the NCR on **12 April 2022** should be updated on DHS by the debt counsellors as from **12 April 2022**.

Debt counsellors are reminded that all clearance certificates must be certified in line with section 71(4) of the National Credit Act(NCA). Any debt counsellor found to have submitted false or fraudulent information or documentation will be investigated in terms of section 136(2) of the NCA. The NCR will continue to assess the mailbox, requests and documents received to determine any further necessary changes to the process and should there be a need to amend same will be communicated accordingly.

Disclaimer:

While the NCR has taken reasonable care to ensure the factual accuracy of this circular, it cannot guarantee such accuracy especially with regards to future events. Accordingly, NCR does not accept any liability for damages incurred by any party as a result of decisions or actions taken on the basis of information supplied in this Circular.

EMAIL ADDRESSES OF THE CREDIT BUREAUX

Name of the Credit Bureau	E-mail address
TU (TransUnion)	SA_debtcounseling@transunion.com
Experian	Za.dc_updates@experian.com Eza.consumer@experian.com
XDS	Dispute@xds.co.za
CPB	debtcounsel@cponline.co.za
VCCB	NCRupdates@vccb.co.za

The NCR wish to sincerely apologies to the industry for the inconvenience caused herein and to thank the industry for the co-operation herein.

FOR MORE INFORMATION

Please contact **Nomasonto Mthembu** on nmthembu@ncr.org.za or **Qhamani Loni** on qloni@ncr.org.za should you have any queries.

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