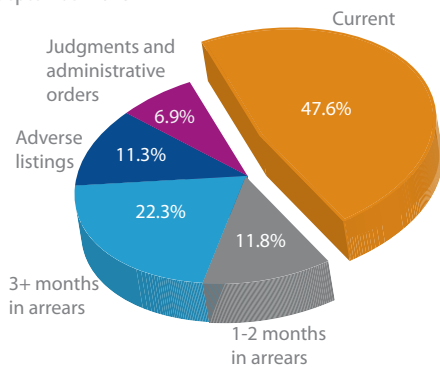


# Credit Bureau Monitor

Third Quarter | September 2016

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## Credit standing of consumers: September 2016



For further information on credit provision, please access the Consumer Credit Market Report on [www.ncr.org.za](http://www.ncr.org.za)

The information reflected in this edition of the Credit Bureau Monitor covers the period from the quarter ended September 2012 to September 2016, and is based on data held by registered credit bureaus in terms of the National Credit Act No 34 of 2005.

## Summary

Credit bureaus create consumer credit profiles based on credit information received from credit providers, courts and utility service providers. The National Credit Regulator (NCR) regulates and monitors registered credit bureaus and the quality of their data.

### As at the end of September 2016:

- Credit bureaus held records for 24.25 million credit-active consumers, an increase of 0.7% when compared to the 24.08 million in the previous quarter. Consumers classified in good standing decreased by 11,000 to 14.40 million consumers. As a percentage of the total number of credit-active consumers, this reflects a decrease of 0.4% quarter-on-quarter and an increase of 1.7% year-on-year.
- The number of consumers with impaired records increased by 178,000 to 9.85 million, from 9.67 million in the previous quarter.
- The number of accounts decreased from 84,56 million in the previous quarter to 83.81 million. The number of impaired accounts increased from 20.24 million to 20.37 million when compared to the previous quarter, an increase of 137,000 quarter-on-quarter and 138,000 year-on-year.
- A total of 453.82 million enquiries were made on consumer credit records, an increase of 4.5% quarter-on-quarter and 20.7% year-on-year. Enquiries initiated by consumers accounted for 17.91 million of all enquiries, an increase of 8.6% quarter-on-quarter and 13.4% year-on-year.
- Of the total enquiries made on consumer records, enquiries from banks and other financial institutions accounted for 56.7%, enquiries from retailers accounted for 6.6% and enquiries from telecommunication providers accounted for 14.0%. Banks and other financial institutions' enquiries decreased by 12.3% from the previous quarter, retailers increased by 13.7% and telecommunication providers increased by 73.6%.
- The number of credit reports issued to consumers decreased from 145,013 in the previous quarter to 139,402. Of the total credit reports issued, 74.1% (103,258) were issued without charge, and the remaining 25.9% (36,144) were issued with charge.
- There were 36,118 disputes lodged on information held on consumer credit records for the quarter ended September 2016, an increase of 6.3% quarter-on-quarter and 25.2% year-on-year.

## Introduction

The information reflected in this Credit Bureau Monitor covers the period from the quarter ended September 2012 to September 2016.

Comparisons in this report: “quarter-on-quarter” refers to a comparison between the September 2016 and June 2016 quarters, and “year-on-year” refers to a comparison between the September 2016 and September 2015 quarters.

## Credit-active consumers

**There were 24.25 million credit-active consumers as at the end of September 2016**

Credit bureaus held records for more than 49.42 million individuals on their databases as at the end of September 2016. From these records, 24.25 million (49.1%) were credit-active and the remaining records contained only identification information and no credit activity. The number of credit-active consumers increased by 167,000 quarter-on-quarter and 807,000 year-on-year.

### The percentage of consumers in good standing decreased this quarter

Consumers classified in good standing decreased by 11,000 to 14.40 million consumers. As a percentage of the total number of credit-active consumers, this reflects a decrease of 0.4% quarter-on-quarter and an increase of 1.7% year-on-year. Of the total 24.25 million credit-active consumers, 59.4% were in good standing.

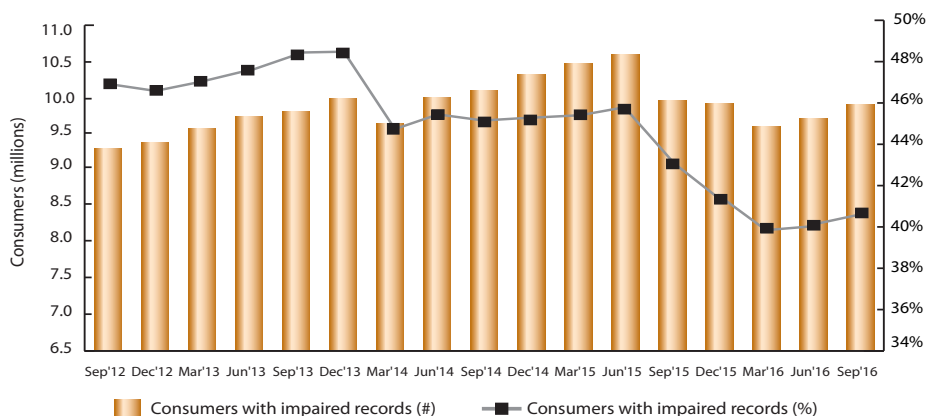
The number of consumers with impaired records (the inverse of those in good standing) increased by 178,000 to 9.85 million. The percentage of credit-active consumers with impaired records increased to 40.6%, comprising of 22.3% of consumers in three months or more in arrears, 11.3% of consumers with adverse listings, and 6.9% of consumers with judgments and administration orders.

A detailed breakdown of the nature of impairments is provided in Table 1 and Figure 1.

Table 1: Credit standing of consumers

|   | Mar 14 | Jun 14 | Sep 14 | Dec 14 | Mar 15 | Jun 15 | Sep 15 | Dec 15 | Mar 16 | Jun 16 | Sep 16 | Sep 16 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Good standing (#)                       | 12.11m | 12.17m | 12.45m | 12.58m | 12.70m | 12.84m | 13.53m | 13.87m | 14.33m | 14.41m | 14.40m | 14.40m |
| Good standing (%)                       | 55.8%  | 55.0%  | 55.3%  | 55.1%  | 55.0%  | 54.9%  | 57.7%  | 58.4%  | 60.0%  | 59.8%  | 59.4%  | 59.4%  |
| Current (%)                             | 41.5%  | 42.2%  | 42.3%  | 42.6%  | 42.2%  | 42.8%  | 46.1%  | 46.1%  | 47.6%  | 48.3%  | 47.6%  | 47.6%  |
| 1-2 months in arrears (%)               | 14.3%  | 12.8%  | 13.0%  | 12.5%  | 12.7%  | 12.1%  | 11.6%  | 12.4%  | 12.4%  | 11.6%  | 11.8%  | 11.8%  |
| Impaired records (#)                    | 9.60m  | 9.95m  | 10.05m | 10.26m | 10.41m | 10.53m | 9.91m  | 9.87m  | 9.55m  | 9.67m  | 9.85m  | 9.85m  |
| Impaired records (%)                    | 44.2%  | 45.0%  | 44.7%  | 44.9%  | 45.0%  | 45.1%  | 42.3%  | 41.6%  | 40.0%  | 40.2%  | 40.6%  | 40.6%  |
| 3+ months in arrears (%)                | 32.4%  | 28.3%  | 26.3%  | 23.8%  | 22.4%  | 21.5%  | 21.6%  | 22.1%  | 22.3%  | 22.1%  | 22.3%  | 22.3%  |
| Adverse listings (%)                    | 0.0%   | 5.2%   | 7.3%   | 10.4%  | 12.2%  | 13.5%  | 11.8%  | 11.0%  | 10.1%  | 10.7%  | 11.3%  | 11.3%  |
| Judgments and administration orders (%) | 11.8%  | 11.4%  | 11.1%  | 10.7%  | 10.4%  | 10.1%  | 8.8%   | 8.5%   | 7.6%   | 7.3%   | 6.9%   | 6.9%   |
| Credit-active consumers (#)             | 21.71m | 22.12m | 22.50m | 22.84m | 23.11m | 23.37m | 23.45m | 23.74m | 23.88m | 24.08m | 24.25m | 24.25m |

Figure 1: Consumers with impaired records



## Consumer accounts

There were 83.81 million accounts on record at the bureaus as at the end of September 2016

At the end of the reporting quarter there were 83.81 million accounts recorded at registered credit bureaus. This was a decrease of 0.9% quarter-on-quarter and an increase of 4.0% year-on-year.

### The percentage of accounts in good standing decreased this quarter

Of the 83.81 million accounts, 63.44 million (75.7%) were classified as in good standing, a negative variance of 0.4% quarter-on-quarter and a positive variance of 0.8% year-on-year.

### As at the end of September 2016:

- 68.5% of accounts were classified as current (decreased quarter-on-quarter by 0.5% and increased year-on-year by 0.9%).
- 7.2% had missed one or two instalments (increased quarter-on-quarter by 0.2% and decreased year-on-year by 0.1%).
- 18.1% had missed three or more instalments (increased quarter-on-quarter by 0.3% and decreased year-on-year by 0.3%).
- 4.6% had adverse listings (increased quarter-on-quarter by 0.1% and decreased year-on-year by 0.2%).
- 1.6% had judgments or administration orders (remained unchanged quarter-on-quarter and decreased year-on-year by 0.4%).

See Table 2 and Figures 2 and 3 for detailed breakdown.

Table 2: Credit standing of accounts

|   | Dec 13 | Mar 14 | Jun 14 | Sep 14 | Dec 14 | Mar 15 | Jun 15 | Sep 15 | Dec 15 | Mar 16 | Jun 16 | Sep 16 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Good standing (#)                       | 53.44m | 57.91m | 58.15m | 59.55m | 59.84m | 59.66m | 60.47m | 60.37m | 63.56m | 65.03m | 64.32m | 63.44m |
| Good standing (%)                       | 73.0%  | 75.0%  | 73.2%  | 73.3%  | 72.9%  | 72.7%  | 73.6%  | 74.9%  | 76.1%  | 76.5%  | 76.1%  | 75.7%  |
| Current (%)                             | 64.2%  | 66.1%  | 65.4%  | 65.5%  | 65.2%  | 64.7%  | 66.1%  | 67.6%  | 68.4%  | 69.0%  | 69.1%  | 68.5%  |
| 1-2 months in arrears (%)               | 8.8%   | 8.9%   | 7.9%   | 7.8%   | 7.6%   | 8.0%   | 7.5%   | 7.3%   | 7.7%   | 7.5%   | 7.0%   | 7.2%   |
| Impaired records (#)                    | 19.74m | 19.27m | 21.28m | 21.64m | 22.28m | 22.38m | 21.71m | 20.24m | 19.99m | 19.92m | 20.24m | 20.37m |
| Impaired records (%)                    | 27.0%  | 25.0%  | 26.8%  | 26.7%  | 27.1%  | 27.3%  | 26.4%  | 25.1%  | 23.9%  | 23.5%  | 23.9%  | 24.3%  |
| 3+ months in arrears (%)                | 18.0%  | 22.3%  | 21.3%  | 20.7%  | 20.1%  | 19.8%  | 18.9%  | 18.4%  | 17.8%  | 17.7%  | 17.8%  | 18.1%  |
| Adverse listings (%)                    | 6.2%   | 0.0%   | 2.9%   | 3.4%   | 4.6%   | 5.1%   | 5.2%   | 4.8%   | 4.4%   | 4.1%   | 4.5%   | 4.6%   |
| Judgments and administration orders (%) | 2.8%   | 2.7%   | 2.6%   | 2.5%   | 2.4%   | 2.3%   | 2.2%   | 1.9%   | 1.8%   | 1.7%   | 1.6%   | 1.6%   |
| Consumer accounts (#)                   | 73.18m | 77.18m | 79.42m | 81.18m | 82.13m | 82.04m | 82.17m | 80.60m | 83.55m | 84.96m | 84.56m | 83.81m |

Figure 2: Accounts with impaired records

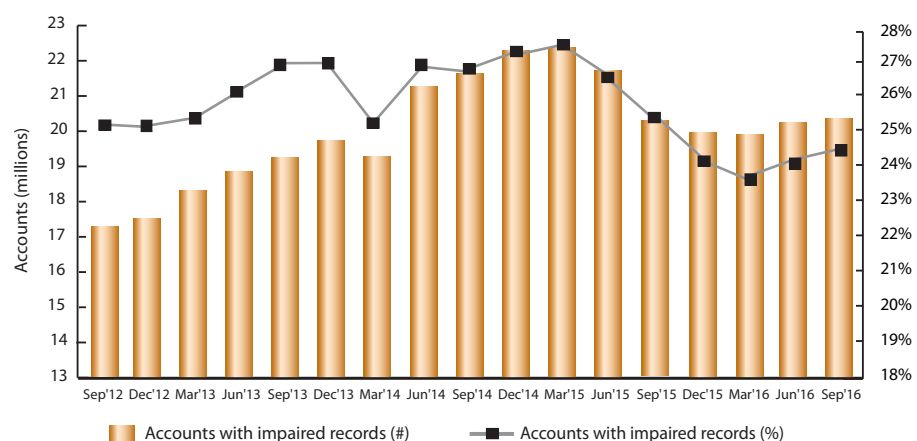
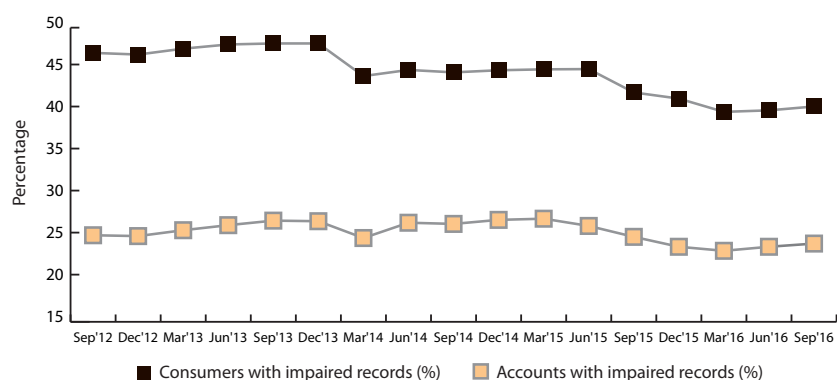


Figure 3: Consumers and accounts with impaired records



## Credit market activity

### Enquiries made on consumer records increased for the quarter

There were 453.82 million enquiries made in the quarter ended September 2016. This was an increase of 4.5% quarter-on-quarter and 20.7% year-on-year. Enquiries done in bulk by banks and other financial institutions formed the largest portion of all enquiries.

- 17.91 million enquiries were made due to consumers seeking credit (increased by 8.6% quarter-on-quarter and 13.4% year-on-year).
- 0.85 million enquiries were related to telecommunication services (increased by 25.7% quarter-on-quarter and 13.5% year-on-year).
- 35.35 million enquiries were made for tracing/debt collection purposes (decreased by 3.2% quarter-on-quarter and increased by 124.1% year-on-year).
- 399.71 million enquiries were made for other purposes – excluding those purposes mentioned above, e.g. account management and contact information update (increased by 5.0% quarter-on-quarter and 16.3% year-on-year).

Refer to Table 3 and Figures 4 and 5 for detailed breakdown.

Table 3: Enquiries

| Enquiry purpose:                 | Number of enquiries (millions) |               |               |               |               |               |               |               |               | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|----------------------------------|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                  | Dec 14                         | Mar 15        | Jun 15        | Sep 15        | Dec 15        | Mar 16        | Jun 16        | Sep 16        | Sep 16        | Dec 14 to Mar 15  | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 | Jun 16 to Sep 16 |
| Consumers seeking credit         | 15.78                          | 12.76         | 13.23         | 15.79         | 15.64         | 16.99         | 16.48         | 17.91         | 17.91         |                   | 3.6%             | 19.4%            | -0.9%            | 8.6%             | -3.0%            | 8.6%             | 8.6%             |
| Telecommunication services       | 0.77                           | 0.81          | 0.91          | 0.74          | 0.64          | 0.70          | 0.67          | 0.67          | 0.85          |                   | 12.2%            | -18.4%           | -13.5%           | 8.6%             | -3.9%            | 25.7%            | 25.7%            |
| Tracing/debt collection purposes | 17.83                          | 17.51         | 22.62         | 15.77         | 14.47         | 19.32         | 36.54         | 36.54         | 35.35         |                   | 29.2%            | -30.3%           | -8.3%            | 33.5%            | 89.2%            | -3.2%            | -3.2%            |
| Other                            | 398.33                         | 304.99        | 376.01        | 343.74        | 387.93        | 354.77        | 380.68        | 380.68        | 399.71        |                   | 23.3%            | -8.6%            | 12.9%            | -8.5%            | 7.3%             | 5.0%             | 5.0%             |
| <b>Total</b>                     | <b>432.71</b>                  | <b>336.08</b> | <b>412.77</b> | <b>376.04</b> | <b>418.69</b> | <b>391.78</b> | <b>434.37</b> | <b>434.37</b> | <b>453.82</b> |                   | <b>22.8%</b>     | <b>-8.9%</b>     | <b>11.3%</b>     | <b>-6.4%</b>     | <b>10.9%</b>     | <b>4.5%</b>      | <b>4.5%</b>      |

Figure 4: Enquiries due to consumers seeking credit

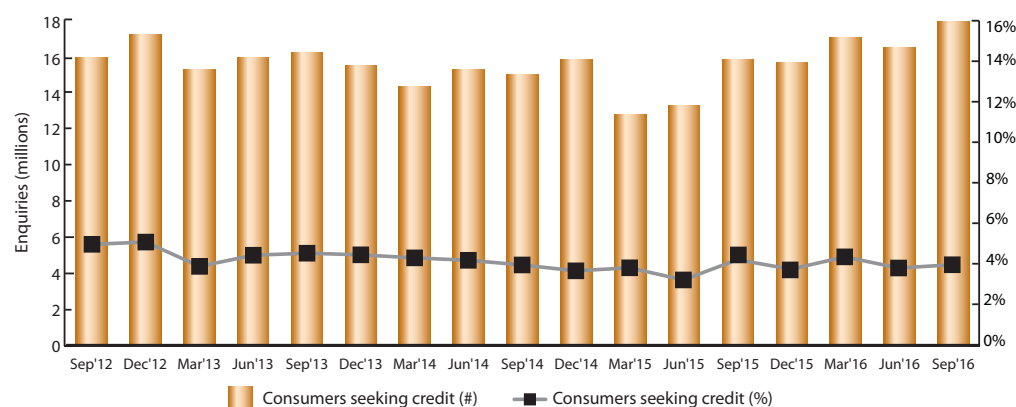
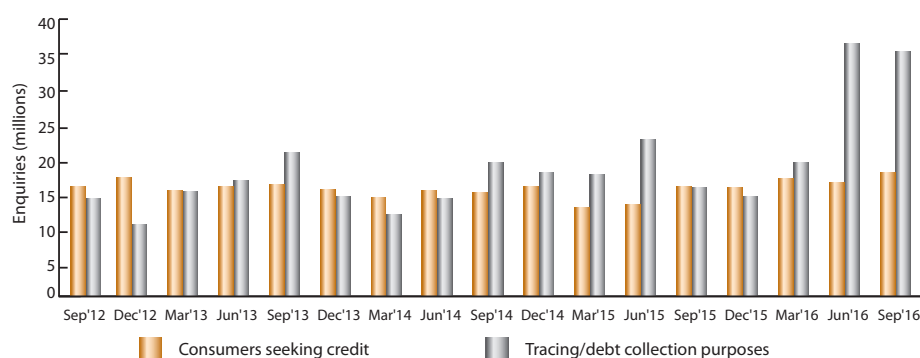


Figure 5: Enquiries due to consumers seeking credit and enquiries for tracing/debt collection purposes



### Enquiry sectoral analysis

There were 257.26 million enquiries made by banks and other financial institutions in the quarter ended September 2016, a decrease of 12.3% quarter-on-quarter and 1.8% year-on-year. Retailers made 29.83 million enquiries on consumer records, which was an increase of 13.7% quarter-on-quarter and 13.9% year-on-year. Enquiries made by telecommunication providers increased by 73.6% quarter-on-quarter and 375.5% year-on-year, to 63.61 million in September 2016 quarter. Enquiries made by debt collection agencies decreased by 7.9% quarter-on-quarter and 14.8% year-on-year, to 3.42 million in September 2016 quarter. Enquiries made by all other entities increased by 34.1% quarter-on-quarter and 41.7% year-on-year, to 99.70 million.

Refer to Tables 4 to 7 and Figure 6 for a detailed breakdown.

Table 4: All enquiries – distribution according to sectors

| Enquiries by:                          | Number of enquiries (millions) |               |               |               |               |               |               |               |               | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|--|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|  | Sep 14                         | Dec 14        | Mar 15        | Jun 15        | Sep 15        | Dec 15        | Mar 16        | Jun 16        | Sep 16        | Sep 14 to Dec 14  | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Banks and other financial institutions | 311.16                         | 338.76        | 251.74        | 313.86        | 262.10        | 279.00        | 288.18        | 293.41        | 257.26        | 8.9%              | -25.7%           | 24.7%            | -16.5%           | 6.4%             | 3.3%             | 1.8%             | -12.3%           |
| Retailers                              | 11.49                          | 9.73          | 10.03         | 10.27         | 26.19         | 26.90         | 26.52         | 26.24         | 29.83         | -15.3%            | 3.1%             | 2.5%             | 155.0%           | 2.7%             | -1.4%            | -1.0%            | 13.7%            |
| Telecommunication providers            | 12.32                          | 15.36         | 13.04         | 22.08         | 13.38         | 11.14         | 14.59         | 36.65         | 63.61         | 24.6%             | -15.1%           | 69.4%            | -39.4%           | -16.7%           | 30.9%            | 151.2%           | 73.6%            |
| Debt collection agencies               | 8.13                           | 3.02          | 4.87          | 3.90          | 4.01          | 3.10          | 2.67          | 3.71          | 3.42          | -62.9%            | 61.7%            | -19.9%           | 2.7%             | -22.6%           | -13.9%           | 38.9%            | -7.9%            |
| All other entities                     | 36.25                          | 65.84         | 56.40         | 62.65         | 70.37         | 98.55         | 59.82         | 74.36         | 99.70         | 81.6%             | -14.3%           | 11.1%            | 12.3%            | 40.1%            | -39.3%           | 24.3%            | 34.1%            |
| <b>Total</b>                           | <b>379.35</b>                  | <b>432.71</b> | <b>336.08</b> | <b>412.77</b> | <b>376.04</b> | <b>418.69</b> | <b>391.78</b> | <b>434.37</b> | <b>453.82</b> | <b>14.1%</b>      | <b>-22.3%</b>    | <b>22.8%</b>     | <b>-8.9%</b>     | <b>11.3%</b>     | <b>-6.4%</b>     | <b>10.9%</b>     | <b>4.5%</b>      |

Figure 6: All enquiries – distribution according to sectors

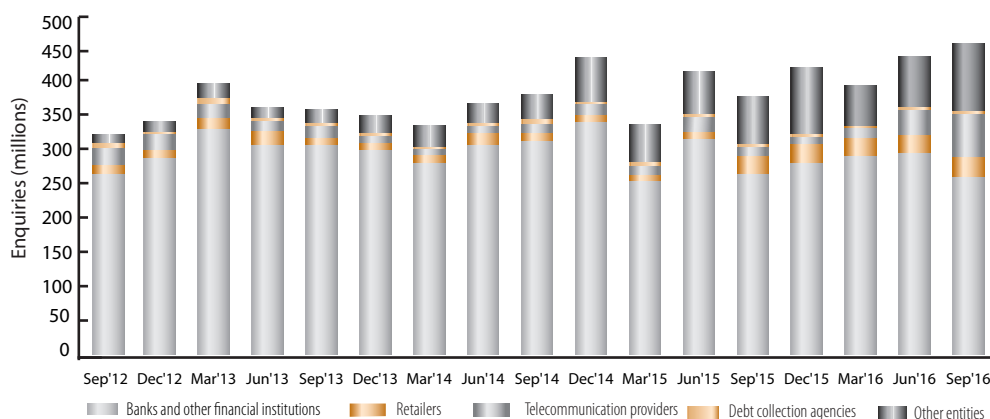


Table 5: Enquiries by banks and other financial institutions

| Enquiry purpose:                              | Number of enquiries (millions) |               |               |               |               |               |               |               |               | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|---|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|   | Sep 14                         | Dec 14        | Mar 15        | Jun 15        | Sep 15        | Dec 15        | Mar 16        | Jun 16        | Sep 16        | Sep 14 to Dec 14  | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Consumers seeking credit                      | 12.13                          | 12.44         | 10.37         | 10.77         | 13.11         | 13.20         | 14.97         | 14.14         | 14.89         | 2.6%              | -16.7%           | 3.9%             | 21.7%            | 0.7%             | 13.4%            | -5.5%            | 5.3%             |
| Tracing/debt collection purposes              | 3.70                           | 2.93          | 1.57          | 1.36          | 1.34          | 1.77          | 3.02          | 5.35          | 2.44          | -20.8%            | -46.3%           | -13.7%           | -1.2%            | 31.5%            | 71.1%            | 77.2%            | -54.4%           |
| Other purposes                                | 295.33                         | 323.39        | 239.79        | 301.73        | 247.65        | 264.03        | 270.19        | 273.92        | 239.94        | 9.5%              | -25.9%           | 25.8%            | -17.9%           | 6.6%             | 2.3%             | 1.4%             | -12.4%           |
| <b>Banks and other financial institutions</b> | <b>311.16</b>                  | <b>338.76</b> | <b>251.74</b> | <b>313.86</b> | <b>262.10</b> | <b>279.00</b> | <b>288.18</b> | <b>293.41</b> | <b>257.26</b> | <b>8.9%</b>       | <b>-25.7%</b>    | <b>24.7%</b>     | <b>-16.5%</b>    | <b>6.4%</b>      | <b>3.3%</b>      | <b>1.8%</b>      | <b>-12.3%</b>    |

Table 6: Enquiries by retailers

| Enquiry purpose:                 | Number of enquiries (millions) |             |              |              |              |              |              |              |              | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|----------------------------------|--------------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                  | Sep 14                         | Dec 14      | Mar 15       | Jun 15       | Sep 15       | Dec 15       | Mar 16       | Jun 16       | Sep 16       | Sep 14 to Dec 14  | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Consumers seeking credit         | 2.83                           | 3.34        | 2.39         | 2.45         | 2.68         | 2.43         | 2.02         | 2.34         | 3.02         | 18.0%             | -28.3%           | 2.6%             | 9.2%             | -9.2%            | -17.1%           | 16.1%            | 29.0%            |
| Tracing/debt collection purposes | 0.94                           | 1.07        | 1.00         | 1.22         | 1.31         | 1.27         | 1.86         | 1.80         | 0.81         | 14.5%             | -6.5%            | 21.4%            | 7.5%             | -2.7%            | 46.1%            | -3.1%            | -55.2%           |
| Other purposes                   | 7.72                           | 5.31        | 6.63         | 6.60         | 22.20        | 23.19        | 22.64        | 22.10        | 26.00        | -31.2             | 24.7%            | -0.4%            | 236.4%           | 4.4%             | -2.4%            | -2.4%            | 17.6%            |
| <b>Retailers</b>                 | <b>11.49</b>                   | <b>9.73</b> | <b>10.03</b> | <b>10.27</b> | <b>26.19</b> | <b>26.90</b> | <b>26.52</b> | <b>26.24</b> | <b>29.83</b> | <b>-15.3%</b>     | <b>3.1%</b>      | <b>2.5%</b>      | <b>155.0%</b>    | <b>2.7%</b>      | <b>-1.4%</b>     | <b>-1.0%</b>     | <b>13.7%</b>     |

Table 7: Enquiries by telecommunication providers

| Enquiry purpose:                   | Number of enquiries (millions) |              |              |              |              |              |              |              |              | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|------------------------------------|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                    | Sep 14                         | Dec 14       | Mar 15       | Jun 15       | Sep 15       | Dec 15       | Mar 16       | Jun 16       | Sep 16       | Sep 14 to Dec 14  | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Telecommunication services         | 0.76                           | 0.77         | 0.81         | 0.91         | 0.74         | 0.64         | 0.70         | 0.67         | 0.85         | 1.8%              | 5.6%             | 12.2%            | -18.4%           | -13.5%           | 8.6%             | -3.9%            | 25.7%            |
| Tracing/debt collection purposes   | 4.94                           | 9.45         | 8.27         | 14.64        | 7.27         | 6.71         | 8.52         | 16.39        | 26.72        | 91.1%             | -12.5%           | 77.2%            | -50.3%           | -7.7%            | 26.9%            | 92.5%            | 63.0%            |
| Other purposes                     | 6.62                           | 5.14         | 3.96         | 6.53         | 5.36         | 3.79         | 5.37         | 19.58        | 36.04        | -22.4%            | -23.0%           | 64.8%            | -17.9%           | -29.4%           | 41.8%            | 264.8%           | 84.1%            |
| <b>Telecommunication providers</b> | <b>12.32</b>                   | <b>15.36</b> | <b>13.04</b> | <b>22.08</b> | <b>13.38</b> | <b>11.14</b> | <b>14.59</b> | <b>36.65</b> | <b>63.61</b> | <b>24.6%</b>      | <b>-15.1%</b>    | <b>69.4%</b>     | <b>-39.4%</b>    | <b>-16.7%</b>    | <b>30.9%</b>     | <b>151.2%</b>    | <b>73.6%</b>     |

## Credit bureau activity

### Demand for credit reports decreased for the quarter

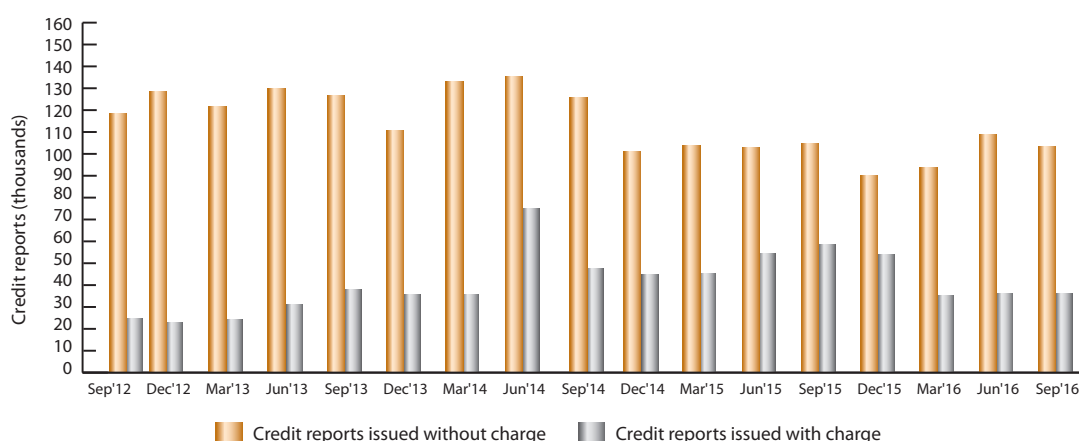
Of the total 139,402 credit reports issued to consumers at their request during the quarter ended September 2016, 74.1% (103,258) were issued without charge, and the remaining 25.9% (36,144) were issued with charge. The total number of credit reports issued decreased by 3.9% quarter-on-quarter and 14.5% year-on-year.

See Table 8 and Figure 7 for details.

Table 8: Credit reports issued

| Credit reports:       | Number of credit reports |                |                |                |                |                |                |                |                |                | Percentage change |                  |                  |                  |                  |                  |                  |                  |                  |
|-----------------------|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                       | Jun 14                   | Sep 14         | Dec 14         | Mar 15         | Jun 15         | Sep 15         | Dec 15         | Mar 16         | Jun 16         | Sep 16         | Jun 14 to Sep 14  | Sep 14 to Dec 14 | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Issued without charge | 135,650                  | 125,689        | 101,119        | 103,771        | 102,967        | 104,688        | 90,150         | 93,977         | 108,818        | 103,258        | -7.3%             | -19.5%           | 2.6%             | -0.8%            | 1.7%             | -13.9%           | 4.2%             | 15.8%            | -5.1%            |
| Issued with charge    | 75,019                   | 47,505         | 44,804         | 45,451         | 54,283         | 58,435         | 54,060         | 35,481         | 36,195         | 36,144         | -36.7%            | -5.7%            | 1.4%             | 19.4%            | 7.6%             | -7.5%            | -34.4%           | 2.0%             | -0.1%            |
| <b>Total issued</b>   | <b>210,669</b>           | <b>173,194</b> | <b>145,923</b> | <b>149,222</b> | <b>157,250</b> | <b>163,118</b> | <b>144,210</b> | <b>129,458</b> | <b>145,013</b> | <b>139,402</b> | <b>-17.8%</b>     | <b>-15.7%</b>    | <b>2.3%</b>      | <b>5.4%</b>      | <b>3.7%</b>      | <b>-11.6%</b>    | <b>-10.2%</b>    | <b>12.0%</b>     | <b>-3.9%</b>     |

Figure 7: Credit reports issued



### Consumer disputes

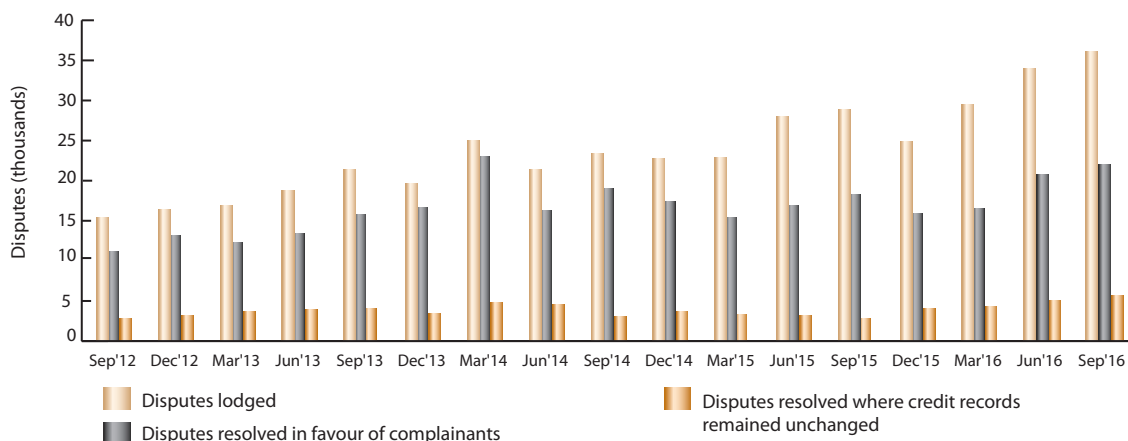
There were 36,118 disputes lodged in respect of the accuracy of the information recorded on consumer credit records in the quarter ended September 2016. This was an increase of 6.3% quarter-on-quarter and 25.2% year-on-year. More disputes were resolved in favour of complainants (22,060) as compared to disputes where credit records remained unchanged (5,687).

See Table 9 and Figure 8 for details.

Table 9: Disputes

| Disputes:                                       | Number of disputes |        |        |        |        |        |        |        |        | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|---|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|   | Sep 14             | Dec 14 | Mar 15 | Jun 15 | Sep 15 | Dec 15 | Mar 16 | Jun 16 | Sep 16 | Sep 14 to Dec 14  | Dec 14 to Mar 15 | Mar 15 to Jun 15 | Jun 15 to Sep 15 | Sep 15 to Dec 15 | Dec 15 to Mar 16 | Mar 16 to Jun 16 | Jun 16 to Sep 16 |
| Lodged  | 23,334             | 22,822 | 22,912 | 27,988 | 28,856 | 24,920 | 29,558 | 33,989 | 36,118 | -2.2%             | 0.4%             | 22.2%            | 3.1%             | -13.6%           | 18.6%            | 15.0%            | 6.3%             |
| Resolved in favour of complainants              | 19,003             | 17,397 | 15,349 | 16,896 | 18,275 | 15,870 | 16,587 | 20,825 | 22,060 | -8.5%             | -11.8%           | 10.1%            | 8.2%             | -13.2%           | 4.5%             | 25.6%            | 5.9%             |
| Resolved where credit record remained unchanged | 3,117              | 3,710  | 3,371  | 3,187  | 2,845  | 4,068  | 4,246  | 5,004  | 5,687  | 19.0%             | -9.1%            | -5.5%            | -10.7%           | 43.0%            | 4.4%             | 17.9%            | 13.6%            |

Figure 8: Disputes



### Definitions

| Terms used in this report | Definitions  |
|---------------------------|--|
| Credit-active consumers   | Consumers obligated to pay credit providers and/or service providers, etc. These obligations result in transactional entries on the consumer's credit record at the credit bureaus.                                    |
| Impaired record           | A record on which a consumer and/or any of the accounts, are either classified as three or more payments or months in arrears, or which has an "adverse listing", or that reflects a judgment or administration order. |
| Good standing             | An account or consumer showing as current or on which the client has not missed more than one or two instalments, which has no adverse listings and has no judgments.  |
| Adverse listing           | Accounts with adverse classifications such as 'handed over' and/or 'written-off'.  |
| Current                   | A consumer or account is up-to-date with payments and has not missed any instalment over the period of the credit agreement.   |

### Notes

1. Where values have been rounded off, the percentage calculations and summed totals are calculated off the unrounded values.
2. Refer to the NCR website for complete tables of thirty eight quarters from June 2007 to September 2016.