



Suspension Indicator on Debt Help System

CIRCULAR 04 OF 2018

This circular is intended to inform all registered Debt Counsellors (“DCs”) that the National Credit Regulator (“the NCR”) has added a new functionality on the Debt Help System (“DHS”) called the Suspension Indicator. This functionality will enable DCs to place a suspension indicator on a consumer’s profile and will go live on 02 September 2018.

Important to note

- The suspension indicator is not a status code, but an indicator to identify consumers suspended on a DC’s profile. The DC will be required to state reasons for the suspension.
- When a consumer’s record is updated with a suspension indicator, the record will remain on the last ACTIVE updated status code (i.e. Status Code: either C or D3 or D4).
- The suspension indicator will not be communicated to the Credit Bureaus as it is not a status code.
- The user manual with a detailed process (step by step) and screenshots will be uploaded on the DHS.

For more information

Please direct all the queries relating to this circular to **Xoliswa Mahlangu** or **Prudence Tsolo** at **xmahlangu@ncr.org.za** or **ptsolo@ncr.org.za**

Disclaimer:

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