

NCR DEBT COUNSELLING CIRCULAR

No. 2 OF 2008

Gobodo Chartered Accountants Incorporated has been appointed by the National Credit Regulator as Fee Management Agency from 1 March 2008. The Agency is responsible for administering a fund established by the NCR, to assist in paying for debt counseling services provided to consumers earning an individual gross income of R2, 500 or less per month or a household income of R3, 500 or less per month. Services payable will be back dated from 1 June 2007, subject to terms and conditions.

PROCEDURES FOR LODGING CLAIMS

Note: Forms referred to below are available on the website. (www.ncr.org.za)

Fees will only be paid for consumers that have been logged on the NCR web database (www.ncrdebthelp.co.za) by registered Debt Counsellors.

- 1.1 Prior to claiming from the NCR Fund, the Debt Counsellor must register with the NCR Fund:
 - The Debt Counsellor must complete the Registration Form (Form A) ;
 - Accept the Terms and Conditions of the NCR Fund in writing;
 - Submit the following documents to the NCR for approval:
 - Form A;
 - Duly signed Terms and Conditions;
 - Tax Clearance Certificate;
- 1.2 Prior to submitting a claim for fees from the NCR Fund and rendering a service to the consumer, the Debt Counsellor must request approval from the Fee Management Agency by obtaining a pre-approval number for each consumer in respect of potential future claims for fees to be paid from the NCR Fund. The pre-approval number must be obtained from the Fee Management Agency as follows:
 - The Debt Counsellor must complete Form B (Request for pre-approval of claim from NCR fund 2) for each consumer where a claim for fees is required and must submit Form B and a copy of the consumer's payslip or proof of earnings (affidavit or other proof) to the Fee Management Agency in the manner specified in Schedule 1(3);
 - The Fee Management Agency will, subject to the availability of funds and completeness of information received from the Debt Counsellor, issue a pre-approval number in writing to the Debt Counsellor.

1.3 The Debt Counsellor may then submit a claim for fees to the Fee Management Agency in the following manner:

1.3.1 The Debt Counsellor must complete Form C (NCR fund claim form) and attach a copy of the proposal sent to all credit providers for all claims in respect of 3(c) and 3(d) of Form C.

- The Debt Counsellor must assign a unique number to every Form C submitted for payment. The number must start with the Debt Counsellor's registration number and must then be in numerical sequence. Example: NCRDC100/01, NCRDC100/02, NCRDC100/03
- In respect of consumers whose applications has been rejected in terms of section 86(7)(a), the Debt Counsellor will only submit one claim for fees
- In respect of all other consumers, the Debt Counsellor may submit two claims for fees, as and when the matter reaches certain stages, as set out in the Terms and Conditions accepted by the Debt Counsellor and also referred to in paragraph 4 of this schedule.
- Form C will be deemed to have been received 2 days after submission if transmitted by fax or email or on the 8th business day following the date of such posting if posted by prepaid registered post.

1.4 The Fee Management Agency will effect two payment runs per month. All claims for fees must be received by the Fee Management Agency 10 business days before the 15th and 25th of the respective month.

- Claim for fees received by the Fee Management Agency after the above cut-off dates will be paid to the Debt Counsellor in the following payment run.

FEES PAYABLE TO DEBT COUNSELLORS

2.1 In respect of a consumer with individual gross income of R2,500 per month or less or household income of R3,500 per month or less, the Debt Counsellor may claim the following amounts from the NCR Fund:

4.1.1 A once-off fee of R100 per consumer whose application has been rejected in terms of section 86(7)(a) provided proof of such assessment is kept and made available to the NCR upon request;

4.1.2 In respect of a consumer whose application has been accepted in terms of section 86(7)(b) and 86(7)(c), the following fees can be claimed:

4.1.2.1 R500 will be payable upon:

- Completion of the assessment in terms of S86(6)(a); AND
- Registering the consumer on the NCR Database; AND
- Submission of Form 17.1 and 17.2 to credit providers: AND
- Submission of the debt re-arrangement proposal to all credit providers,

4.1.2.2 An additional once-off fee of R150 in respect of cases that are contested by credit providers and referred to the Magistrates Court, payable upon the granting of a court order.

FEE MANAGEMENT AGENCY CONTACT DETAILS

2.2 The Debt Counsellor may fax, e-mail or post the documents prescribed to:

Attention of Rashika Hiralal:

By Fax: (011) 482 4660 or

By E-mail: rashika.hiralal@gobodo.co.za or

By Post: P.O. Box 87452, Houghton, 2041

2.3 Documents submitted by the Debt Counsellor to the Fee Management Agency shall be deemed to have been received 2 days after submission if transmitted by fax or email or on the 8th business day following the date of such posting if posted by prepaid registered post.

2.4 The Debt Counsellor may address QUERIES in respect of payment of fees to:

Rashika Hiralal

Tel: (011) 358 5000

Fax: (011) 482 4660

E-mail: rashika.hiralal@gobodo.co.za

FOR MORE INFORMATION AT NCR, CONTACT:

For more information, please contact Thabang Moledi (011 554 2728) or Mpho Thekiso (011 554 2701).

Disclaimer

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