

NCR DEBT COUNSELLING CIRCULAR

No. 8 OF 2008

The purpose of this circular is to inform all Debt Counsellors about the following matters:

1. Practical training and support to be provided to Debt Counsellors
2. Changes and update of contact details
3. Enquiries and complaints related to Payment Distribution Agencies and ncrdebthelp.

1. PRACTICAL TRAINING AND SUPPORT

The NCR has appointed 2 debt counselling services providers - Octogen and Consumer Protection Excellence to provide practical training and support to Debt Counsellors.

It is recommend that all communication and enquiries to the above service providers be reduced to writing and sent through by either fax or e-mail. Enquiries/requests for information will be evenly distributed between the two companies in the following manner:

- Debt Counsellors whose registration numbers are *even* number, e.g. NCRDC246, NCRDC130, etc. must direct all their enquiries to Octogen. Their contact details are:
E-mail: dc@ncrhelp.co.za
Fax no: 086 508 2470
- Debt Counsellors whose registration numbers are *odd* number, e.g. NCRDC 145, NCRDC 257, etc. must direct all their enquiries to Consumer Protection Excellence. Their contact details are:
Contact: Vanessa Hauptleisch
Tel no: 086 012 3646
Fax no: 018 297 1913
E-mail: Vanessa@cpepda.co.za

Please note that the two companies will provide support on debt counselling matters, excluding matters related to Payment Distribution Agencies and restructuring systems. Such matters must be directed to the relevant service providers.

Practical training will commence in January/February 2009. Details on logistical arrangements will be communicated to all in due course.

2. CHANGES AND UPDATE OF CONTACT DETAILS

Changes and updates of Debt Counsellors' contact details are effected by the Registration Department. Any changes or update should be directed to:

- **Bongi Radebe:** 011 554 2801; bradebe@ncr.org.za
- **Lucky Ngobeni:** 011 554 2706; lngobeni@ncr.org.za

3. ENQUIRIES AND COMPLAINTS RELATED TO PDA'S & NCRDEBTHELP WEBSITE

Complaints and enquiries related to Payment Distribution Agency must be directed to:

- **Morris Maluleke:** 011 554 2789; mmaluleke@ncr.org.za
- **Prudence Malakalaka** 011 554 2705; pmalakalaka@ncr.org.za

Enquiries/request for information related to the ncrdebthelp system (including removal of consumers whose debt review has been terminated/withdrawn/cancelled) must be directed to:

- **Mapule Kgofelo:** 011 759 7220; mapulek@dsg.co.za
- **Given Mlonyeni:** 011 759 7220; givenm@dsg.co.za

THE NCR WISHES YOU A MERRY CHRISTMAS AND A DEBT REHABILITATING NEW YEAR!!

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