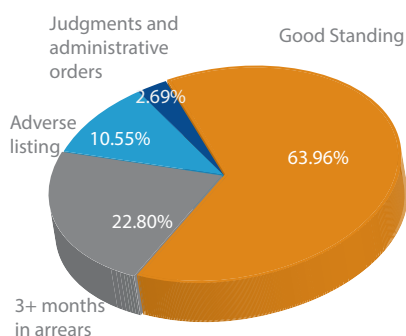


# Credit Bureau Monitor

Fourth Quarter | December 2023

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## Credit standing of consumers: December 2023



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 December 2019 to December 2023, 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 December 2023:

- Credit bureaus held records for 27.46 million credit-active consumers, an increase of 0.16% (42,833) when compared to the 27.41 million in the previous quarter ended September 2023 and of 2.07% (556,037) year-on-year.
- Consumers classified in good standing increased by 86,028 to 17.56 million consumers.
- The number of consumers with impaired records decreased by 43,195 to 9.90 million, this was a decrease of 0.43% quarter-on-quarter and of 1.88% year-on-year.
- The number of accounts increased by 2.39 million from 91.94 million in the previous quarter to 94.33 million.
- The number of impaired accounts increased from 19.36 million to 19.62 million when compared to the previous quarter, an increase of 66,588 or 1.38% quarter-on-quarter and of 537,319 or 2.88% year-on-year.
- A total of 504.92 million enquiries were made on consumer credit records. Enquiries initiated by consumers seeking credit accounted for 25.30 million of all enquiries, an increase of 152.59% quarter-on-quarter and of 89.45% year-on-year.
- Of the total enquiries made on consumer records, enquiries from banks and other financial institutions accounted for 34.32%, enquiries from retailers accounted for 18.79% and enquiries from telecommunication providers accounted for 2.54%.
- The number of credit reports issued to consumers decreased from 872,884 in the previous quarter to 815,190. Of the total credit reports issued, 97.57% (795,375) were issued free of charge and the remaining 2.43% (19,815) were issued at a cost.
- There were 38,892 disputes lodged on information held on consumer credit records for the quarter ended December 2023, a decrease of 1.59% quarter-on-quarter and an increase of 1.67% year-on-year.

## Introduction

The information reflected in this Credit Bureau Monitor covers the period from the quarter ended December 2019 to December 2023.

Comparisons in this report: “quarter-on-quarter” refers to a comparison between the September 2023 and December 2023 quarters, and “year-on-year” refers to a comparison between the December 2022 and December 2023 quarters.

## Credit-active consumers

**There were 27.46 million credit-active consumers as at the end of December 2023**

From the credit active consumers, 27.46 million (51.31%) were credit-active and the remaining records contained only identification information and no credit activity. The number of credit-active consumers increased by 42,833 quarter-on-quarter and increased by 556,037 year-on-year.

### The percentage of consumers in good standing increased during the quarter

Consumers classified in good standing increased by 86,028 to 17.56 million consumers. Of the total 27.46 million credit-active consumers, 63.96% were in good standing.

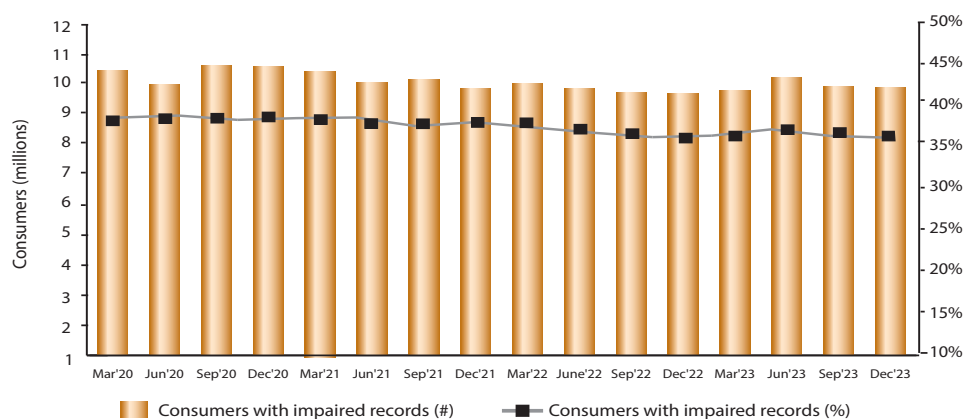
The number of consumers with impaired records (the inverse of those in good standing) decreased by 43,195 to 9.90 million. The percentage of credit-active consumers with impaired records decreased to 36.04%, comprising of 22.80% of consumers in three months or more in arrears, 10.55% of consumers with adverse listings and 2.69% 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 21 | Jun 21 | Sep 21 | Dec 21 | Mar 22 | Jun 22 | Sep 22 | Dec 22 | Mar 23 | Jun 23 | Sep 23 | Dec 23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Good standing (#)</b>                       | 17.01m | 16.14m | 16.25m | 16.50m | 16.44m | 16.63m | 16.88m | 17.19m | 17.25m | 17.03m | 17.47m | 17.56m |
| <b>Good standing (%)</b>                       | 61.80  | 61.59  | 61.51  | 62.55  | 62.08  | 62.73  | 63.36  | 63.89  | 63.71  | 62.95  | 63.74  | 63.96  |
| <b>Current (%)</b>                             | 53.08  | 53.60  | 53.79  | 54.64  | 53.93  | 54.80  | 55.60  | 55.81  | 55.47  | 55.49  | 55.65  | 56.08  |
| <b>1-2 months in arrears (%)</b>               | 8.72   | 7.99   | 7.72   | 7.91   | 8.15   | 7.94   | 7.75   | 8.08   | 8.24   | 7.46   | 8.09   | 7.88   |
| <b>Impaired records (#)</b>                    | 10.53m | 10.07m | 10.17m | 9.88m  | 10.04m | 9.88m  | 9.76m  | 9.71m  | 9.82m  | 10.02m | 9.94m  | 9.90m  |
| <b>Impaired records (%)</b>                    | 38.20  | 38.41  | 38.49  | 37.45  | 37.92  | 37.27  | 36.64  | 36.11  | 36.29  | 37.05  | 36.26  | 36.04  |
| <b>3+ months in arrears (%)</b>                | 22.84  | 23.34  | 24.27  | 24.07  | 24.31  | 24.67  | 24.16  | 23.72  | 23.78  | 24.01  | 23.46  | 22.80  |
| <b>Adverse listings (%)</b>                    | 12.17  | 12.04  | 11.26  | 10.46  | 10.73  | 9.70   | 9.59   | 9.55   | 9.69   | 10.24  | 10.04  | 10.55  |
| <b>Judgments and administration orders (%)</b> | 3.19   | 3.03   | 2.96   | 2.92   | 2.88   | 2.90   | 2.89   | 2.84   | 2.81   | 2.81   | 2.76   | 2.69   |
| <b>Credit-active consumers (#)</b>             | 27.53m | 26.22m | 26.42m | 26.38m | 26.48m | 26.52m | 26.65m | 26.90m | 27.07m | 27.05m | 27.41m | 27.46m |

*Figure 1: Consumers with impaired records*



## Consumer accounts

There were 94.33 million accounts on record at the bureaus as at the end of December 2023

At the end of the reporting quarter there were 94.33 million accounts recorded at registered credit bureaus. This was an increase of 2.60% (2.39 million) quarter-on-quarter and an increase of 5.56% (4.97 million) year-on-year.

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

Of the 94.33 million accounts, 74.71 million (79.20%) were classified as in good standing, a positive variance of 2.93% quarter-on-quarter and 6.30% year-on-year.

As at the end of December 2023:

- 73.42% of accounts were classified as current (increased quarter-on-quarter by 0.10% and year-on-year by 0.80%).
- 5.77% had missed one or two instalments (increased quarter-on-quarter by 0.15% and decreased year-on-year by 0.25%).
- 15.43% had missed three or more instalments (decreased quarter-on-quarter by 0.39% and year-on-year by 0.81%).
- 4.59% had adverse listings (increased by 0.17% quarter-on-quarter and year-on-year by 0.35%).
- 0.79% had judgments or administration orders (decreased quarter-quarter by 0.02% and year-on-year by 0.09%).

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

Table 2: Credit standing of accounts

|   | Mar 21 | Jun 21 | Sep 21 | Dec 21 | Mar 22 | Jun 22 | Sep 22 | Dec 22 | Mar 23 | Jun 23 | Sep 23 | Dec 23 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Good standing (#)                       | 64.91m | 65.22m | 64.91m | 64.08m | 65.14m | 66.23m | 67.60m | 70.28m | 71.31m | 70.92m | 73.32m | 74.71m |
| Good standing (%)                       | 76.29  | 76.66  | 76.30  | 76.63  | 76.88  | 77.47  | 77.90  | 78.64  | 78.85  | 78.62  | 78.95  | 79.20  |
| Current (%)                             | 69.95  | 70.47  | 70.25  | 70.59  | 70.53  | 71.44  | 71.97  | 72.62  | 72.57  | 72.86  | 73.32  | 73.42  |
| 1-2 months in arrears (%)               | 6.64   | 6.19   | 6.05   | 6.04   | 6.35   | 6.03   | 5.93   | 6.02   | 6.28   | 5.75   | 5.63   | 5.77   |
| Impaired records (#)                    | 20.18m | 19.86m | 20.16m | 19.54m | 19.59m | 19.26m | 19.17m | 19.09m | 19.13m | 19.29m | 19.36m | 19.62m |
| Impaired records (%)                    | 23.71  | 23.34  | 23.70  | 23.37  | 23.12  | 22.53  | 22.10  | 21.36  | 21.15  | 21.38  | 21.05  | 20.80  |
| 3+ months in arrears (%)                | 17.16  | 16.98  | 17.78  | 17.64  | 17.50  | 17.21  | 16.78  | 16.24  | 16.05  | 16.03  | 15.82  | 15.43  |
| Adverse listings (%)                    | 5.55   | 5.38   | 4.96   | 4.77   | 4.69   | 4.39   | 4.40   | 4.24   | 4.25   | 4.52   | 4.42   | 4.59   |
| Judgments and administration orders (%) | 1.00   | 0.98   | 0.96   | 0.96   | 0.93   | 0.93   | 0.92   | 0.88   | 0.86   | 0.83   | 0.81   | 0.79   |
| Consumer accounts (#)                   | 85.09m | 85.08m | 85.07m | 83.62m | 84.73m | 85.49m | 86.77m | 89.37m | 90.44  | 90.21  | 91.94  | 94.33  |

Figure 2: Accounts with impaired records

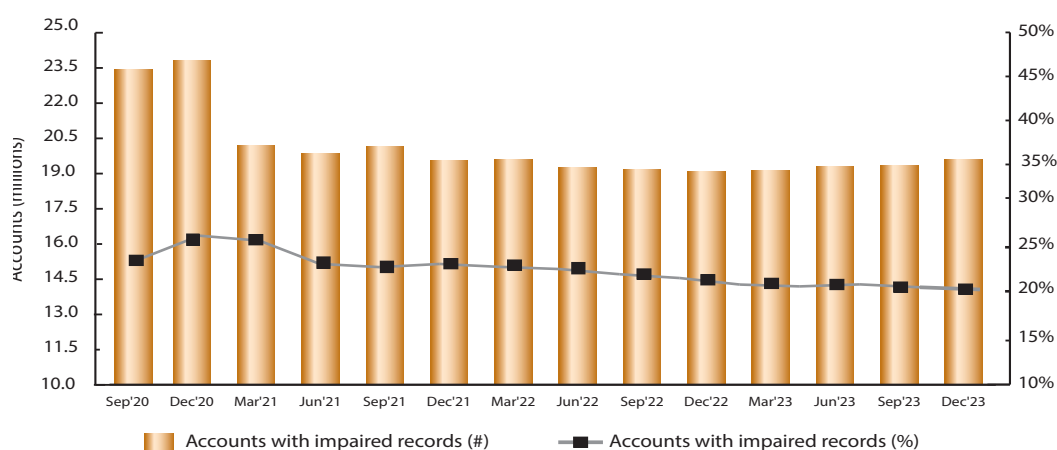
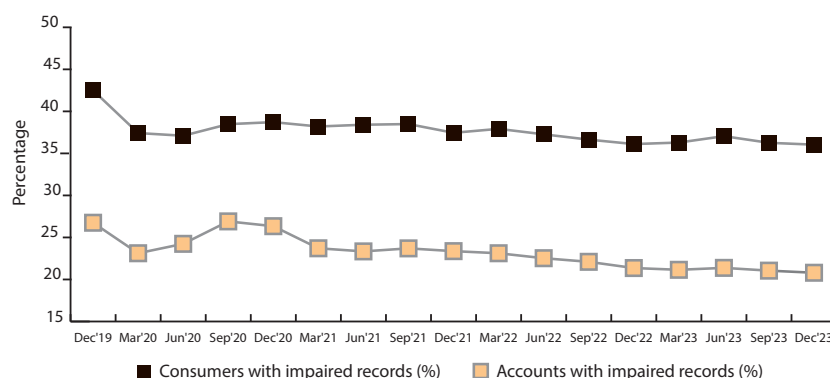


Figure 3: Consumers and accounts with impaired records



## Credit market activity

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

There were 504.92 million enquiries made in the quarter ended December 2023. This was an increase of 2.47% quarter-on-quarter and a decrease of 3.83% year-on-year. Enquiries done in bulk by other entities formed the largest portion of all enquiries.

- 25.30 million enquiries were made due to consumers seeking credit (increased by 152.59% quarter-on-quarter and by 89.45% year-on-year).
- 4.09 million enquiries were related to telecommunication services (increased by 59.47% quarter-on-quarter and decreased by 17.73% year-on-year).
- 27.51 million enquiries were made for tracing/debt collection purposes (increased by 25.49% quarter-on-quarter and decreased by 39.70% year-on-year).
- 448,02 million enquiries were made for other purposes – excluding those purposes mentioned above, e.g. account management and contact information update (decreased by 2.23% quarter-on-quarter and by 3.83% 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 21                         | Mar 22        | Jun 22        | Sep 22        | Dec 22        | Mar 23        | Jun 23        | Sep 23        | Dec 23        | Dec 21 to Mar 22      | Mar 22 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Consumers seeking credit         | 9.45                           | 16.21         | 15.30         | 15.58         | 13.35         | 12.88         | 10.93         | 10.01         | 25.30         | 71.57                 | -5.58            | 1.82             | -14.30           | -3.54            | -15.15           | -8.36            | 152.59           |
| Telecommunication services       | 11.79                          | 5.99          | 3.08          | 6.55          | 4.97          | 4.19          | 5.32          | 2.56          | 4.09          | -49.17                | -48.60           | 112.53           | -24.14           | -15.71           | 26.99            | -51.80           | 59.47            |
| Tracing/debt collection purposes | 71.14                          | 108.77        | 62.92         | 77.17         | 45.63         | 42.02         | 51.76         | 21.93         | 27.51         | 52.06                 | -42.15           | 22.64            | -40.87           | -7.92            | 23.19            | -57.64           | 25.49            |
| Other                            | 526.00                         | 488.94        | 385.42        | 447.68        | 464.88        | 402.64        | 410.26        | 458.25        | 448.02        | -6.97                 | -21.17           | 16.15            | 3.84             | -13.39           | 1.89             | 11.70            | -2.23            |
| <b>Total</b>                     | <b>618.37</b>                  | <b>619.91</b> | <b>466.72</b> | <b>546.97</b> | <b>528.83</b> | <b>461.73</b> | <b>478.27</b> | <b>492.75</b> | <b>504.92</b> | <b>0.25</b>           | <b>-24.71</b>    | <b>17.19</b>     | <b>-3.32</b>     | <b>-12.69</b>    | <b>3.58</b>      | <b>3.03</b>      | <b>2.47</b>      |

Figure 4: Enquiries due to consumers seeking credit

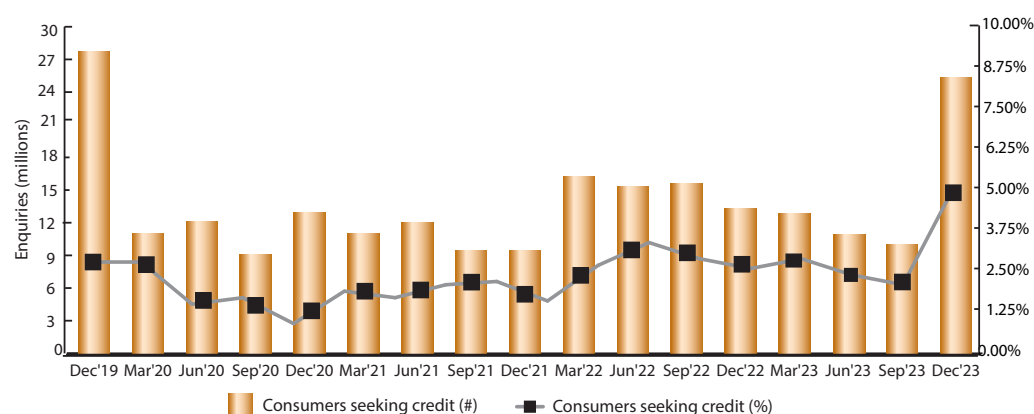
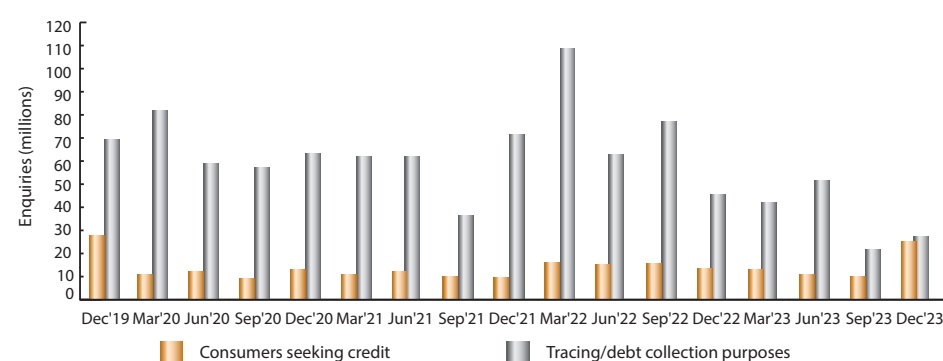


Figure 5: Enquiries due to consumers seeking credit and enquiries for tracing/debt collection purposes



### Enquiry sectoral analysis

There were 173.28 million enquiries made by banks and other financial institutions in the quarter ended December 2023, an increase of 0.96% quarter-on-quarter and a decrease of 2.31% year-on-year. Retailers made 94.89 million enquiries on consumer records, which was an increase of 48.91% quarter-on-quarter and of 39.84% year-on-year. Enquiries made by telecommunication providers increased by 33.79% quarter-on-quarter and decreased by 61.54% year-on-year, to 12.85 million in the December 2023 quarter. Enquiries made by debt collection agencies increased by 24.10% quarter-on-quarter and decreased by 40.29% year-on-year, to 7.41 million. Enquiries made by all other entities decreased by 10.47% quarter-on-quarter and by 7.48% year-on-year, to 216.48 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 (%) |                  |                  |                  |                  |                  |                  |                  |
|--|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|  | Dec 21                         | Mar 22        | Jun 22        | Sep 22        | Dec 22        | Mar 23        | Jun 23        | Sep 23        | Dec 23        | Dec 21 to Mar 22      | Mar 22 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Banks and other financial institutions | 306.18                         | 245.14        | 207.06        | 247.17        | 177.39        | 135.80        | 153.95        | 171.64        | 173.28        | -19.94                | -15.53           | 19.37            | -28.23           | -23.44           | 13.37            | 11.49            | 0.96             |
| Retailers                              | 63.12                          | 81.98         | 69.22         | 71.86         | 67.86         | 65.07         | 71.41         | 63.73         | 94.89         | 29.88                 | -15.56           | 3.80             | -5.56            | -4.11            | 9.75             | -10.76           | 48.91            |
| Telecommunication providers            | 62.45                          | 54.33         | 36.16         | 41.37         | 33.40         | 31.44         | 29.96         | 9.60          | 12.85         | -13.00                | -33.44           | 14.39            | -19.25           | -5.87            | -4.73            | -67.94           | 33.79            |
| Debt collection agencies               | 53.08                          | 72.90         | 16.31         | 27.49         | 12.41         | 10.14         | 22.55         | 5.97          | 7.41          | 37.34                 | -77.63           | 68.55            | -54.85           | -18.34           | 122.45           | -73.51           | 24.10            |
| All other entities                     | 133.54                         | 165.57        | 137.97        | 159.09        | 237.76        | 219.28        | 200.41        | 241.81        | 216.48        | 23.98                 | -16.67           | 15.31            | 49.46            | -6.28            | -8.61            | 20.66            | -10.47           |
| <b>Total</b>                           | <b>618.37</b>                  | <b>619.91</b> | <b>466.72</b> | <b>546.97</b> | <b>528.83</b> | <b>461.73</b> | <b>478.27</b> | <b>492.75</b> | <b>504.92</b> | <b>0.25</b>           | <b>-24.71</b>    | <b>17.19</b>     | <b>-3.32</b>     | <b>-12.06</b>    | <b>3.58</b>      | <b>3.03</b>      | <b>2.47</b>      |

Figure 6: All enquiries – distribution according to sectors

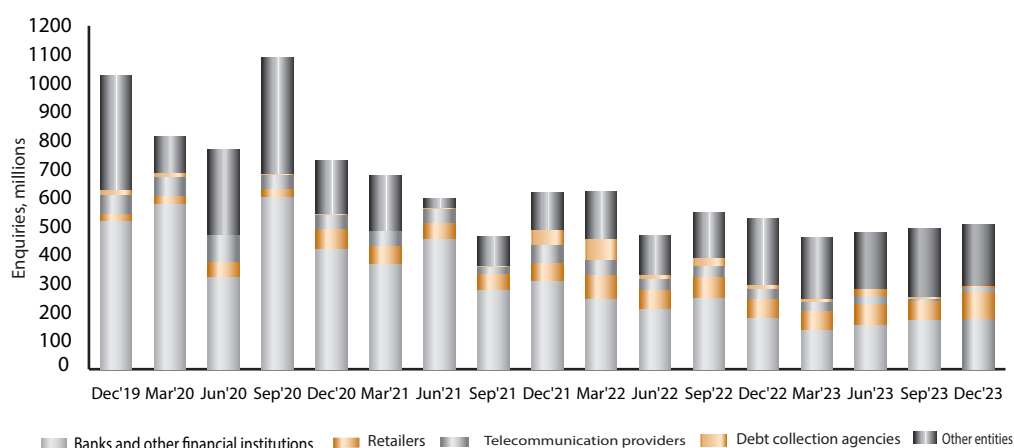


Table 5: Enquiries by banks and other financial institutions

| Enquiry purpose:                              | Number of enquiries (millions) |               |               |               |               |               |               |               |               | Percentage change (%) |                  |                  |                  |                  |                  |                  |                  |
|---|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|   | Dec 21                         | Mar 22        | Jun 22        | Sep 22        | Dec 22        | Mar 23        | Jun 23        | Sep 23        | Dec 23        | Dec 21 to Mar 22      | Mar 21 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Consumers seeking credit                      | 6.32                           | 13.05         | 11.83         | 11.78         | 9.59          | 9.27          | 7.18          | 6.14          | 20.65         | 106.52                | -9.31            | -0.41            | -18.61           | -3.34            | -22.53           | -14.46           | 236.15           |
| Tracing/debt collection purposes              | 8.29                           | 20.48         | 4.72          | 6.66          | 3.92          | 3.79          | 3.84          | 3.19          | 4.23          | 147.15                | -76.95           | 41.23            | -41.25           | -3.29            | 1.48             | -16.91           | 32.42            |
| Other purposes                                | 291.58                         | 211.61        | 190.51        | 228.72        | 163.88        | 122.74        | 142.93        | 162.30        | 148.41        | -27.43                | -9.97            | 20.06            | -28.35           | -3.41            | 16.44            | 13.56            | -8.56            |
| <b>Banks and other financial institutions</b> | <b>306.18</b>                  | <b>245.14</b> | <b>207.06</b> | <b>247.17</b> | <b>177.38</b> | <b>135.80</b> | <b>153.95</b> | <b>171.64</b> | <b>173.28</b> | <b>-19.94</b>         | <b>-15.53</b>    | <b>19.37</b>     | <b>-28.23</b>    | <b>-23.44</b>    | <b>13.37</b>     | <b>11.49</b>     | <b>0.96</b>      |

Table 6: Enquiries by retailers

| Enquiry purpose:                 | Number of enquiries (millions) |              |              |              |              |              |              |              |              | Percentage change (%) |                  |                  |                  |                  |                  |                  |                  |
|----------------------------------|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                  | Dec 21                         | Mar 22       | Jun 22       | Sep 22       | Dec 22       | Mar 23       | Jun 23       | Sep 23       | Dec 23       | Dec 21 to Mar 22      | Mar 22 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Consumers seeking credit         | 3.13                           | 3.16         | 3.47         | 3.80         | 3.76         | 3.61         | 3.75         | 3.87         | 4.65         | 1.00                  | 9.82             | 9.43             | -0.92            | -4.02            | 3.79             | 3.33             | 20.06            |
| Tracing/debt collection purposes | 1.13                           | 24.12        | 13.13        | 13.41        | 11.03        | 10.01        | 9.04         | 8.06         | 11.01        | 2027.95               | -45.56           | 2.10             | -17.75           | -9.19            | -9.74            | -10.87           | 36.69            |
| Other purposes                   | 58.85                          | 54.69        | 52.62        | 54.65        | 53.07        | 51.45        | 58.63        | 51.80        | 79.23        | -7.07                 | -3.79            | 3.86             | -2.89            | -3.06            | 13.96            | -11.65           | 52.97            |
| <b>Retailers</b>                 | <b>63.12</b>                   | <b>81.98</b> | <b>69.22</b> | <b>71.86</b> | <b>67.86</b> | <b>65.07</b> | <b>71.41</b> | <b>63.73</b> | <b>94.89</b> | <b>29.88</b>          | <b>-15.56</b>    | <b>3.80</b>      | <b>-5.56</b>     | <b>-4.11</b>     | <b>9.75</b>      | <b>-10.76</b>    | <b>48.91</b>     |

Table 7: Enquiries by telecommunication providers

| Enquiry purpose:                   | Number of enquiries (millions) |              |              |              |              |              |              |             |              | Percentage change |                  |                  |                  |                  |                  |                  |                  |
|------------------------------------|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                    | Dec 21                         | Mar 22       | Jun 22       | Sep 22       | Dec 22       | Mar 23       | Jun 23       | Sep 23      | Dec 23       | Dec 21 to Mar 22  | Mar 21 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Telecommunication services         | 11.79                          | 5.99         | 3.08         | 6.55         | 4.97         | 4.19         | 5.32         | 2.56        | 4.09         | -49.17            | -48.60           | 112.53           | -24.14           | -15.71           | 26.99            | -51.80           | 59.47            |
| Tracing/debt collection purposes   | 44.24                          | 40.64        | 26.74        | 27.75        | 19.70        | 19.37        | 17.60        | 3.52        | 3.52         | -8.52             | -34.21           | 3.79             | 29.01            | -1.68            | -9.12            | -80.00           | -0.08            |
| Other purposes                     | 6.23                           | 7.70         | 6.35         | 7.07         | 8.74         | 7.89         | 7.04         | 3.49        | 5.24         | 23.56             | -17.56           | 11.41            | 23.60            | -9.73            | -10.78           | -49.98           | 48.97            |
| <b>Telecommunication providers</b> | <b>62.45</b>                   | <b>54.33</b> | <b>36.16</b> | <b>41.37</b> | <b>33.40</b> | <b>31.44</b> | <b>29.96</b> | <b>9.60</b> | <b>12.85</b> | <b>-13.00</b>     | <b>-33.44</b>    | <b>14.39</b>     | <b>19.25</b>     | <b>5.87</b>      | <b>-4.73</b>     | <b>67.94</b>     | <b>33.79</b>     |

## Credit bureau activity

### Demand for credit reports increased for the quarter

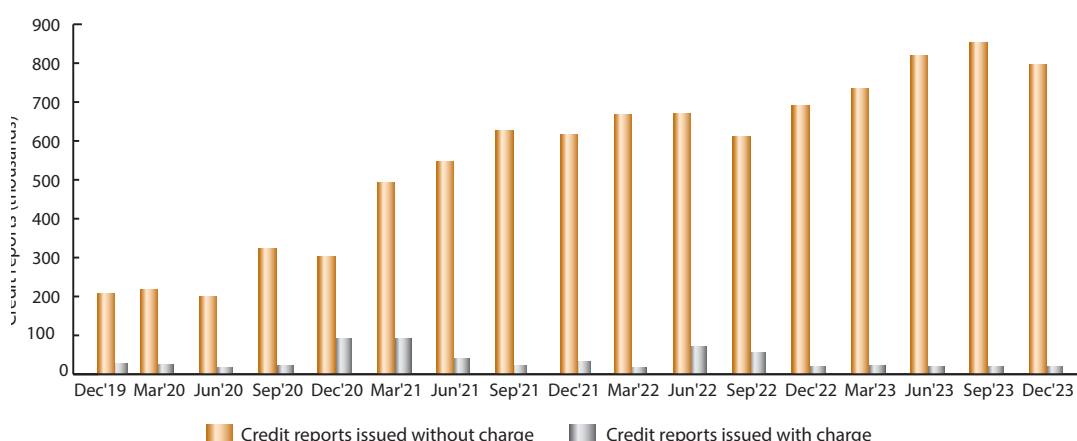
Of the total 815,190 credit reports issued to consumers at their request during the quarter ended December 2023, 97.57% (795,375) were issued without charge, and the remaining 2.43% (19,815) were issued with charge. The total number of credit reports issued decreased by 6.61% quarter-on-quarter and increased by 14.60% year-on-year.

See Table 8 and Figure 7 for details.

Table 8: Credit reports issued

| Credit reports:       | Number of credit reports |                |                |                |                |                |                |                |                |                | Percentage change (%) |                  |                  |                  |                  |                  |                  |                  |                  |
|-----------------------|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                       | Sep 21                   | Dec 21         | Mar 22         | Jun 22         | Sep 22         | Dec 22         | Mar 23         | Jun 23         | Sep 23         | Dec 23         | Sep 21 to Dec 21      | Dec 21 to Mar 22 | Mar 22 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Issued without charge | 626,994                  | 616,404        | 668,131        | 670,154        | 612,417        | 691,274        | 735,619        | 820,023        | 851,944        | 795,375        | -1.69                 | 8.39             | 0.30             | -8.62            | 12.88            | 6.41             | 11.47            | 3.89             | -6.64            |
| Issued with charge    | 23,456                   | 31,876         | 17,684         | 70,883         | 55,257         | 20,007         | 21,826         | 20,002         | 20,940         | 19,815         | 35.90                 | -44.52           | 300.83           | -22.04           | -63.67           | 8.71             | 8.36             | 4.69             | -5.37            |
| <b>Total issued</b>   | <b>650,450</b>           | <b>648,280</b> | <b>685,815</b> | <b>741,037</b> | <b>667,674</b> | <b>711,351</b> | <b>757,445</b> | <b>840,025</b> | <b>872,884</b> | <b>815,190</b> | <b>-0.33</b>          | <b>5.79</b>      | <b>8.05</b>      | <b>-9.90</b>     | <b>6.54</b>      | <b>6.48</b>      | <b>10.90</b>     | <b>3.91</b>      | <b>-6.61</b>     |

Figure 7: Credit reports issued



### Consumer disputes

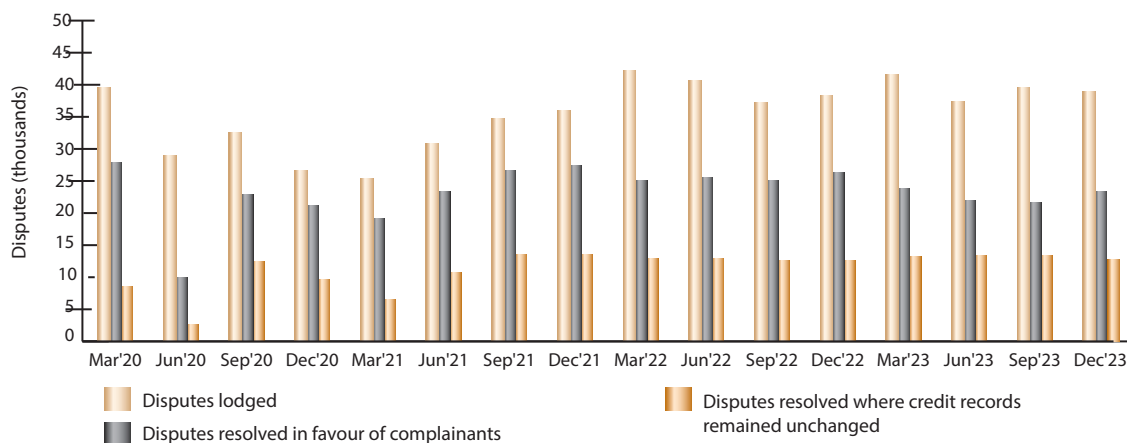
There were 38,892 disputes lodged in respect of the accuracy of the information recorded on consumer credit records in the quarter ended December 2023. This was a decrease of 1.59% quarter-on-quarter and an increase of 1.67% year-on-year. More disputes were resolved in favour of complainants (23,415) as compared to disputes where credit records remained unchanged (12,747).

See Table 9 and Figure 8 for details.

Table 9: Disputes

| Disputes:                                       | Number of disputes |        |        |        |        |        |        |        |        | Percentage change (%) |                  |                  |                  |                  |                  |                  |                  |
|---|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|   | Dec 21             | Mar 22 | Jun 22 | Sep 22 | Dec 22 | Mar 23 | Jun 23 | Sep 23 | Dec 23 | Dec 21 to Mar 22      | Mar 22 to Jun 22 | Jun 22 to Sep 22 | Sep 22 to Dec 22 | Dec 22 to Mar 23 | Mar 23 to Jun 23 | Jun 23 to Sep 23 | Sep 23 to Dec 23 |
| Lodged  | 35,919             | 42,250 | 40,674 | 37,182 | 38,255 | 41,562 | 37,319 | 39,552 | 38,892 | 17.63                 | -3.73            | -8.59            | 2.89             | 8.64             | -10.21           | 5.90             | -1.59            |
| Resolved in favour of complainants              | 27,388             | 25,040 | 25,524 | 25,074 | 26,377 | 23,829 | 21,945 | 21,711 | 23,415 | -8.57                 | 1.93             | -1.76            | 5.20             | -9.66            | -7.91            | -1.07            | 7.85             |
| Resolved where credit record remained unchanged | 13,610             | 12,960 | 12,957 | 12,544 | 12,570 | 13,290 | 13,331 | 13,419 | 12,747 | -4.78                 | -0.02            | -3.19            | 0.21             | 5.73             | 0.31             | 0.66             | -5.01            |

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 from December 2007 to December 2023.