Number 10 | October 2025

Updates from the credit industry forum

Circular 10 of 2025

The objective of this Circular is to provide the industry with the latest update regarding the projects undertaken by the Credit Industry Forum ("CIF"). In September 2025 the CIF held its 41st CIF meeting. Herewith an update on the outcome or current progress of sub-committees that were established to address identified operational difficulties that come with the implementation of the National Credit Act as amended ("the Act").

ACTIVE SUBCOMMITTEES

SUB-COMMITTEE	TERMS OF REFERENCE AND UPDATE
DCRS (Debt Restructuring Rules System)	A technical workgroup was established to deal with the technical aspects of DCRS improvements. The subcommittee indicated that the work on DCRS improvements is ongoing, and that the following is currently under development: i) Proposal API development. This was successfully implemented during August 2025 and credit providers were requested to onboard to the system. ii) DCRS proposal cascading. The use of the cascading function has been approved, and technical testing will start in September 2025. iii) Jumbo Loans (unsecured credit that exceeds 60 months repayment term). A feasibility study was concluded, and it was decided that this type of loan can be included in DCRS. Rules are currently being developed for its inclusion. iv) PDA fee cascading will be tested from September 2025. The work of the subcommittee and work group is ongoing.
Debt Counselling Fee Guidelines review	The sub-committee was established to review the NCR Debt Counselling Fee Guidelines issued during 2018 and matters connected therewith. The NCR position paper was finalized and is currently circulating with the members for comment and to provide alternative solutions. The work of the subcommittee is ongoing.

SUB-COMMITTEE	TERMS OF REFERENCE AND UPDATE
Alternative Dispute Resolution Agents (ADRA's)	This subcommittee was established to provide guidelines to the industry as to the workings of ADRA's and the difference between the services provided by debt counsellors and alternative dispute resolution agents, and matters connected therewith. The subcommittee has finalised a consolidated position paper and has been circulating between the members for comments. There have been extensive comments by the members which will be discussed progressively as individual items during future committee meetings. The work of the subcommittee is ongoing.
Task Team Agreements Review and Enforcement subcommittees	The Terms of Reference for this subcommittee has been finalised and submitted to the CIF. The subcommittee has been divided into five independent workgroups, each with a designated Project Lead, Secretariat and nominated industry experts, each dealing with the update of a separate Annexure (A to E). These workgroups have all started its activities, and the updates from each were as follows: Workgroup 1 – Annexure A of the TTA. BASA is the project lead of this workgroup. The draft project plan has been sent to all the members, and allocated meeting dates for the remainder of this year. Task allocations for specific aspects have already been distributed to each of the members. Workgroup 2 – Annexure B of the TTA. BASA is the project lead of this workgroup. The position paper has been circulated between the members twice, the project plan has been developed and approved by all members. The team already identified risks and discrepancies within the project relating to other subcommittees that has yet not completed its work. The tasks have further been broken down into themes and allocated to team members for consideration. Workgroup 3 – Annexure C of the TTA. NCR is the project lead of this workgroup. The project plan has been agreed and approved, and activities are already in phase 3 of the project plan. The word format of the new proposed Annexure C is already circulating for comments. Workgroup 4 – Annexure D of the TTA. BASA is the project lead of this workgroup. The project plan has already been agreed and approved; comments have been discussed after circulation and action items allocated to team members. Proposals are being developed on a broader glossary of terms to be included in the new proposed version of the TTA. Workgroup 5 – Annexure E of the TTA. The NCR is the project lead of this workgroup. The project plan has already been discussed and approved, and activities are in phase 3 of the project plan. Documents and forms are being collected from the industry to start making comparisons and recommendations.

SUB-COMMITTEE	TERMS OF REFERENCE AND UPDATE
Reckless Lending Guidelines	The sub-committee was established to clarify and review the process followed by debt counsellors when lodging complaints with the NCR against credit providers for not providing information and / or documents needed for reckless lending investigations. The sub-committee completed its mandate, and documentation was drafted to provide non-binding recommendations to the industry to assist debt counsellors and credit providers with practical guidelines when investigating reckless lending. Such proposed guidelines were duly submitted to the NCR for approval and are currently under an adjudication process due to a disagreement on certain aspects of the guideline.

NEW MEMBERS

The NCR received a request from the National Financial Ombud Scheme to become a member of the CIF, and its membership was discussed. The NCR is in the process of assessing the application.

Further, Mr. Robin Raichman was introduced as the new permanent representative of the Large Non-Bank Lender Association (LNBLA) at the CIF.

GENERAL

Just a kind reminder of the purpose of the CIF being as follows:

1. Identify and address operational difficulties that come with implementation of the National Credit Act as amended ("the Act").
2. Facilitate and negotiate industry agreement and co-operation on related credit industry aspects.
3. Make advisory recommendations to the NCR which, upon acceptance, will be issued as guidelines to the industry.
4. Engage on strategic industry issues; and
5. Promote the spirit and purpose of the Act when carrying out the delegated mandate.

All registrants are kindly invited to submit any proposals or topics for discussion to *cif@ncr.org.za* and are requested to propose any agenda items to be considered by the CIF and insofar as it relates to operational difficulties that come with the implementation of the National Credit Act 34 of 2005.

FURTHER INFORMATION

Please contact **Timmy Van Der Grijp** on **011 554 2817** should you have any queries. Written enquiries may be directed to **cif@ncr.org.za**