



# NCR UPDATED CONTACT DETAILS

## CIRCULAR 03 OF 2025

In a continuous endeavor to improve service delivery, the National Credit Regulator (NCR) would like to notify the credit industry of the latest contact details of various departments within the NCR. All registrants of the NCR are requested to make use of the details provided below to ensure that queries and complaints are attended to expeditiously and efficiently.

In instances where a dedicated email address is provided, please direct your query or request or complaint to the specified dedicated email address and **NOT** directly to personal email addresses. The personal e-mail addresses provided in cases where a dedicated email address exists are strictly for escalations in absence of a response within the allocated turnaround time. Should this not be adhered to, please note that your email will not be attended to at all.

To avoid delays, queries/requests/complaints **must not** be sent to email addresses of all NCR contacts mentioned herein but should be directed to a specific NCR official.

Your attention is drawn to the following details:

### 1. DEPARTMENT: DEBT COUNSELLING

**Mandate of the department:** To monitor compliance of debt counsellors (DCs) and payment distributions agents (PDAs) and handle all Debt Help System (DHS) related queries.

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SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
DHS related queries (E.g. queries relating to transfers, access to DHS), reinstatement queries and amending of joint profiles/application).	ADondashe@ncr.org.za OR KMaupa@ncr.org.za OR CMoroane@ncr.org.za OR RMzankomo@ncr.org.za	011 554 2639 011 554 2738 011 554 2894 011 554 2600	5 business days	Qhamani Loni QLoni@ncr.org.za 011 554 2715 OR Alex Holtzhausen AHoltzhausen@ncr.org.za 011 554 2811
DHS status code update requests (Please refer to Circular 02 and 03 of 2022 for more details on the requests to be channeled to this mailbox)	DHSupdates@ncr.org.za	011 554 2600	7 business days	Qhamani Loni QLoni@ncr.org.za 011 554 2715 OR Alex Holtzhausen AHoltzhausen@ncr.org.za 011 554 2811
Submission of Form 41 & 42 by DCs in terms of regulation 69.	DCreturns@ncr.org.za	011 554 2691	5 business days	Lebogang Mosupye LMosupye@ncr.org.za 011 554 2691
DC Monitoring Officers (Assist with compliance related queries, practical application queries and should be copied on compliance monitoring responses)	TMakhaya@ncr.org.za OR MPhoshoko@ncr.org.za OR PSongo@ncr.org.za OR SChetty@ncr.org.za OR PMofokeng@ncr.org.za OR LMakokotlela@ncr.org.za	011 554 2627 011 554 2659 011 554 2655 011 554 2629 011 553 2765 011 553 2600	5 business days	Qhamani Loni QLoni@ncr.org.za 011 554 2715 OR Alex Holtzhausen AHoltzhausen@ncr.org.za 011 554 2811
Debt counselling legal related queries	LPage@ncr.org.za TVandergrijp@ncr.org.za	011 554 2802 011 554 2817	5 business days	Lebogang Mosupye LMosupye@ncr.org.za 011 554 2691
Payment Distribution Agents' Queries	Tnemahangala@ncr.org.za	011 554 2769	5 business days	Vusi Gwebu VGwebu@ncr.org.za 011 554 2634

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## 2. DEPARTMENT: CREDIT PROVIDER COMPLIANCE

**Mandate of the department:** To monitor compliance of credit providers (CPs) and alternative dispute resolution agents (ADRA's).

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
Credit provider related queries	MMashele@ncr.org.za PMaboya@ncr.org.za JShika@ncr.org.za TMatsimela@ncr.org.za	060 754 7038 060 754 7180 067 970 1002 060 754 7167	5 business days	Marcia Mashele MMashele@ncr.org.za 060 754 7038
Submission of Reports	Submissions@ncr.org.za			
Alternative dispute resolution agent related queries	adra@ncr.org.za		3 business days	Marcia Mashele MMashele@ncr.org.za 060 754 7038

## 3. DEPARTMENT: REGISTRATIONS

**Mandate of the department:** To register credit providers, credit bureaus, debt counsellors, payment distribution agents, alternative dispute resolution agents and reseller credit bureaus. In addition, the department is responsible for the annual renewal of registrations for all NCR registrants, updating the register of registrants (i.e., website contact details) and printing registration certificates and window decals for all NCR registrants.

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
For registration related enquiries such as:	Registrations@ncr.org.za	011 554 2614 011 554 2619		
• Contact details changes/update			5 business days	Risuna Mabasa Rmabasa@ncr.org.za 011 554 2776
• Voluntary cancellation of registration			10 business days	Sydney Ntimane SNtimane@ncr.org.za 011 554 2785
• Annual renewal of registration			3 business days	Tumelo Xhati TXhati@ncr.org.za 011 554 2806

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<ul style="list-style-type: none"> <li>Lapsing of registration</li> </ul>			3 business days	Tumelo Xhati TXhati@ncr.org.za 011 554 2806
<ul style="list-style-type: none"> <li>Registration certificates, Renewal certificates, Branch addition &amp; replacement</li> </ul>			5 business days	Desiree Ndaba DNdaba@ncr.org.za 011 554 2614  Evelyn Moleko emoleko@ncr.org.za 011 554 2600
<ul style="list-style-type: none"> <li>Request for a list of NCR registrant</li> </ul>			5 business days	Sydney Ntimane SNtimane@ncr.org.za 011 554 2785

#### 4. DEPARTMENT: CALL CENTRE AND COMPLAINTS

**Mandate of the department:** Attends to complaints from registrants and the public at large.

In some instances, mediates between the consumer and the NCR's registrants which consists of debt counsellors, credit providers, payment distribution agents, credit bureaus and alternative disputes agents.

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
For email enquiries and complaints: <ul style="list-style-type: none"> <li>Acknowledgment of receipt of the initial enquiry or complaint (Form 29) This acknowledgement</li> <li>Allocation of reference number after assessment of the enquiry and complaint</li> </ul>	complaints@ncr.org.za	0860 627 627 /011 554 2700	9 business days	Mzwandile Hadebe MHadebe@ncr.org.za 011 554 2889  Mathoto Morige MMorige@ncr.org.za 011 554 2839  Mary Machitje MMachitje@ncr.org.za 011 554 2861

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<ul style="list-style-type: none"> <li>Post reference number allocation</li> </ul>	JMolepo@ncr.org.za	011 554 2716	5 business days	Ambani Mudau AMudau@ncr.org.za 011 554 2748  Nomasonto Mthembu NMthembu@ncr.org.za 011 554 2723
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## 5. DEPARTMENT: INVESTIGATIONS AND ENFORCEMENT

**Mandate of the department:** Responsible for investigating non-compliance with the National Credit Act (NCA) and taking the necessary enforcement action where necessary.

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
Investigation related enquiries (strictly for matters under formal investigations as per section 25 of the NCA)	IEdcomplaints@ncr.org.za (generic enquires) Enquiries where details of the official dealing with the matter have been communicated should be channeled to the allocated NCR official and where there is no feedback same can be escalated accordingly.	011 554 2600	5 business days	Douglas Musandiwa DMusandiwa@ncr.org.za
Matters with an active case number at the National Consumer Tribunal	Litigation@ncr.org.za	0115542600	5 business days subject to the necessary information being available.	Mapula Maepa MMapa@thencr.org.za 0115542663

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## 6. DEPARTMENT: EDUCATION AND COMMUNICATION

**Mandate of the department:** To raise awareness and educate the general public on the provisions of the NCA, consumer rights and obligations.

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
General Queries	Info@ncr.org.za		3 business days	Rishana Singh RSingh@ncr.org.za 011 554 2600
Media queries /media communication	Media@ncr.org.za	011 554 2727	1 business day	Winnie Rabathata WRabathata@ncr.org.za 011 554 2600
Requests for educational workshops and exhibitions	Workshops@ncr.org.za	011 554 2615	3 business days	Jimmy Golele JGolele@ncr.org.za 011 554 2600

## FURTHER INFORMATION

Please contact **Louise Page** at [LPage@ncr.org.za](mailto:LPage@ncr.org.za) for more information.

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