

A graphic featuring a large orange circle with a smaller grey circle inside it. The text "NCR - SCAM WEBSITE ALERT" is written in orange, and "NCRSwift.org.za" is written in grey, all within the orange circle.

NCR - SCAM WEBSITE ALERT NCRSwift.org.za

CIRCULAR 6 OF 2025

1. The objective of this Circular is to alert all registrants of the National Credit Regulator ("the NCR") as well as all consumers under debt counselling and other affected consumers of a scam website that purports to be associated with the NCR and purports to assist the NCR in the performance of its functions as described in the National Credit Act 34 of 2005 ("NCA").
2. It came to the attention of the NCR that a website with the address **NCRSwift.org.za** has been published in which it informs the public that such website is *"a single, secure platform, created for the consumer, governed by the Regulator, to shut down debt review scams and bringing perpetrators to book"*. It further purports to be an NCR complaints and debt review dispute portal integrated with the NCR.
3. The public and NCR registrants are hereby WARNED that the website **NCRSwift.org.za** is not associated, authorised, endorsed, used or integrated as an official communication channel of the NCR. The website is being used as a scam to obtain consumer personal information without their consent and conduct other associated fraudulent acting, including but not limited to embezzling funds and payments. It is unlawful in terms of the NCA as well as the Protection of Personal Information Act 4 of 2013 and should not be used, under any circumstances, by consumers or registrants.
4. Registrants are further warned not to respond to any correspondence received from the email address **complaints@ncrswift.org.za** or any other email address ending with **@ncrswift.org.za** and to report any such fraudulent activity promptly and directly to the South African Police Service ("SAPS") should they be affected.

Disclaimer:

While the NCR has taken reasonable care to ensure the factual accuracy of this Circular, it cannot guarantee such accuracy, especially with regards to future events. Accordingly, NCR does not accept any liability for damages incurred by any party as a result of decisions or actions taken on the basis of information supplied in this Circular.

5. Consumers and registrants are hereby informed that the NCR official website can be found at www.ncr.org.za and that the NCR is in no way associated with any other internet address or website.
6. Consumers and registrants are further informed that any complaints or disputes can be lodged with the NCR by completing a Form 29 that can be found on our website, and submission to complaints@ncr.org.za. This complaints process is free, and any person or organization that requires a fee for the lodging of a complaint with the NCR is a scam not associated with the NCR.

FURTHER INFORMATION

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

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