



NCR UPDATED CONTACT DETAILS

CIRCULAR 1 OF 2023 – NCR CONTACT DETAILS

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.

1. 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	011 554 2615	3 business days	Rishana Singh rsingh@ncr.org.za 011 554 2858
Media queries/media communication	Media@ncr.org.za	011 554 2727	1 business day	Didi Sebothoma DSebothoma@ncr.org.za 011 554 2727
Requests for educational workshops and exhibitions	Workshops@ncr.org.za	011 554 2615	3 business days	Jimmy Golele JGolele@ncr.org.za 011 554 2615

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.

2. 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.

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).	Tsepo Marageni TMarageni@ncr.org.za OR Calvin Moroane CMoroane@ncr.org.za OR Rhulani Mzankomo RMzankomo@ncr.org.za	011 554 2691 011 554 2894 011 554 2600	5 business days	Alex Holtzhausen AHoltzhausen@ncr.org.za 011 554 2600
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	Lebogang Mosupye LMosupye@ncr.org.za 011 554 2691
Submission of Form 41 & 42 by DCs in terms of regulation 69.	DCreturns@ncr.org.za	011 554 2691	Not Applicable	Not Applicable
DC Monitoring Officers (Assist with compliance related queries, practical application queries and should be copied on compliance monitoring responses)	Tshepa Makhaya TMakhaya@ncr.org.za OR Mmadikwa Phoshoko MPhoshoko@ncr.org.za OR Pule Songo PSongo@ncr.org.za OR Sachin Chetty SChetty@ncr.org.za OR Portia Mofokeng PMofokeng@ncr.org.za OR Nhlahla Bangani NBangani@ncr.org.za	011 554 2627 011 554 2659 011 554 2655 011 554 2629 011 554 2765 011 554 2600	5 business days	Alex Holtzhausen AHoltzhausen@ncr.org.za 011 554 2600
Debt counselling legal related queries	Louise Page LPage@ncr.org.za	011 554 2802	5 business days	Lebogang Mosupye LMosupye@ncr.org.za 011 554 2691
Payment Distribution related queries	Tshifhiwa Nemahagala TNemahangala@ncr.org.za	011 554 2769	5 business days	Vusi Gwebu VGwebu@ncr.org.za 011 554 2634

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.

3. DEPARTMENT: CREDIT PROVIDER COMPLIANCE

Mandate of the department: To monitor compliance of credit providers (CPs) and alternative dispute resolution agents (ADRAs).

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
Credit provider compliance related queries	Tshepo Andile Matsimela TMatsimela@ncr.org.za OR Plantina Maboya PMaboya@ncr.org.za OR Philasande Ngubane PNgubane@ncr.org.za	060 754 7167 060 754 7180 011 554 2676	5 business days	Marcia Mashele MMashele@ncr.org.za 060 754 7038
Alternative dispute resolution agent related queries	adra@ncr.org.za		3 business days	Marcia Mashele MMashele@ncr.org.za 060 754 7038

4. 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	011 554 2600	5 business days subject to the necessary information being available.	Mapula Maepa MMaepa@thencr.org.za 011 554 2663

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. 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	5 business days	Zelda Madiba ZMadiba@ncr.org.za 011 554 2720
<ul style="list-style-type: none"> Contact details changes/update 				Sydney Ntimane SNtimane@ncr.org.za 011 554 2785
<ul style="list-style-type: none"> Voluntary cancellation of registration 			5 business days	Tumelo Xhati TXhati@ncr.org.za 011 554 2806
<ul style="list-style-type: none"> Annual renewal of registration 			3 business days	Tumelo Xhati TXhati@ncr.org.za 011 554 2806
<ul style="list-style-type: none"> Lapsing of registration 			3 business days	Tumelo Xhati TXhati@ncr.org.za 011 554 2806
<ul style="list-style-type: none"> Branch addition & replacement 			5 business days	Desiree Ndaba DNdaba@ncr.org.za 011 554 2614
<ul style="list-style-type: none"> Request for a list of NCR registrant 			3 business days	Evelyn Moleko emoleko@ncr.org.za 011 554 2600
				Sydney Ntimane SNtimane@ncr.org.za 011 554 2785

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.

6. 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"> Acknowledgment of receipt of the initial enquiry or complaint (Form 29) 	complaints@ncr.org.za	0860 627 627 011 554 2700	9 business days	1 st follow up on enquiry/complaint post acknowledgment. Mzwandile Hadebe 011 554 2889, email: MHadebe@ncr.org.za Mathoto Morige 011 554 2839, email: MMorige@ncr.org.za
<ul style="list-style-type: none"> Post allocation of a reference number (Please allow a period of 40 business days follow up if resolution is not received by then) 	Nomasonto Mthembu: NMthembu@ncr.org.za	011 554 2692		Further escalation (after 5 days of initial escalation): Mary Machitje MMachitje@ncr.org.za 011 554 2861 Further escalation: Enica Mpete EMpete@ncr.org.za 011 554 2616 and Mr. Anda Makrwede 011 554 2613 AMakrwede@ncr.org.za

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.