



The National Credit Regulator  
127-15<sup>th</sup> Road, Randjespark  
Midrand  
1685  
Tel: (011)554-2600/2700  
Website: [www.ncr.org.za](http://www.ncr.org.za)

## **MEDIA RELEASE**

---

**MARCH 2021**

### **Don't let bad credit pollute your life**

The National Credit Regulator (NCR) is embarking on a Consumer Rights Month campaign in an effort to educate consumers about their rights and responsibilities as per the National Credit Act. This campaign comes as a result of the 15<sup>th</sup> of March being declared World Consumer Rights Day (WCRD). “This day is important to the NCR as we believe that an educated consumer is a protected consumer”, says Anne-Carien Du Plooy, Acting Manager: Education & Communication at the NCR.

The NCR is one of the consumer protection agencies within the Consumer Protection Forum (CPF) that celebrates World Consumer Rights Day and has also adopted the month of March as a Consumer Rights Month. The CPF is a voluntary government association of consumer protection bodies. It is within the month of March when the NCR intensifies its educational initiatives to advocate key consumer rights and responsibilities and to encourage credit industry players to comply with the National Credit Act (NCA).

The World Consumer Rights theme for 2021 is “Tackling Plastic Pollution”. The NCR has since adopted this theme and built on it so that it encompasses credit. The theme that the NCR will be using for this year’s Consumer Rights Month is “Don’t let bad credit pollute your life”, says Du Plooy. Examples of bad credit decisions, include misusing credit to buy things you cannot afford or do not necessarily need, using credit for consumables such as food etc. It is for this reason that the NCR continues its educational drive to assist consumers to make better financial decisions, adds Du Plooy.

It is important to know that credit providers are not allowed to retain consumers' cards when they are given credit. Should this happen, consumers should not hesitate to report such acts at their nearest police station and to the National Credit Regulator, advises Du Plooy.

Below are some of the consumer rights enshrined in the National Credit Act:

- Right to apply for credit – This application must be made in good faith with truthful disclosure of all information by the consumer. If the application is declined by the credit provider, a consumer has a right to receive reasons why the credit application has been declined;
- Right to disclosure of information – A credit provider must provide a consumer with a pre-agreement statement and quotation before he/she can accept and sign the credit agreement;
- Right to receive documents in an official language – A consumer has the right to receive any document that is required in terms of the NCA in the official language that the consumer reads or understands, to the extent that is reasonable, having regard to usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population ordinarily served by the person required to deliver that document;
- Right to receive information in plain and understandable language – A credit provider must give the consumer documents that are in plain, simple and understandable language. This means that the contents, meaning and importance of the document must be easy to understand;
- Right to confidential treatment of personal information – This means that the credit provider may only use your information for the purpose for which it was given;
- Right to access and challenge information held at the credit bureau – A Consumer has a right to receive one free credit report once a year from a credit bureau and to challenge any incorrect information; and
- Right to get assistance when over-indebted – A consumer has a right to be assisted when struggling to pay debts.

Consumers who wish to take out credit should only use registered credit providers. A list of all registered credit providers can be found on [www.ncr.org.za](http://www.ncr.org.za). Alternatively, consumers can call the NCR on 0860 627 627, concludes Du Plooy.

**Ends**

---

### **About The National Credit Regulator**

The National Credit Regulator (NCR) was established in terms of the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. The NCR is mandated with the registration of Credit Providers, Credit Bureaus, Debt Counsellors, Payment Distribution Agents, and Alternative Dispute Resolution Agents; and monitoring their conduct in compliance with the National Credit Act as amended. The National Credit Regulator offers education and protection to consumers of credit in promotion of a South African credit market that is fair, transparent, accessible and dynamic.

### **For more information contact:**

Media Office: [media@ncr.org.za](mailto:media@ncr.org.za)

Or

Winnie Rabathata

064 752 3923

E-mail: [wrabathata@ncr.org.za](mailto:wrabathata@ncr.org.za)

Website: [www.ncr.org.za](http://www.ncr.org.za)