



the dtic

Department:
Trade, Industry and Competition
REPUBLIC OF SOUTH AFRICA

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MEDIA RELEASE

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CONSUMER PROTECTION MATTERS TO COME UNDER SPOTLIGHT DURING the dtic DIALOGUE

Consumer Protection matters will come under the spotlight during a Consumer Protection Webinar that will be hosted by the Department of Trade, Industry and Competition (**the dtic**) in conjunction with its agencies, the Competition Commission (CompCom), the National Consumer Commission (NCC) and the National Credit Regulator (NCR). The Webinar will take place on Thursday, 17 September 2020 at 14:00.

According to the Deputy Minister of Trade, Industry and Competition, Ms Nomalungelo Gina, the dialogue is aimed at educating consumers about consumer rights, more importantly during the COVID-19 pandemic and to outline the regulations that businesses must comply with.

She adds that the dialogue will amongst others; explain consumer rights and complaints processes, responsible credit lending, borrowing and spending, price hikes, amendments of the Competition Act and collusive conduct; including the process to report inflated prices.

“The importance of educating consumers about their rights during the COVID-19 pandemic is critical, as some of the businesses may see an opening to exploit consumers and for unfair competition and practices to thrive amongst others. We want to educate consumers about responsible borrowing and spending, create awareness about the responsible lending by credit providers, update them on the cases under investigation for unfair business trading and create awareness on the steps and processes to follow in reporting price colluding,” says Gina.

Importantly, Gina says the dialogue will afford the panelists an opportunity to share with the audience the various support services, programmes, processes and recourses available to

Lefapha la Dikgwebisano, Diintaseteri le Tlholisano • Lefapha la Kgwebo Indasteri le Phadišhano • uMnyango wezoHwebo neZimboni kanye noMncintiswano • Muhasho wa zwa Mbambadzo, Makwevho na Muṭaṭisano • Die Departement van Handel, Nywerheid en Mededinging • Kgoro ya Kgwebo Indasteri le Kgaisano • Ndzawulo ya Vuxavisi, Mabindzu na Mphikizano • Litiko leTekuhweba tiMboni neKuncintiswano • ISebe lezoRhwebo noShishino kunye noKhuphiswano • UmNyango wezokuRhwebelana, amaBubulo nama Phaliswano



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consumers and businesses during the COVID-19 pandemic, and further impress upon the need to keep a healthy credit life during these times.

Gina is encouraging consumers to be part of the conversation and acquire knowledge that will protect them from unfair business practices and exploitation.

Please click the link below to join the webinar:

<https://gcis.zoom.us/j/92253505093>

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