



Notification of Change in Debt Counsellor Contact Details

CIRCULAR NO.13 OF 2015: NOTIFICATION OF CHANGE IN DEBT COUNSELLOR CONTACT DETAILS

The purpose of this circular is to remind all registered debt counsellors of the requirement to notify the National Credit Regulator ("the NCR") of any change in contact details and to communicate the designated email address to be utilised for notification of this change.

The NCR has noted with great concern that some debt counsellors do not notify this office when there is a change in their contact details and some think that updating the Debt Help System (DHS) automatically updates the NCR's database. There is currently no link between DHS and NCR database and therefore an update on DHS does not serve as an update to the NCR database.

This practice results in the correspondence not reaching the debt counsellor as it will be directed to the inactive contact details. As a result, important information for the debt counsellor is never delivered or received. Similarly, consumers are inconvenienced and prejudiced particularly in instances that require immediate intervention by a debt counsellor.

Please note that it is considered best and professional practice to notify one's stakeholders every time contact details change. Further to this, all debt counsellors have an obligation to comply with the following general condition of registration (A.6):

The Debt Counsellor must notify the National Credit Regulator immediately upon any change in contact details (including but not restricted to addresses of each business premises) or upon the occurrence of any change in the information provided at the time of registration or any other circumstances, where such change is significant to the registrant's ability or eligibility to conduct the business of a Debt Counsellor, or ability to comply with the Act or regulations and/or these Conditions of Registration.

Notification of Change in Debt Counsellor Contact Details

Attached hereto is a form which must be utilised for notification regarding any change of contact details and must be sent to: **registrations_info@ncr.org.za**

For more information:

please email Mmadikwa Phoshoko at mphoshoko@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.