



Digital Solutions Group (DSG) Queries

CIRCULAR NO.09 OF 2014: DIGITAL SOLUTIONS GROUP (DSG) QUERIES

Reference is made to circular 09 of 2012: NCRDEBTHELP SYSTEM NEW HOST issued in October 2012.

The purpose of this circular is to inform debt counsellors that Digital Solutions Group (DSG) does not have any dealings with the National Credit Regulator ("the NCR"). The NCR is responsible for hosting and supporting the Debt Help System (DHS). The DSG does no longer provide this service and all "ncrdebthelp" system processes are processed internally by the NCR.

The requests should be directed to the following addresses:

For transfers (both single and bulk), please email transfers@ncr.org.za

The following documents are required to process the transfer:

Single transfers

- o Consumers' ID copy
- o Acknowledgement letter from the new Debt Counsellor
- o Copy of the Form 17.4 or a consent letter from the previous Debt Counsellor

Bulk transfers

- o Copy of the letter signed by both Debt Counsellors
- o Excel spread sheet of the consumers to be transferred

For any related queries, please contact **Xoliswa Mahlangu** on **011 554 2607** or **Sharon Mokwena** on **011 554 2783** or **Thobile Makhubu** on **011 554 2668**

Debt Counsellors are advised to refrain from escalating any queries to DSG by either email or telephone.

FOR MORE INFORMATION

Please contact Morris Maluleke on 011 554 2789 or mmaluleke@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.