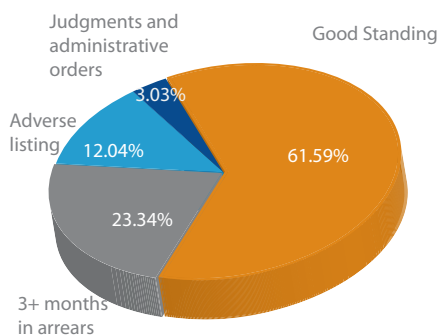


# Credit Bureau Monitor

Second Quarter | June 2021

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## Credit standing of consumers: June 2021



For further information on credit provision, please access the Consumer Credit Market Report on [www.ncr.org.za](http://www.ncr.org.za)

The information reflected in this edition of the Credit Bureau Monitor covers the period from the quarter ended June 2017 to June 2021, and is based on data held by registered credit bureaus in terms of the National Credit Act No 34 of 2005.

## Summary

Credit bureaus create consumer credit profiles based on credit information received from credit providers, courts and utility service providers. The National Credit Regulator (NCR) regulates and monitors registered credit bureaus and the quality of their data.

### As at the end of June 2021:

- Credit bureaus held records for 26.22 million credit-active consumers, a decrease of 4.77% when compared to the 27.53 million in the previous quarter ended March 2021 and a decrease of 2.77% year-on-year.
- Consumers classified in good standing decreased by 868,581 to 16.14 million consumers.
- The number of consumers with impaired records decreased by 445,449, to 10.07 million, this was a decrease of 4.77% quarter-on-quarter and 2.77% year-on-year.
- The number of accounts decreased from 85.09 million in the previous quarter to 85.08 million.
- The number of impaired accounts decreased from 20.18 million to 19.86 million when compared to the previous quarter, a decrease of 0.31 million or 1.55% quarter-on-quarter and of 0.80 million or 3.85% year-on-year.
- A total of 1,234.94 million enquiries were made on consumer credit records. Enquiries initiated by consumers accounted for 10.19 million of all enquiries, a decrease of 7.73% quarter-on-quarter and 15.77% year-on-year.
- Of the total enquiries made on consumer records, enquiries from banks and other financial institutions accounted for 36.40%, enquiries from retailers accounted for 4.63% and enquiries from telecommunication providers accounted for 4.22%.
- The number of credit reports issued to consumers increased from 584,437 in the previous quarter to 588,018 of the total credit reports issued, 93.22% (548,150) were issued free of charge, and the remaining 6.78% (39,868) were issued at a cost.
- There were 30,844 disputes lodged on information held on consumer credit records for the quarter ended June 2021, an increase of 21.41% quarter-on-quarter and 6.30% year-on-year.

## Introduction

The information reflected in this Credit Bureau Monitor covers the period from the quarter ended June 2017 to June 2021.

Comparisons in this report: "quarter-on-quarter" refers to a comparison between the March 2021 and June 2021 quarters, and "year-on-year" refers to a comparison between the June 2020 and June 2021 quarters.

## Credit-active consumers

**There were 26.22 million credit-active consumers as at the end of June 2021**

From the credit active consumers, 26.22 million (54.70%) were credit-active and the remaining records contained only identification information and no credit activity. The number of credit-active consumers decreased by 1,314,030 quarter-on-quarter and by 747,075 year-on-year.

### The percentage of consumers in good standing decreased during the quarter

Consumers classified in good standing decreased by 868,581 to 16.14 million consumers. Of the total 26.22 million credit-active consumers, 61.59% were in good standing.

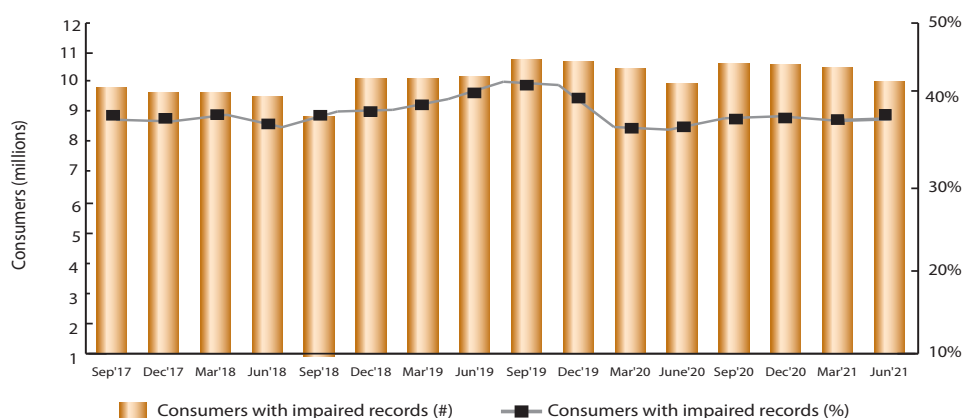
The number of consumers with impaired records (the inverse of those in good standing) decreased by 445,449 to 10.07 million. The percentage of credit-active consumers with impaired records decreased to 38.41%, comprising of 23.34% of consumers in three months or more in arrears, 12.04% of consumers with adverse listings, and 3.03% of consumers with judgments and administration orders.

A detailed breakdown of the nature of impairments is provided in Table 1 and Figure 1.

Table 1: Credit standing of consumers

	Sep 18	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21
Good standing (#)	15.07m	15.69m	15.55m	14.87m	14.35m	14.49m	17.52m	16.96m	17.02m	16.80m	17.01m	16.14m
Good standing (%)	62.65	60.71	60.52	59.25	57.06	57.50	62.58	62.90	61.52	61.28	61.80	61.59
Current (%)	50.87	48.09	48.11	47.89	45.92	45.72	53.44	53.33	52.41	52.12	53.08	53.60
1-2 months in arrears (%)	11.78	12.62	12.41	11.36	11.14	11.78	9.15	9.57	9.11	9.17	8.72	7.99
Impaired records (#)	8.98m	10.16m	10.15m	10.23m	10.80m	10.71m	10.47m	10.00m	10.64m	10.61m	10.53m	10.07m
Impaired records (%)	37.35	39.29	39.48	40.75	42.94	42.50	37.42	37.10	38.48	38.72	38.20	38.41
3+ months in arrears (%)	22.34	24.15	23.55	22.99	23.75	24.77	23.23	22.90	23.75	23.41	22.84	23.34
Adverse listings (%)	9.46	10.06	10.87	12.68	14.20	12.88	10.92	10.89	11.47	12.07	12.17	12.04
Judgments and administration orders (%)	5.56	5.08	5.07	5.08	4.99	4.85	3.27	3.31	3.26	3.24	3.19	3.03
Credit-active consumers (#)	24.05m	25.85m	25.70m	25.10m	25.14m	25.20m	27.99m	26.96m	27.66m	27.41m	27.53m	26.22m

Figure 1: Consumers with impaired records



## Consumer accounts

There were 85.08 million accounts on record at the bureaus as at the end of June 2021

At the end of the reporting quarter there were 85.08 million accounts recorded at registered credit bureaus. This was a decrease of 0.01% quarter-on-quarter and 0.17% year-on-year.

### The percentage of accounts in good standing increased this quarter

Of the 85.08 million accounts, 65.22 million (76.66%) were classified as in good standing, a positive variance of 0.37% quarter-on-quarter and 0.89% year-on-year.

#### As at the end of June 2021:

- 70.47% of accounts were classified as current (increased quarter-on-quarter by 0.82% and year-on-year by 2.70%).
- 6.19% had missed one or two instalments (decreased quarter-on-quarter by 0.45% and year-on-year by 1.81%).
- 16.98% had missed three or more instalments (decreased quarter-on-quarter by 0.18% and year-on-year by 1.25%).
- 5.38% had adverse listings (decreased quarter-on-quarter by 0.17% and year-on-year by 0.95%).
- 0.98% had judgments or administration orders (decreased quarter-on-quarter by 0.02% and increased year-on-year by 0.10%).

See Table 2 and Figures 2 and 3 for detailed breakdown.

Table 2: Credit standing of accounts

	Sep 18	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21
<b>Good standing (#)</b>	57.51m	59.54m	58.95m	58.95m	59.67m	60.09m	66.12m	64.57m	63.68m	66.64m	64.91m	65.22m
<b>Good standing (%)</b>	75.50	74.14	73.25	73.58	73.19	73.25	76.88	75.76	73.09	73.66	76.29	76.66
Current (%)	68.04	64.34	62.79	64.46	63.94	63.63	68.73	67.77	65.96	66.70	69.95	70.47
1-2 months in arrears (%)	7.46	9.80	10.46	9.13	9.25	9.62	8.16	7.99	7.13	6.96	6.64	6.19
<b>Impaired records (#)</b>	18.66m	20.77m	21.53m	21.16m	21.86m	21.95m	19.88m	20.66m	23.44m	23.83m	20.18m	19.86m
<b>Impaired records (%)</b>	24.50	25.86	26.75	26.42	26.81	26.75	23.12	24.24	26.91	26.34	23.71	23.34
3+ months in arrears (%)	18.37	19.58	19.57	19.19	19.76	19.71	15.91	17.07	17.05	16.47	17.16	16.98
Adverse listings (%)	4.75	5.05	6.00	6.10	5.98	6.03	6.50	6.28	9.01	9.06	5.55	5.38
Judgments and administration orders (%)	1.38	1.23	1.18	1.13	1.07	1.01	0.70	0.88	0.84	0.80	1.00	0.98
<b>Consumer accounts (#)</b>	76.17m	80.31m	80.49m	80.12m	81.53m	82.04m	85.99m	85.23m	87.12m	90.47m	85.09m	85.08m

Figure 2: Accounts with impaired records

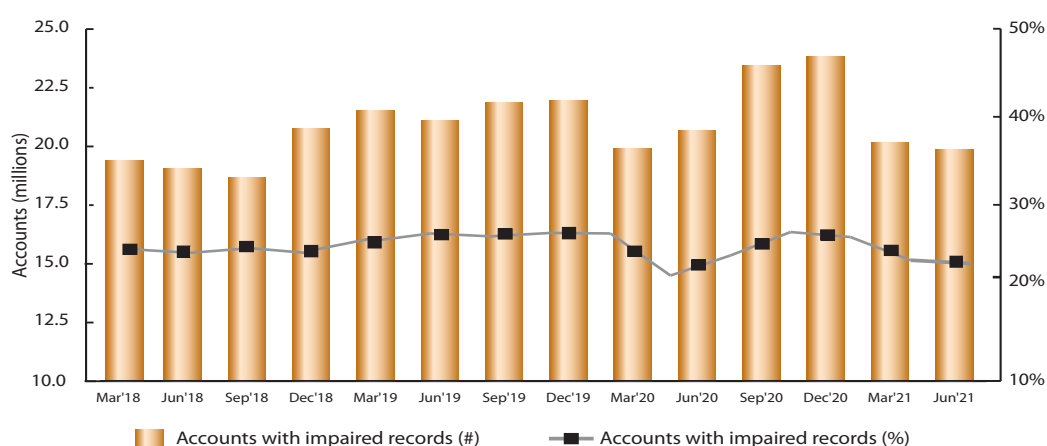
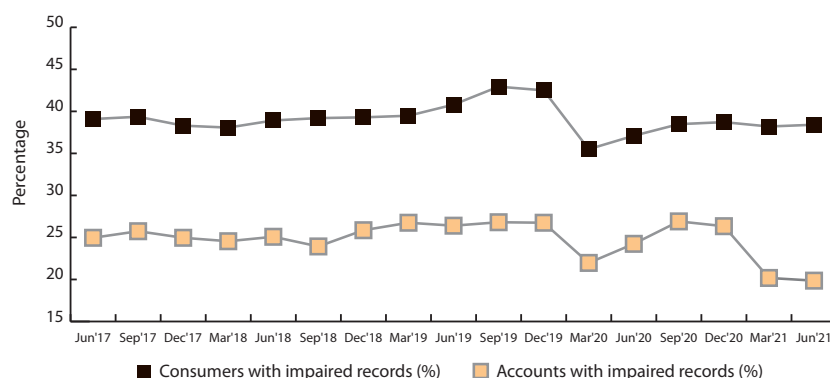


Figure 3: Consumers and accounts with impaired records



## Credit market activity

### Enquiries made on consumer records increased for the quarter

There were 1.23 million enquiries made in the quarter ended June 2021. This was an increase of 82.07% quarter-on-quarter and 60.67% year-on-year. Enquiries done in bulk by banks and other financial institutions formed the largest portion of all enquiries.

- 10.19 million enquiries were made due to consumers seeking credit (decreased by 7.73% quarter-on-quarter and 15.77% year-on-year).
- 3.81 million enquiries were related to telecommunication services (increased by 4.60% quarter-on-quarter and by 4.05% year-on-year).
- 62.48 million enquiries were made for tracing/debt collection purposes (increased by 0.51% quarter-on-quarter and by 5.65% year-on-year).
- 1,158.46 million enquiries were made for other purposes – excluding those purposes mentioned above, e.g. account management and contact information update (increased by 92.62% quarter-on-quarter and 66.99% year-on-year).

Refer to Table 3 and Figures 4 and 5 for detailed breakdown.

Table 3: Enquiries

Enquiry purpose:	Number of enquiries (millions)										Percentage change (%)							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21	
Consumers seeking credit	22.74	26.66	27.70	11.04	12.10	9.08	12.92	11.05	10.19	17.25	3.90	-60.14	9.62	-25.01	42.40	-14.52	-7.73	
Telecommunication services	6.38	9.23	10.07	5.08	3.66	2.60	3.65	3.64	3.81	44.72	9.12	-49.58	-27.94	-28.88	40.45	-0.42	4.60	
Tracing/debt collection purposes	50.28	65.83	69.35	82.03	59.14	57.18	63.08	62.16	62.48	30.93	5.35	18.29	-27.91	-3.32	10.33	-1.45	0.51	
Other	668.79	878.49	919.70	715.07	693.71	1 021.87	650.49	601.42	1 158.46	31.36	4.69	-22.25	-2.99	47.31	36.34	-7.54	92.62	
<b>Total</b>	<b>748.18</b>	<b>980.21</b>	<b>1 026.82</b>	<b>813.22</b>	<b>768.61</b>	<b>1 090.73</b>	<b>730.15</b>	<b>678.27</b>	<b>1 234.94</b>	<b>31.01</b>	<b>4.75</b>	<b>-20.80</b>	<b>-5.49</b>	<b>41.91</b>	<b>-33.06</b>	<b>-7.11</b>	<b>82.07</b>	

Figure 4: Enquiries due to consumers seeking credit

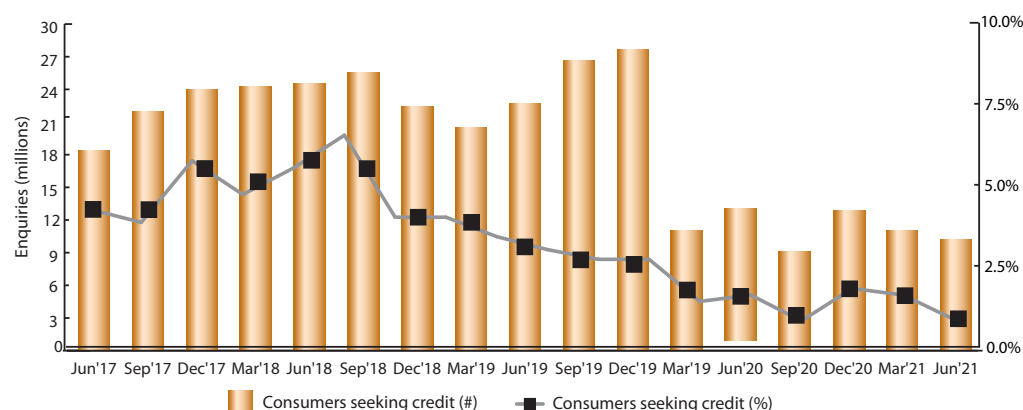
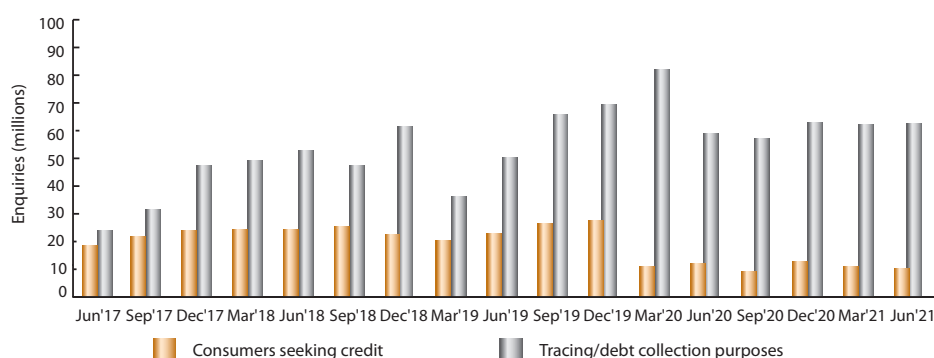


Figure 5: Enquiries due to consumers seeking credit and enquiries for tracing/debt collection purposes



### Enquiry sectoral analysis

There were 449.48 million enquiries made by banks and other financial institutions in the quarter ended June 2021, an increase of 22.29% quarter-on-quarter and 40.62% year-on-year. Retailers made 57.18 million enquiries on consumer records, which was a decrease of 9.23% quarter-on-quarter and an increase of 10.74% year-on-year. Enquiries made by telecommunication providers increased by 5.59% quarter-on-quarter and decreased by 45.06% year-on-year, to 52.16 million in the June 2021 quarter. Enquiries made by debt collection agencies decreased by 18.31% quarter-on-quarter and by 766.85% year-on-year, its an increase from 0.27 million in June 2020 quarter to 2.35 million in the June 2021 quarter. Enquiries made by all other entities increased by 247.71% quarter-on-quarter and by 123.01% year-on-year, to 673.77 million.

Refer to Tables 4 to 7 and Figure 6 for a detailed breakdown.

Table 4: All enquiries – distribution according to sectors

Enquiries by:	Number of enquiries (millions)									Percentage change (%)							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 19 to Sep 19	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21
Banks and other financial institutions	514.51	584.93	517.68	574.04	319.65	600.30	416.76	367.54	449.48	13.69	-11.50	10.89	-44.32	87.80	-30.58	-11.81	22.29
Retailers	26.83	38.68	22.65	28.46	51.63	27.05	70.59	62.99	57.18	44.20	-41.44	25.65	81.41	-47.62	160.89	-10.72	-9.23
Telecommunication providers	86.59	62.11	66.66	67.15	94.94	50.15	49.46	49.39	52.16	-28.27	7.33	0.74	41.38	-47.18	-1.37	-0.14	5.59
Debt collection agencies	4.07	26.08	15.98	15.56	0.27	2.38	3.25	2.88	2,35	541.23	-38.70	-2.66	-98.26	778.43	36.52	-11.25	-18.31
All other entities	116.19	268.41	403.84	128.00	302.12	410.85	190.13	195.46	673.77	131.01	50.46	-68.30	136.03	35.99	-53.72	2.81	247,71
<b>Total</b>	<b>748.18</b>	<b>980.21</b>	<b>1 026.82</b>	<b>813.22</b>	<b>768.61</b>	<b>1 090.73</b>	<b>730.15</b>	<b>678.27</b>	<b>1 234.94</b>	<b>31.01</b>	<b>4.75</b>	<b>-20.80</b>	<b>-5.49</b>	<b>41.91</b>	<b>-33.06</b>	<b>-7.11</b>	<b>82.07</b>

Figure 6: All enquiries – distribution according to sectors

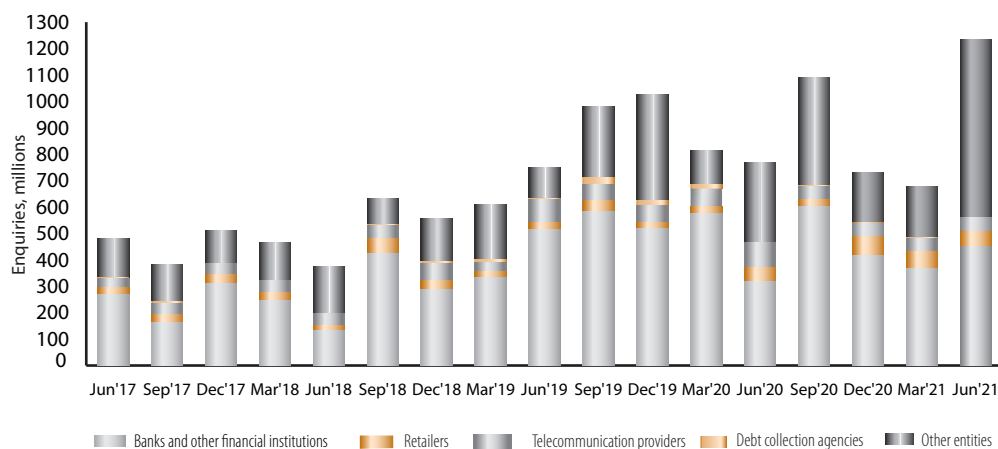


Table 5: Enquiries by banks and other financial institutions

Enquiry purpose:	Number of enquiries (millions)										Percentage change (%)							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21	
Consumers seeking credit	20.14	23.17	24.46	8.45	10.31	6.66	10.23	8.69	7.51	15.05	5.56	-65.44	21.97	-35.42	53.62	-15.05	-13.61	
Tracing/debt collection purposes	2.37	2.34	2.03	10.36	0.77	0.95	4.47	5.57	4.42	-1.24	-13.18	409.73	-92.52	22.27	327.29	24.71	-20.78	
Other purposes	492.00	559.42	491.19	555.23	308.56	592.69	402.06	353.28	437.55	13.70	-12.20	13.04	-44.43	92.08	-32.16	26.78	23.86	
<b>Banks and other financial institutions</b>	<b>514.51</b>	<b>584.93</b>	<b>517.68</b>	<b>574.04</b>	<b>319.65</b>	<b>600.30</b>	<b>416.76</b>	<b>367.54</b>	<b>449.48</b>	<b>13.69</b>	<b>-11.50</b>	<b>10.89</b>	<b>-44.32</b>	<b>87.80</b>	<b>-30.58</b>	<b>-11.81</b>	<b>22.29</b>	

Table 6: Enquiries by retailers

Enquiry purpose:	Number of enquiries (millions)										Percentage change (%)							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21	
Consumers seeking credit	2.59	3.49	3.24	2.56	1.79	2.42	2.69	2.36	2.69	34.37	-7.17	-20.09	-30.75	34.94	11.49	-12.51	13.95	
Tracing/debt collection purposes	1.76	1.59	1.36	1.16	0.27	0.76	0.71	0.65	1.89	-9.47	-14.37	-14.93	-76.89	182.65	5.03	-10.23	192.64	
Other purposes	22.48	33.61	18.05	24.72	49.58	23.87	67.15	59.99	52.60	49.53	-46.28	36.91	100.57	51.85	181.28	-10.66	-12.32	
<b>Retailers</b>	<b>26.83</b>	<b>38.68</b>	<b>22.65</b>	<b>28.46</b>	<b>51.63</b>	<b>27.05</b>	<b>70.56</b>	<b>62.99</b>	<b>57.18</b>	<b>44.20</b>	<b>-41.44</b>	<b>25.65</b>	<b>81.41</b>	<b>-47.62</b>	<b>160.89</b>	<b>-10.72</b>	<b>-9.23</b>	

Table 7: Enquiries by telecommunication providers

Enquiry purpose:	Number of enquiries (millions)										Percentage change							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 19 to Dec 19	Dec 20 to Mar 21	Mar 21 to Jun 21	
Telecommunication services	6.38	9.23	10.07	5.08	3.66	2.60	3.65	3.64	3.81	44.72	9.12	49.58	27.94	-28.88	40.45	-0.42	4.60	
Tracing/debt collection purposes	25.95	36.00	30.92	55.52	45.68	43.98	42.13	40.94	42.15	38.75	-14.13	79.58	-17.72	-3.27	-4.20	-2.82	2.95	
Other purposes	54.26	16.88	25.67	6.55	45.60	3.57	3.68	4.81	6.20	-68.90	52.14	-74.47	595.68	-92.17	3.00	30.87	28.81	
<b>Telecommunication providers</b>	<b>86.59</b>	<b>62.11</b>	<b>66.66</b>	<b>67.15</b>	<b>94.94</b>	<b>50.15</b>	<b>49.46</b>	<b>49.39</b>	<b>52.16</b>	<b>-28.27</b>	<b>7.33</b>	<b>0.74</b>	<b>41.38</b>	<b>-47.18</b>	<b>-1.37</b>	<b>-0.14</b>	<b>5.59</b>	

## Credit bureau activity

### Demand for credit reports increased for the quarter

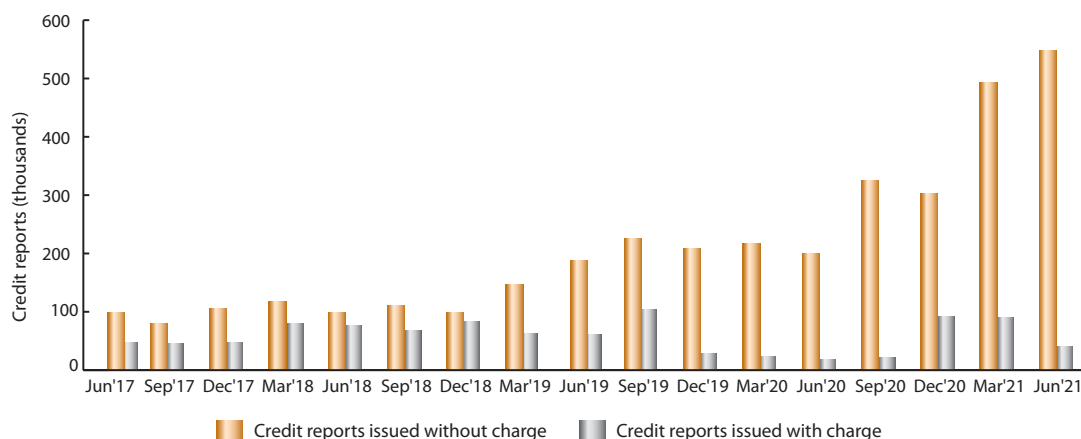
Of the total 588,018 credit reports issued to consumers at their request during the quarter ended June 2021, 93.22% (548,150) were issued without charge, and the remaining 6.78% (39,868) were issued with charge. The total number of credit reports issued increased by 0.61% quarter-on-quarter and by 170.05% year-on-year.

See Table 8 and Figure 7 for details.

Table 8: Credit reports issued

Credit reports:	Number of credit reports										Percentage change (%)								
	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Mar 19 to Jun 19	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21
Issued without charge	146,132	188,094	226,167	208,855	216,872	199,997	324,256	301,992	493,538	548,150	28.72	20.24	-7.65	3.84	-7.79	62.15	-6.87	63.43	11.07
Issued with charge	62,639	60,691	104,450	28,648	23,816	17,776	21,380	92,466	90,899	39,868	-3.11	72.10	-72.57	-16.87	-25.40	20.34	322.49	-1.69	-56.14
<b>Total issued</b>	<b>208,771</b>	<b>248,785</b>	<b>330,617</b>	<b>237,503</b>	<b>240,688</b>	<b>217,743</b>	<b>345,636</b>	<b>394,458</b>	<b>584,437</b>	<b>588,018</b>	<b>19.17</b>	<b>32.89</b>	<b>-28.16</b>	<b>-1.34</b>	<b>-9.53</b>	<b>58.74</b>	<b>14.13</b>	<b>48.16</b>	<b>0.61</b>

Figure 7: Credit reports issued



### Consumer disputes

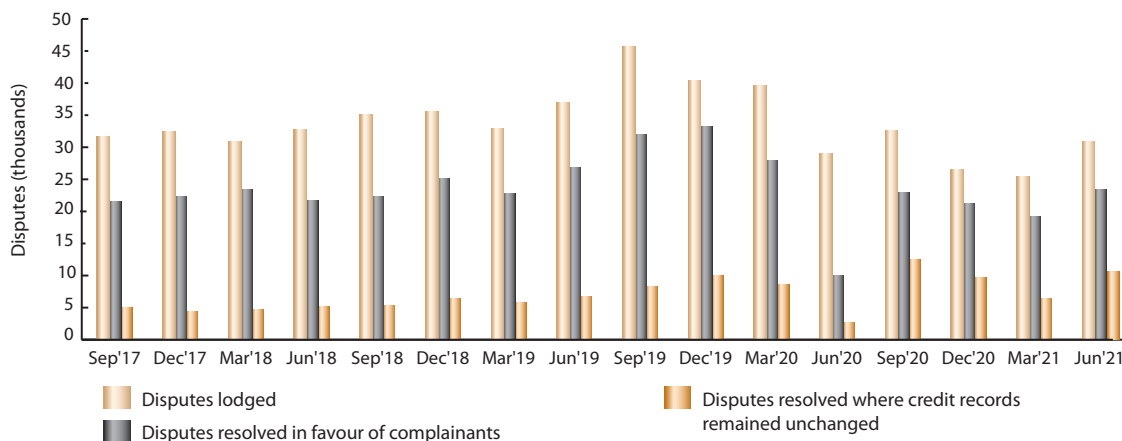
There were 30,844 disputes lodged in respect of the accuracy of the information recorded on consumer credit records in the quarter ended June 2021. This was an increase of 21.41% quarter-on-quarter and 6.30% year-on-year. More disputes were resolved in favour of complainants (23,430 as compared to disputes where credit records remained unchanged 10,683).

See Table 9 and Figure 8 for details.

Table 9: Disputes

Disputes:	Number of disputes										Percentage change (%)							
	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21	Jun 19 to Sep 19	Sep 19 to Dec 19	Dec 19 to Mar 20	Mar 20 to Jun 20	Jun 20 to Sep 20	Sep 20 to Dec 20	Dec 20 to Mar 21	Mar 21 to Jun 21	
Lodged	37,040	45,719	40,343	39,573	29,017	32,629	26,600	25,404	30,844	23.43	-11.77	-1.89	-26.67	12.45	-18.48	-4.50	21.41	
Resolved in favour of complainants	26,955	31,998	33,275	27,910	9,978	22,912	21,257	19,165	23,430	18.71	3.99	-16.11	-64.25	129.63	-7.22	-9.85	22.25	
Resolved where credit record remained unchanged	6,767	8,369	9,975	8,526	2,704	12,513	9,688	6,496	10,683	23.67	19.19	-14.53	-68.29	362.76	-22.58	-32.95	64.46	

Figure 8: Disputes



### Definitions

Terms used in this report	Definitions
Credit-active consumers	Consumers obligated to pay credit providers and/or service providers, etc. These obligations result in transactional entries on the consumer's credit record at the credit bureaus.
Impaired record	A record on which a consumer and/or any of the accounts, are either classified as three or more payments or months in arrears, or which has an "adverse listing", or that reflects a judgment or administration order.
Good standing	An account or consumer showing as current or on which the client has not missed more than one or two instalments, which has no adverse listings and has no judgments.
Adverse listing	Accounts with adverse classifications such as 'handed over' and/or 'written-off'.
Current	A consumer or account is up-to-date with payments and has not missed any instalment over the period of the credit agreement.

### Notes

1. Where values have been rounded off, the percentage calculations and summed totals are calculated off the unrounded values.
2. Refer to the NCR website for complete tables of forty quarters from March 2009 to June 2021.