



NCR

CONTACT DETAILS

CIRCULAR 8 OF 2017 – NCR CONTACT DETAILS

The purpose of this Circular is to update the debt counselling industry of the latest contact details of various departments within the National Credit Regulator (NCR).

In a continuous endeavour to deliver excellent services to our registrants and to ensure that the offices of the NCR attend to each request as expeditiously and efficiently as possible, kindly direct your complaints, queries or requests to the correct email address provided hereunder.

In cases where a dedicated email address is provided, it is kindly requested that queries or requests be directed to the specified dedicated email address and **NOT** to personal email addresses. Queries and requests sent to personal email addresses where the dedicated email address is specified, **WILL NOT** be attended to at all. Further to this, we urge that requests be sent only once and escalated if not attended to within the stipulated turnaround times to avoid duplications.

We draw your attention to the following details:

SERVICE	EMAIL ADDRESS	CONTACT NUMBERS	TURNAROUND TIMES	ESCALATION
Transfer requests	transfers@ncr.org.za	011 554 2634 011 554 2744 011 554 2607	5 working days	Morris Maluleke mmaluleke@ncr.org.za 011 554 2789
Forms 41 & 42 (Statutory returns)	dcreturns@ncr.org.za	011 554 2744	5 working days	Morris Maluleke mmaluleke@ncr.org.za 011 554 2789
Responses to Monitoring Letters	dcmonitoring@ncr.org.za	Refer to the Monitoring Letter	5 working days	Morris Maluleke mmaluleke@ncr.org.za 011 554 2789
Notifications & queries relating to deceased and de-registered debt counsellors	antimane@ncr.org.za	011 554 2630	3 working days	Morris Maluleke mmaluleke@ncr.org.za 011 554 2789
Debt counselling legal-related queries	pmichaels@ncr.org.za	011 554 2637	3 working days	Morris Maluleke mmaluleke@ncr.org.za 011 554 2789

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.

Payment distribution Agents' queries	lnembulunge@ncr.org.za	011 554 2742	3 working days	Sibusiso Nhangombe snhangombe@ncr.org.za 011 554 2728
Registration queries	registrations_info@ncr.org.za	011 554 2766	5 working days	Ishmael Molekoa imolekoa@ncr.org.za 011 554 2863 Sydney Ntimane sntimane@ncr.org.za 011 554 2785
Change/Update of contact details	Registration_info@ncr.org.za	011 554 2766	5 working days	Ishmael Molekoa imolekoa@ncr.org.za 011 554 2863 Sydney Ntimane sntimane@ncr.org.za 011 554 2785
Annual renewal fees	fees@ncr.org.za	011 554 2806	3 working days	Tumelo Xhati txhati@ncr.org.za 011 554 2806
Complaints • NCA general complaints • DC-related complaints	complaints@ncr.org.za dccomplaints@ncr.org.za	0860 627 627	9 working days	Mary Machitje (Submission of complaints) mmachitje@ncr.org.za 011 554 2861 Evelyn Moleko (Submission of complaints) emoleko@ncr.org.za 011 554 2850 Tshepo Matsimela (Captured complaints) tmatsimela@ncr.org.za 011 554 2729 Ryan Lepart (All other complaints-related queries) rlepart@ncr.org.za 011 554 2764 Nosipho Zikishe (All other complaints-related queries) nzikishe@ncr.org.za 011 554 2891
Investigations queries (ONLY FOR MATTERS UNDER FORMAL INVESTIGATION)			5 working days	Lesley Odendaal lodendaal@ncr.org.za 011 554 2802 Caroline Young cyoung@ncr.org.za 011 554 2688



FOR MORE INFORMATION:

Please contact Angel Ntimane on 011 554 2630 or email at antimane@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.