



ALTERNATIVE DISPUTE RESOLUTION AGENTS

CIRCULAR NO. 14 OF 2016 – ALTERNATIVE DISPUTE RESOLUTION AGENTS

In terms of Section 134A read with Regulation 10B of the National Credit Act 34 of 2005 (the Act), the National Credit Regulator (NCR) is now empowered to register and accredit Alternative Dispute Resolution (ADR) agents. It is only registered ADR agents with the NCR who are authorised to resolve consumer complaints under credit agreements, provided the complaints do not involve credit providers who are financial institutions as defined in the Financial Services Ombud Schemes Act 37 of 2004.

It has come to the attention of the NCR that there are entities that operate as ADR agents for consumer complaints on credit agreements without being registered with the NCR.

Credit providers are requested not to provide consumer documents and information to, or interact with any, unregistered entities or persons. Credit providers who are in doubt about the registration status of any entity or person can contact the NCR for verification.

The NCR is in the process of taking appropriate enforcement action against the entities that operate as ADR agents without being registered.

Any queries should be addressed to Nthupang Magolego at nmagolego@ncr.org.za

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