This circular is intended to inform all registered Debt Counsellors (“DCs”) that the National Credit Regulator (“the NCR”) has added a new functionality on the Debt Help System (“DHS”) called the Suspension Indicator. This functionally will enable DCs to place a suspension indicator on a consumer’s profile and will go live on 02 September 2018.

Important to note

• The suspension indicator is not a status code, but an indicator to identify consumers suspended on a DC’s profile. The DC will be required to state reasons for the suspension.

• When a consumer’s record is updated with a suspension indicator, the record will remain on the last ACTIVE updated status code (i.e. Status Code: either C or D3 or D4).

• The suspension indicator will not be communicated to the Credit Bureaus as it is not a status code.

• The user manual with a detailed process (step by step) and screenshots will been uploaded on the DHS.

For more information

Please direct all the queries relating to this circular to Xoliswa Mahlangu or Prudence Tsolo at xmahlangu@ncr.org.za or ptsolo@ncr.org.za