

GUIDELINE ON HOW TO UPDATE STATUS CODES WHEN DHS GOES LIVE



National Credit Regulator

Advocating For Inclusive Credit

003/2026
MARCH 2026

1. BACKGROUND

- 1.1. On 03 February 2026, the Debt Help System (DHS) was taken offline as a precautionary measure following reports of misconfiguration issues. The National Credit Regulator (NCR) undertook this step to conduct a focused technical assessment.
- 1.2. During this period to date, debt counsellors could not upload new applications, update the DHS with the progress of the consumers debt review application and process transfer requests.
- 1.3. The technical assessment, vulnerability and penetration tests were concluded.
- 1.4. As a result, thereof, the DHS is scheduled to go live on 30 March 2026.

2. PURPOSE OF THIS GUIDELINE

- 2.1. The purpose of this guideline is to provide debt counsellors with a directive and guidance on how and when to upload and update consumer status codes on the DHS to ensure ongoing system performance, integrity and functionality.
- 2.2. With the functionality of DHS being restored, all debt counsellors are expected to bring the status codes of consumer debt review applications up to date, upload and/or approve all transfer requests that have been made or received over this period.
- 2.3. As these updates may be voluminous, the NCR wish to maintain the integrity and efficiency of DHS and herewith provide a directive for the staggered approach and timeframes within which these updates must be done and transfers uploaded and/or approved.

3. STAGGERED APPROACH TO THE DHS UPDATES

- 3.1. The following timeframes are applicable to the updates to DHS based on priority and volumes, with the starting date of week 1 being the first day of the first week when DHS becomes operational (i.e. 30 March 2026), week 2 being the following week and so on.

The below table depicts when the staggered updates must be undertaken:

WEEK	APPLICABLE UPDATES
Week 1 and 2 (30 March 2026 to 12 April 2026)	Status Code A updates Consumer transfers
Week 3 (13 April to 19 April 2026)	Status Code B updates Status G updates Status G1 updates
Week 4 (20 April to 26 April 2026)	Status Code C updates Status I updates Status J updates 17.W suspensions
Week 5 (27 April to 03 May 2026)	Status Code D3 updates Status Code D4 updates Status Codes F1/F2 updates on matters already submitted and processed on the CBA platform during downtime.

- 3.2. Debt Counsellors are reminded to upload the relevant and necessary documentation (where applicable) when performing these updates.
- 3.3. Debt counsellors must continue to use the CBA clearance certificate platform for the upload of clearance certificates and supporting documents. In week 5, the F1/F2 check box on the CBA landing page will be enabled, and debt counsellors must update the DHS at least three days before the upload of the clearance certificate on the CBA platform and upload the clearance certificate and supporting documents on DHS during this update.

4. EFFECTIVE DATE

- 4.1. This guideline will take effect on 30 March 2026, that is the day in which the first week is calculated as stated above.
- 4.2. Debt Counsellors are implored to ensure strict adherence to this directive for the seamless transition.
- 4.3. Debt Counsellors are advised that the staggered approach is only applicable to applications which could not be loaded and updated on DHS from 03 February 2026 to 29 March 2026. Furthermore, the staggered approach and transition period to update all records is effective from 30 March 2026 up to and including 03 May 2026.
- 4.4. All other applications received from 30 March 2026, must be handled as would be under normal circumstances where the DHS is active.
- 4.5. The NCR appreciates the cooperation and patience of debt counsellors and stakeholders during the downtime and this transition period.

FOR MORE INFORMATION, QUESTIONS OR CLARITY RELATING TO THIS GUIDELINE: Please address all queries to **Timmy Van der Grijp** at **tvandergrijp@ncr.org.za**

Disclaimer:

While the NCR has taken reasonable care to ensure the factual accuracy of this guideline, 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 pursuant to this guideline.