

Credit Bureau Monitor

First Quarter | March 2012

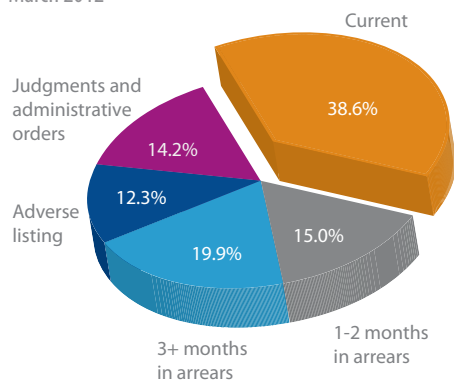
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The information reflected in this edition of the Credit Bureau Monitor is for twenty* quarters, from quarter ended June 2007 to quarter ended March 2012 and is based on data held by registered credit bureaus in terms of the National Credit Act.

Summary

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

Credit standing of consumers:
March 2012



As at the end of March 2012:

- Credit bureaus had records for 19.49 million credit-active consumers, an increase of 0.8% over the 19.34 million of the previous quarter. Consumers classified in good standing increased by 33,000, to 10.44 million consumers. This reflects a percentage decrease of 0.2% quarter-on-quarter and no percentage change year-on-year in proportion to the total number of credit-active consumers in good standing.
- The number of consumers with impaired records increased by 119,000 to 9.05 million, from 8.93 million in the previous quarter.
- The number of accounts decreased from 67.53 million in the previous quarter to 67.51 million. The number of impaired accounts increased by 27,000 to 16.94 million, from 16.91 million in the previous quarter.
- A total of 310.42 million enquiries were made on consumer credit records, an increase of 8.6% quarter-on-quarter and 55.8% year-on-year. Enquiries initiated by consumers accounted for 13.39 million of all enquiries, a decrease of 10.0% quarter-on-quarter and an increase of 21.0% year-on-year.
- Of the total enquiries made on consumer records, enquiries from banks and other financial institutions accounted for 76.1%, enquiries from retailers accounted for 3.8% and enquiries from telecommunication providers accounted for 10.6%. Banks and other financial institutions' enquiries increased by 7.1% from the previous quarter, retailers decreased by 18.3% and telecommunication providers increased by 44.7%.
- The number of credit reports issued to consumers increased to 120,094. Of the total credit reports issued, 83.6% (100,446) were issued without charge, and the remaining 16.4% (19,648) were issued with charge.
- There were 10,357 disputes lodged on information held on consumer credit records for the quarter ended March 2012, which was an increase of 17.3% quarter-on-quarter and 63.6% year-on-year.



For further information on credit provision, please access the Consumer Credit Market Report on www.ncr.org.za

Introduction

The information reflected in this Credit Bureau Monitor is for twenty quarters, from quarter ended June 2007 to quarter ended March 2012. (* See note on the last page)

Comparisons in this report: “quarter-on-quarter” refers to a comparison between the March 2012 and December 2011 quarters, and “year-on-year” refers to a comparison between the March 2012 and March 2011 quarters.

Credit-active consumers

There were 19.49 million credit-active consumers as at the end of March 2012

Credit bureaus held records for more than 42.05 million individuals on their databases, of which 19.49 million (46.3%) were credit-active, as at the end of March 2012. This was an increase of 152,000 consumers quarter-on-quarter and 895,000 consumers year-on-year. The remaining records contained only identification information and no credit activity.

The number of consumers in good standing increased for the quarter

Consumers classified in good standing increased by 33,000 to 10.44 million consumers. This reflects a 0.2% decrease quarter-on-quarter and no percentage change year-on-year in proportion to the total number of credit-active consumers. Of the total 19.49 million credit-active consumers, 53.6% were in good standing.

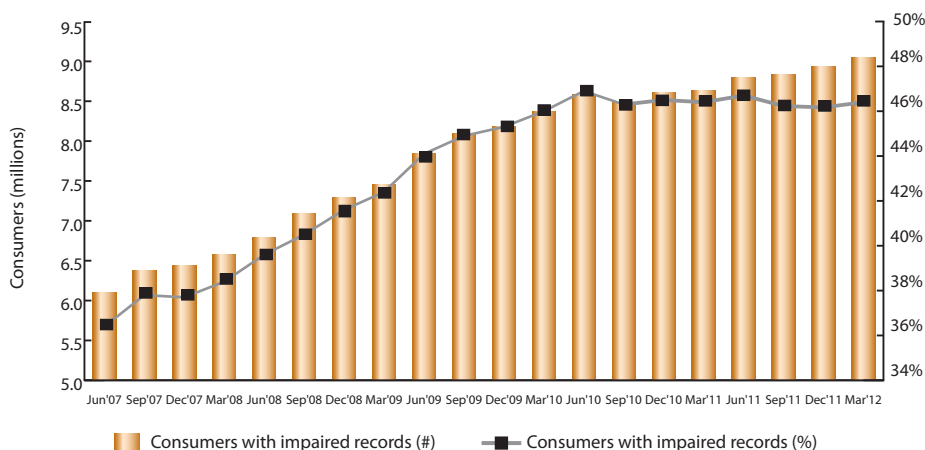
The number of consumers with impaired records (the inverse of those in good standing) increased by 119,000 to 9.05 million. The percentage of credit-active consumers with impaired records increased to 46.4%, comprising of 19.9% of consumers in three months or more in arrears, 12.3% of consumers with adverse listings, and 14.2% 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

| | Jun 09 | Sep 09 | Dec 09 | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Good standing (#) | 9.94m | 9.92m | 9.89m | 9.84m | 9.73m | 9.86m | 9.90m | 9.97m | 10.04m | 10.27m | 10.41m | 10.44m |
| Good standing (%) | 55.9% | 55.1% | 54.7% | 54.0% | 53.1% | 53.7% | 53.5% | 53.6% | 53.3% | 53.8% | 53.8% | 53.6% |
| Current (%) | 41.7% | 41.2% | 40.5% | 39.5% | 39.2% | 39.9% | 39.2% | 39.1% | 39.1% | 39.6% | 39.1% | 38.6% |
| 1-2 months in arrears (%) | 14.2% | 13.9% | 14.2% | 14.5% | 13.9% | 13.8% | 14.3% | 14.5% | 14.2% | 14.2% | 14.7% | 15.0% |
| Impaired records (#) | 7.85m | 8.09m | 8.18m | 8.37m | 8.59m | 8.49m | 8.61m | 8.63m | 8.80m | 8.83m | 8.93m | 9.05m |
| Impaired records (%) | 44.1% | 44.9% | 45.3% | 46.0% | 46.9% | 46.3% | 46.5% | 46.4% | 46.7% | 46.2% | 46.2% | 46.4% |
| 3+ months in arrears (%) | 16.8% | 17.0% | 17.3% | 17.2% | 17.3% | 17.0% | 17.8% | 17.7% | 18.5% | 18.7% | 19.0% | 19.9% |
| Adverse listings (%) | 14.2% | 14.7% | 14.6% | 15.0% | 15.6% | 15.4% | 14.6% | 14.4% | 13.9% | 13.2% | 12.9% | 12.3% |
| Judgments and administration orders (%) | 13.1% | 13.3% | 13.3% | 13.7% | 13.9% | 13.9% | 14.1% | 14.3% | 14.3% | 14.3% | 14.3% | 14.2% |
| Credit-active consumers (#) | 17.79m | 18.01m | 18.07m | 18.21m | 18.32m | 18.35m | 18.51m | 18.60m | 18.84m | 19.10m | 19.34m | 19.49m |

Figure 1: Consumers with impaired records



Consumer accounts

There were 67.51 million accounts on record at the bureaus as at the end of March 2012

At the end of the reporting quarter there were 67.51 million accounts recorded at registered credit bureaus. This was a decrease of 21,000 quarter-on-quarter and an increase of 4.46 million year-on-year.

The number of accounts in good standing decreased this quarter

Of the 67.51 million accounts, 50.57 million (74.9%) were classified as in good standing, a negative variance of 0.1% quarter-on-quarter and a positive variance of 0.7% year-on-year.

As at the end of March 2012:

- 65.6% of accounts were classified as current (decreased quarter-on-quarter by 0.4% and increased by 0.5% year-on-year).
- 9.3% had missed one or two instalments (increased quarter-on-quarter by 0.4% and year-on-year by 0.2%).
- 18.1% had missed three or more instalments (increased quarter-on-quarter by 0.6% and year-on-year by 1.2%).
- 3.7% had adverse listings (decreased quarter-on-quarter by 0.4% and year-on-year by 1.2%).
- 3.3% had judgments or administration orders (decreased quarter-on-quarter by 0.2% and year-on-year by 0.7%).

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

Table 2: Credit standing of accounts

| | Jun 09 | Sep 09 | Dec 09 | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Good standing (#) | 46.87m | 47.33m | 47.56m | 47.99m | 48.22m | 47.85m | 47.91m | 46.80m | 48.53m | 49.48m | 50.62m | 50.57m |
| Good standing (%) | 75.3% | 74.5% | 74.4% | 74.1% | 73.9% | 74.3% | 74.5% | 74.2% | 74.7% | 74.9% | 75.0% | 74.9% |
| Current (%) | 66.2% | 65.6% | 65.6% | 65.1% | 65.4% | 65.9% | 65.9% | 65.1% | 65.4% | 66.3% | 66.0% | 65.6% |
| 1-2 months in arrears (%) | 9.1% | 8.9% | 8.8% | 9.0% | 8.5% | 8.4% | 8.6% | 9.1% | 9.3% | 8.7% | 8.9% | 9.3% |
| Impaired records (#) | 15.41m | 16.21m | 16.38m | 16.76m | 17.06m | 16.55m | 16.36m | 16.26m | 16.47m | 16.54m | 16.91m | 16.94m |
| Impaired records (%) | 24.7% | 25.5% | 25.6% | 25.9% | 26.1% | 25.7% | 25.5% | 25.8% | 25.3% | 25.1% | 25.0% | 25.1% |
| 3+ months in arrears (%) | 14.6% | 15.1% | 15.9% | 15.7% | 16.2% | 16.3% | 16.5% | 16.9% | 17.1% | 17.3% | 17.5% | 18.1% |
| Adverse listings (%) | 5.9% | 6.1% | 5.7% | 6.1% | 5.9% | 5.4% | 5.0% | 4.9% | 4.4% | 4.0% | 4.1% | 3.7% |
| Judgments and administration orders (%) | 4.3% | 4.2% | 4.0% | 4.1% | 4.1% | 4.0% | 3.9% | 4.0% | 3.8% | 3.7% | 3.5% | 3.3% |
| Consumer accounts (#) | 62.29m | 63.54m | 63.94m | 64.75m | 65.28m | 64.40m | 64.28m | 63.05m | 65.00m | 66.03m | 67.53m | 67.51m |

Figure 2: Accounts with impaired records

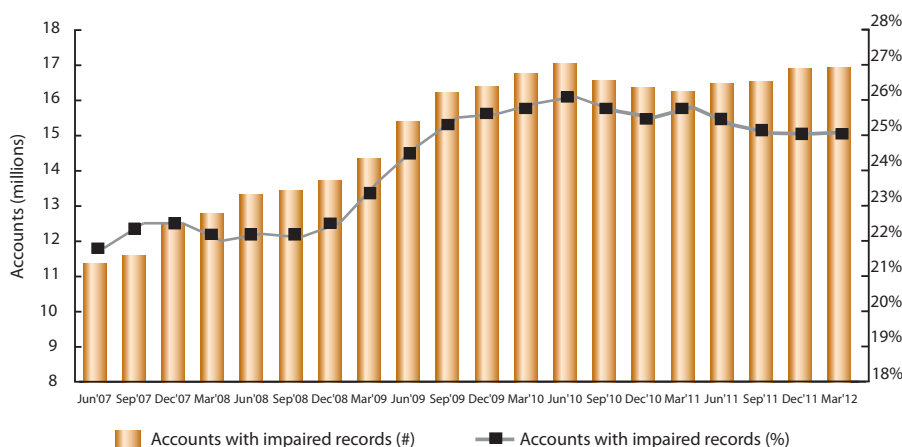
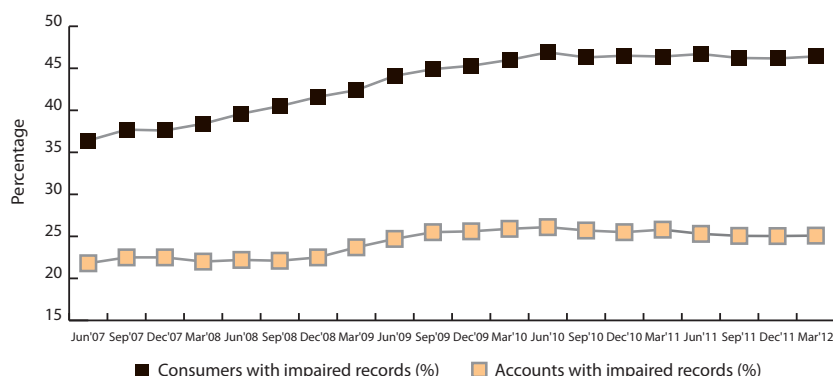


Figure 3: Consumers and accounts with impaired records



Credit market activity

Enquiries made on consumer records increased for the quarter

In the quarter ended March 2012, 310.42 million enquiries were made. This was an increase of 8.6% quarter-on-quarter and 55.8% year-on-year. Enquiries done in bulk by banks and other financial institutions formed the largest portion of all enquiries.

- 13.39 million enquiries were made due to consumers seeking credit (decreased by 10.0% quarter-on-quarter and increased by 21.0% year-on-year).
- 0.81 million enquiries were related to telecommunication services (decreased by 20.7% quarter-on-quarter and 3.9% year-on-year).
- 18.46 million enquiries were made for tracing/debt collection purposes (decreased by 11.4% quarter-on-quarter and 8.2% year-on-year).
- 277.75 million enquiries were made for other purposes – excluding those purposes mentioned above, e.g. account management and contact information update (increased by 11.5% quarter-on-quarter and 66.1% 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 | | | | | | | |
|----------------------------------|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 10 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 |
| Consumers seeking credit | 9.85 | 10.28 | 10.65 | 11.68 | 11.07 | 12.18 | 13.36 | 14.88 | 13.39 | 4.4% | 3.7% | 9.6% | -5.2% | 10.0% | 9.6% | 11.4% | -10.0% |
| Telecommunication services | 0.74 | 0.70 | 0.84 | 1.37 | 0.84 | 0.84 | 0.99 | 1.02 | 0.81 | -6.2% | 19.9% | 63.9% | -38.7% | 0.3% | 17.3% | 2.9% | -20.7% |
| Tracing/debt collection purposes | 18.57 | 21.47 | 20.72 | 22.68 | 20.12 | 19.62 | 20.34 | 20.84 | 18.46 | 15.6% | -3.5% | 9.5% | -11.3% | -2.5% | 3.7% | 2.5% | -11.4% |
| Other | 95.68 | 102.89 | 157.63 | 140.92 | 167.24 | 217.06 | 223.64 | 249.21 | 277.75 | 7.5% | 53.2% | -10.6% | 18.7% | 29.8% | 3.0% | 11.4% | 11.5% |
| Total | 124.84 | 135.34 | 189.84 | 176.65 | 199.26 | 249.70 | 258.33 | 285.95 | 310.42 | 8.4% | 40.3% | -6.9% | 12.8% | 25.3% | 3.5% | 10.7% | 8.6% |

Figure 4: Enquiries due to consumers seeking credit

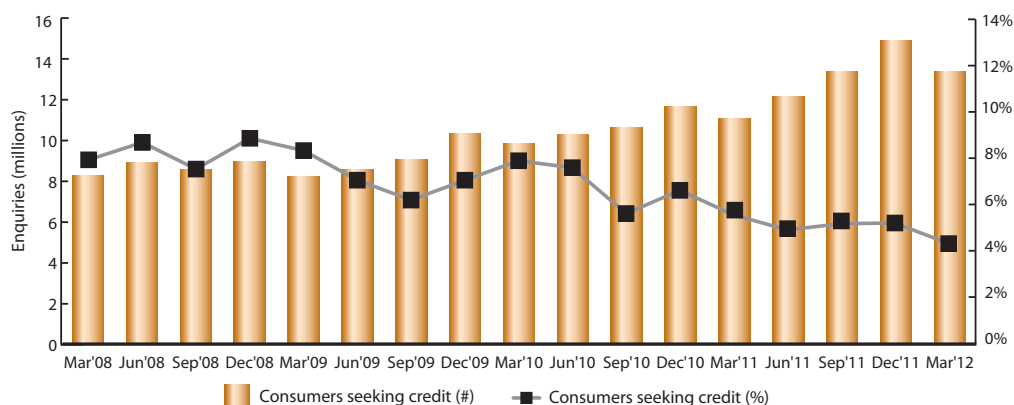
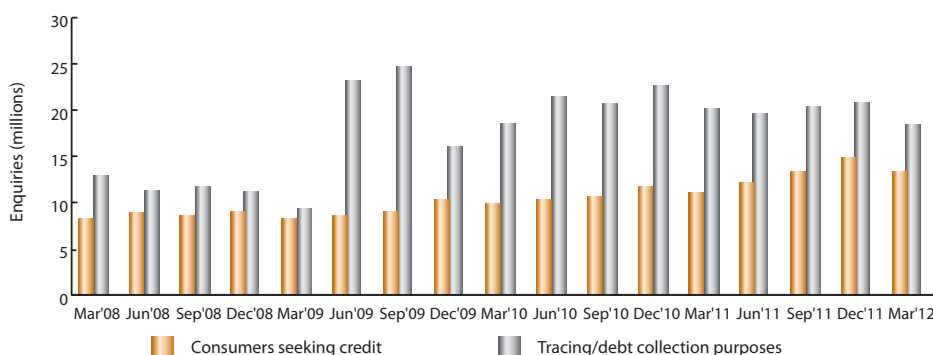


Figure 5: Enquiries due to consumers seeking credit and enquiries for tracing/debt collection purposes



Enquiry sectoral analysis

In the quarter ended March 2012, 236.31 million enquiries were made by banks and other financial institutions, an increase of 7.1% quarter-on-quarter and 81.5% year-on-year. Retailers made 11.89 million enquiries on consumer records, which was a decrease of 18.3% quarter-on-quarter and 38.2% year-on-year. Enquiries made by telecommunication providers increased by 44.7% quarter-on-quarter and 26.1% year-on-year, to 32.83 million in March 2012 quarter. Enquiries made by debt collection agencies decreased by 30.1% quarter-on-quarter and increased by 12.5% year-on-year, to 7.66 million in March 2012 quarter. Enquiries made by all other entities showed a quarter-on-quarter increase of 27.2% and 28.1% year-on-year, to 21.73 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 | | | | | | | |
|--|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 10 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 |
| Banks and other financial institutions | 53.04 | 52.37 | 76.34 | 95.69 | 130.22 | 169.64 | 192.51 | 220.68 | 236.31 | -1.3% | 45.8% | 25.3% | 36.1% | 30.3% | 13.5% | 14.6% | 7.1% |
| Retailers | 18.67 | 22.37 | 57.89 | 26.25 | 19.23 | 19.65 | 13.42 | 14.55 | 11.89 | 19.8% | 158.8% | -54.7% | -26.7% | 2.2% | -31.7% | 8.4% | -18.3% |
| Telecommunication providers | 25.75 | 31.48 | 27.36 | 26.18 | 26.04 | 38.28 | 24.02 | 22.69 | 32.83 | 22.2% | -13.1% | -4.3% | -0.5% | 47.0% | -37.3% | -5.5% | 44.7% |
| Debt collection agencies | 12.57 | 16.97 | 12.26 | 12.36 | 6.81 | 7.06 | 10.21 | 10.95 | 7.66 | 34.9% | -27.7% | 0.8% | -44.9% | 3.7% | 44.6% | 7.3% | -30.1% |
| All other entities | 14.81 | 12.16 | 16.00 | 16.17 | 16.96 | 15.07 | 18.17 | 17.08 | 21.73 | -17.9% | 31.5% | 1.1% | 4.9% | -11.2% | 20.6% | -6.0% | 27.2% |
| Total | 124.84 | 135.34 | 189.84 | 176.65 | 199.26 | 249.70 | 258.33 | 285.95 | 310.42 | 8.4% | 40.3% | -6.9% | 12.8% | 25.3% | 3.5% | 10.7% | 8.6% |

Figure 6: All enquiries – distribution according to sectors

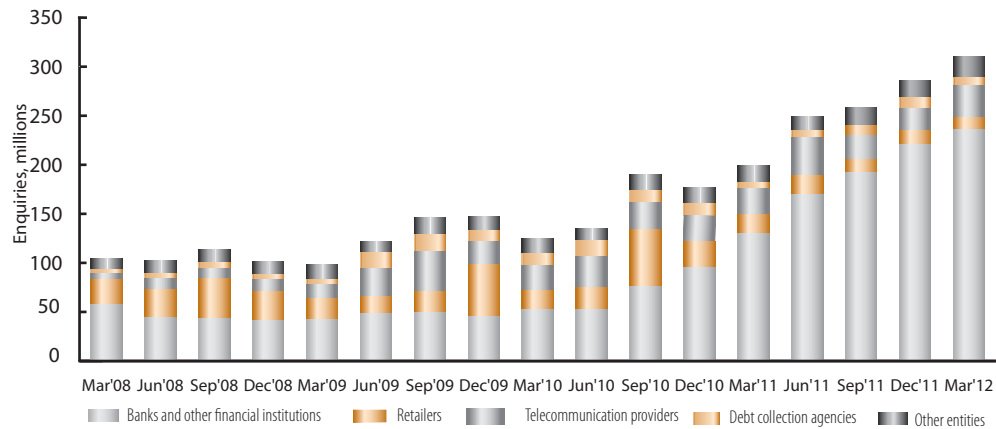


Table 5: Enquiries by banks and other financial institutions

| Enquiry purpose: | Number of enquiries (millions) | | | | | | | | | | Percentage change | | | | | | | |
|---|--------------------------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|------------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|--|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 10 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 | |
| Consumers seeking credit | 8.29 | 8.46 | 8.82 | 9.34 | 9.37 | 10.05 | 11.16 | 12.22 | 11.49 | 2.0% | 4.3% | 6.0% | 0.2% | 7.3% | 11.0% | 9.5% | -6.0% | |
| Tracing/debt collection purposes | 2.33 | 2.51 | 3.12 | 3.68 | 6.02 | 1.32 | 3.47 | 5.13 | 7.18 | 7.9% | 24.1% | 18.0% | 63.4% | -78.1% | 163.0% | 47.8% | 40.0% | |
| Other purposes | 42.41 | 41.40 | 64.4 | 82.66 | 114.84 | 158.27 | 177.88 | 203.33 | 217.64 | -2.4% | 55.6% | 28.4% | 38.9% | 37.8% | 12.4% | 14.3% | 7.0% | |
| Banks and other financial institutions | 53.04 | 52.37 | 76.34 | 95.69 | 130.22 | 169.64 | 192.51 | 220.68 | 236.31 | -1.3% | 45.8% | 25.3% | 36.1% | 30.3% | 13.5% | 14.6% | 7.1% | |

Table 6: Enquiries by retailers

| Enquiry purpose: | Number of enquiries (millions) | | | | | | | | | | Percentage change | | | | | | | |
|----------------------------------|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|--|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 10 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 | |
| Consumers seeking credit | 1.55 | 1.82 | 1.84 | 2.33 | 1.70 | 2.13 | 2.20 | 2.66 | 1.91 | 17.1% | 0.9% | 27.1% | -27.1% | 25.3% | 3.1% | 21.1% | -28.4% | |
| Tracing/debt collection purposes | 0.57 | 0.53 | 0.59 | 0.63 | 0.49 | 0.41 | 0.53 | 0.61 | 0.54 | -6.7% | 10.9% | 7.2% | -22.0% | -17.2% | 28.7% | 15.4% | -11.1% | |
| Other purposes | 16.54 | 20.02 | 55.47 | 23.29 | 17.04 | 17.12 | 10.70 | 11.28 | 9.45 | 21.0% | 177.1% | -58.0% | -26.8% | 0.4% | -37.5% | 5.4% | -16.3% | |
| Retailers | 18.67 | 22.37 | 57.89 | 26.25 | 19.23 | 19.65 | 13.42 | 14.55 | 11.89 | 19.8% | 158.8% | -54.7% | -26.7% | 2.2% | -31.7% | 8.4% | -18.3% | |

Table 7: Enquiries by telecommunication providers

| Enquiry purpose: | Number of enquiries (millions) | | | | | | | | | | Percentage change | | | | | | | |
|------------------------------------|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|--|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 10 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 | |
| Telecommunication services | 0.74 | 0.70 | 0.84 | 1.37 | 0.84 | 0.84 | 0.99 | 1.02 | 0.81 | -6.2% | 19.9% | 63.9% | -38.7% | 0.3% | 17.3% | 2.9% | -20.7% | |
| Tracing/debt collection purposes | 0.24 | 0.41 | 2.42 | 3.85 | 5.20 | 10.25 | 5.48 | 3.65 | 2.42 | 74.6% | 487.9% | 59.2% | 35.2% | 96.9% | -46.5% | -33.4% | -33.8% | |
| Other purposes | 24.77 | 30.37 | 24.10 | 20.96 | 20.00 | 27.19 | 17.55 | 18.02 | 29.61 | 22.6% | -20.6% | -13.0% | -4.6% | 36.0% | -35.5% | 2.7% | 64.3% | |
| Telecommunication providers | 25.75 | 31.48 | 27.36 | 26.18 | 26.04 | 38.28 | 24.02 | 22.69 | 32.83 | 22.2% | -13.1% | -4.3% | -0.5% | 47.0% | -37.3% | -5.5% | 44.7% | |

Credit bureau activity

Demand for credit reports increased for the quarter

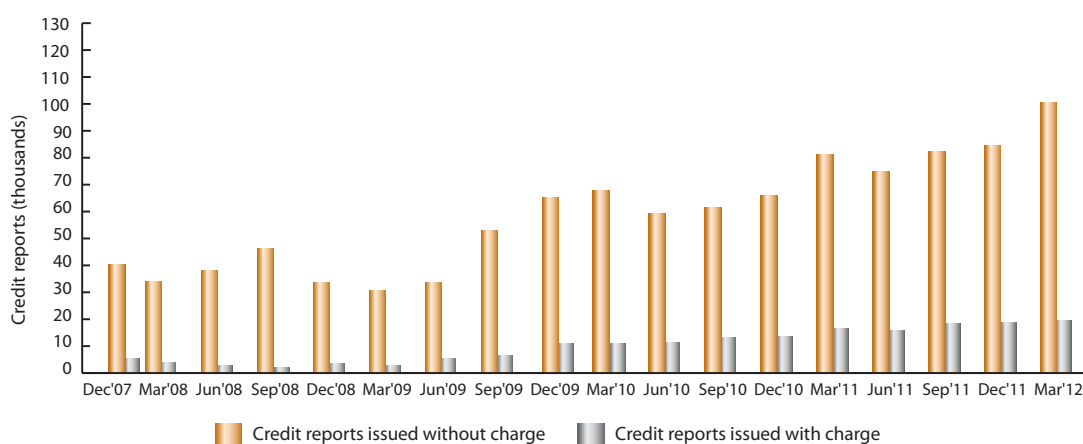
Of the total 120,094 credit reports issued to consumers at their request during the quarter ended March 2012, 83.6% (100,446) were issued without charge, and the remaining 16.4% (19,648) were issued with charge. The total number of credit reports issued increased by 16.1% quarter-on-quarter and increased by 23.1% year-on-year.

See Table 8 and Figure 7 for details.

Table 8: Credit reports issued

| Credit reports: | Number of credit reports | | | | | | | | | | Percentage change | | | | | | | | |
|-----------------------|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|----------------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Dec 09 | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Dec 09 to Mar 10 | Mar 09 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 |
| Issued without charge | 65,082 | 67,694 | 59,220 | 61,592 | 66,034 | 81,179 | 74,837 | 82,348 | 84,561 | 100,446 | 4.0% | -12.5% | 4.0% | 7.2% | 22.9% | -7.8% | 10.0% | 2.7% | 18.8% |
| Issued with charge | 10,935 | 10,938 | 11,486 | 13,220 | 13,601 | 16,399 | 15,694 | 18,537 | 18,842 | 19,648 | 0.0% | 5.0% | 15.1% | 2.9% | 20.6% | -4.3% | 18.1% | 1.6% | 4.3% |
| Total issued | 76,017 | 78,632 | 70,706 | 74,812 | 79,635 | 97,578 | 90,531 | 100,885 | 103,402 | 120,094 | 3.4% | -10.1% | 5.8% | 6.4% | 22.5% | -7.2% | 11.4% | 2.5% | 16.1% |

Figure 7: Credit reports issued



Consumer disputes

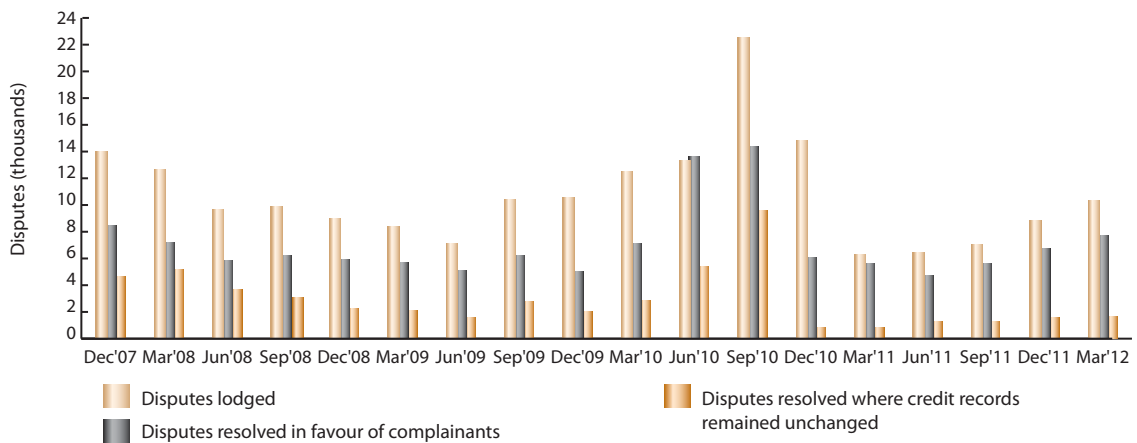
In the quarter ended March 2012, 10,357 disputes were lodged in respect of the accuracy of the information recorded on consumer credit records. This was a quarter-on-quarter increase of 17.3% and a year-on-year increase of 63.6%. More disputes were resolved in favour of complainants (7,722) as compared to disputes where credit records remained unchanged (1,646).

See Table 9 and Figure 8 for details.

Table 9: Disputes

| Disputes: | Number of disputes | | | | | | | | | Percentage change | | | | | | | |
|---|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Mar 10 | Jun 10 | Sep 10 | Dec 10 | Mar 11 | Jun 11 | Sep 11 | Dec 11 | Mar 12 | Mar 09 to Jun 10 | Jun 10 to Sep 10 | Sep 10 to Dec 10 | Dec 10 to Mar 11 | Mar 11 to Jun 11 | Jun 11 to Sep 11 | Sep 11 to Dec 11 | Dec 11 to Mar 12 |
| Lodged | 12,530 | 13,300 | 22,569 | 14,836 | 6,329 | 6,437 | 7,070 | 8,826 | 10,357 | 6.1% | 69.7% | -34.3% | -57.3% | 1.7% | 9.8% | 24.8% | 17.3% |
| Resolved in favour of complainants | 7,112 | 13,652 | 14,400 | 6,086 | 5,614 | 4,715 | 5,652 | 6,761 | 7,722 | 92.0% | 5.5% | -57.7% | -7.8% | -16.0% | 19.9% | 19.6% | 14.2% |
| Resolved where credit record remained unchanged | 2,834 | 5,401 | 9,583 | 847 | 806 | 1,257 | 1,305 | 1,562 | 1,646 | 90.6% | 77.4% | -91.2% | -4.8% | 56.0% | 3.8% | 19.7% | 5.4% |

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 table below for omitted quarters and to the NCR website for complete tables of twenty quarters from June 2007 to March 2012.

| Topic | Reporting Quarter |
|----------------|-------------------|
| Consumers | March 2009 |
| Accounts | March 2009 |
| Enquiries | December 2009 |
| Disputes | December 2009 |
| Credit Reports | September 2009 |