

# Consumer Credit Market Report

## Executive Summary

This report and its appendix represent the analysis of quarterly data of the South African consumer credit market in terms of the National Credit Act which came into effect in June 2006.

The total value of new credit granted increased from R98.90 billion to R107.60 billion for the quarter ended December 2011, an increase of 8.80% when compared to the previous quarter but 28.82% more than a year ago. The number of applications for credit increased by 1,400,000 from 8.31 million in September 2011 to 9.72 million in December 2011, representing an increase of 16.98% for the quarter. The rejection rate of applications was 45.74%.

The banks continued to dominate the total consumer credit market as at 31 December 2011. The banks' share was R1.14 trillion (87.86%), retailers R42.86 billion (3.31%), non-bank vehicle financiers R43.32 billion (3.34%) and "Other credit providers" R71.23 billion (5.49%). "Other credit providers" consist primarily of pension-backed lenders, developmental lenders, micro-lenders, agricultural lenders, insurers, non-bank mortgage lenders and securitised debt.

The total outstanding gross debtors book of consumer credit for the quarter ended December 2011 was R1.30 trillion, representing a quarter-on-quarter growth of 2.35%. The number of accounts increased by 0.39% for the quarter ended December 2011. Mortgages accounted for R791.11 billion (61.03%); "Secured credit agreements" for R250.00 billion (19.29%); Credit facilities for R141.26 billion (10.90%); Unsecured credit for R112.99 billion (8.72%) and Short-term credit for R927.37 million (0.07%) of the total gross debtors book.

The following were some of the most significant trends observed for the quarter ended December 2011:

- The value of new mortgages granted decreased by 3.19% quarter-on-quarter from R30.28 billion to R29.31 billion;



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- Secured credit, which is dominated by vehicle finance, showed an increase from R30.78 billion for September 2011 to R33.39 billion for December 2011 (a quarter-on-quarter increase of 8.50%);
- Unsecured credit increased from R21.21 billion for September 2011 to R26.45 billion for December 2011 (a quarter-on-quarter increase of 24.69%);
- Credit facilities which consist mainly of credit cards, store cards and bank overdrafts increased by 11.52% quarter-on-quarter from R14.88 billion to R16.60 billion;
- Short-term credit showed a quarter-on-quarter increase of 5.87% from R1.75 billion to R1.85 billion.

## Introduction

The Consumer Credit Market Report is issued by the National Credit Regulator. It is based upon returns which credit providers are required to submit in terms of the National Credit Act (NCA). The statistics presented in this report cover the quarters up to 31 December 2011 (2011-Q4).

The reporting requirements of the NCA differentiate between small credit providers, defined as credit providers for whom annual disbursements are less than R15 million, and larger credit providers. Credit providers with annual disbursements of more than R15 million are required to submit quarterly returns. Credit providers with annual disbursements of less than R15 million are only required to submit annual returns. This report is based on the quarterly returns from 51 large credit providers, representing 95% of the consumer credit market of the consumer credit market. The statistics included in the report follow the scope and definitions in the NCA. The report thus reflects all consumer credit, as well as agreements with juristic persons with a turnover or net assets of less than R1 million. It excludes all other juristic persons. It includes credit provided by banks as well as by any other registered credit providers but excludes credit providers that are not required to register with the NCR (e.g. where the entity has fewer than 100 agreements or less than R500,000 in outstanding credit).

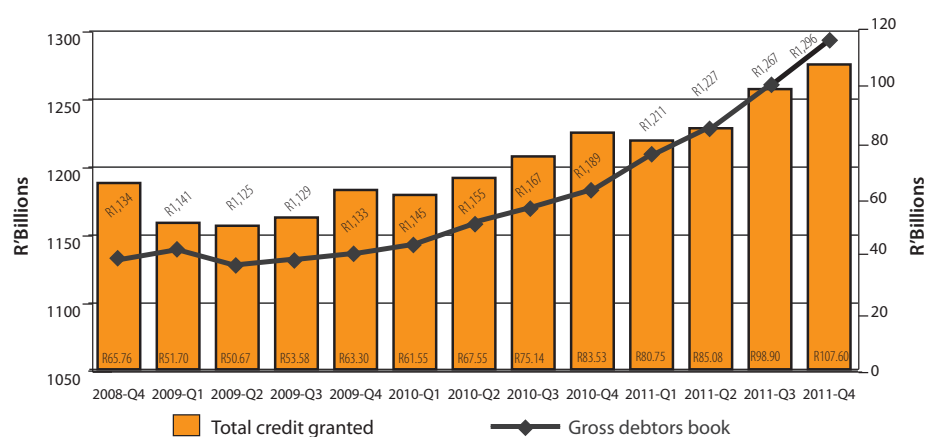
“Secured credit” in this report refers to transactions which were classified as “Other credit agreements” in the previous Consumer Credit Market Reports. This credit type includes transactions that do not fall within any of the other categories in the NCA. It includes a range of secured credit agreements, such as pension-backed loans, Insurance-backed loans, retail furniture accounts and motor vehicle accounts and consists of all credit that is secured, other than mortgages and credit facilities. Detailed tables on the data shown in this report can be found in the Appendix.

Abbreviations - “year-on-year (y-o-y)” as used in this report refers to a comparison of the quarter ended December 2010 to the quarter ended December 2011 and “quarter-on-quarter (q-o-q)” refers to a comparison of the quarter ended September 2011 to the quarter ended December 2011. The totals reported in the “Credit granted” sections do not add up to the totals reported in the “Level of income” sections due to loans granted to juristic persons where the level of income is not reported by credit providers. This applies to all the credit types reflected in this report.

## 1. Market overview

The value of credit granted to consumers increased by R8.70 billion (8.80%) from R98.90 billion for the quarter ended September 2011 to R107.60 billion for the quarter ended December 2011. The value of the outstanding gross debtors book as depicted in Figure 1.1 increased by R29.73 billion (2.35%) from R1.27 trillion to R1.30 trillion during the same period.

Figure 1.1 Total credit granted and gross debtors book at December 2011



### 1.1 Credit granted

Table 1.1 below indicates that credit transactions granted during the quarter increased by R6.99 billion (8.32%) q-o-q and by R17.72 billion (24.18%) on a y-o-y basis. The value of credit facilities granted for the quarter ended December 2011 increased by R1.71 billion (11.52%) on a q-o-q basis. When compared to the same period in the previous year, the value of credit facilities granted increased by R6.35 billion (61.98%).

Table 1.1: Credit granted

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	% Change (Q4/Q3)	% Change (Y/Y)
Credit transactions	73,285,907	70,322,237	73,015,210	84,016,682	91,007,804	8.32%	24.18%
Credit facilities	10,245,638	10,431,232	12,064,178	14,882,323	16,596,388	11.52%	61.98%
<b>Total</b>	<b>83,531,545</b>	<b>80,753,469</b>	<b>85,079,389</b>	<b>98,899,004</b>	<b>107,604,192</b>	<b>8.80%</b>	<b>28.82%</b>

The total number of credit agreements concluded during the December 2011 quarter increased by 4.81% on a q-o-q basis as indicated in Table 1.2. The number of total credit agreements entered into increased by 16.93% on a y-o-y basis.

Table 1.2: Credit granted – number of agreements

Agreements	2010-Q4 000	2011-Q1 000	2011-Q2 000	2011-Q3 000	2011-Q4 000	% Change (Q4/Q3)	% Change (Y/Y)
Number of credit transactions	3,053	2,942	3,213	3,529	3,379	-4.24%	10.69%
Number of credit facilities	2,249	1,790	2,486	2,386	2,820	18.19%	25.40%
<b>Total</b>	<b>5,301</b>	<b>4,732</b>	<b>5,699</b>	<b>5,915</b>	<b>6,199</b>	<b>4.81%</b>	<b>16.93%</b>

For the quarter ended December 2011 the banks accounted for 82.98% of the total value of credit granted as indicated in Table 1.3. The balance was shared by the non-bank vehicle financiers (5.19%), retailers (5.71%) and other credit providers (6.12%).

Table 1.3: Credit granted – per industry

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Banks	70,012,671	68,407,940	71,733,108	82,248,554	89,294,487	82.98%	8.57%	27.54%
Non-bank vehicle financiers	5,000,930	4,759,477	4,775,612	5,278,131	5,585,873	5.19%	5.83%	11.70%
Retailers	4,814,284	3,635,621	4,334,814	4,719,109	6,141,722	5.71%	30.15%	27.57%
Other credit providers	3,703,660	3,950,430	4,235,855	6,653,211	6,582,110	6.12%	-1.07%	77.72%
<b>Total</b>	<b>75,135,362</b>	<b>83,531,545</b>	<b>80,753,469</b>	<b>85,079,389</b>	<b>107,604,192</b>	<b>100.00%</b>	<b>8.80%</b>	<b>28.82%</b>

There was an increase in the rejection rate from 44.61% for the quarter ended September 2011 to 45.74% for the quarter ended December 2011 as indicated in Table 1.4. The number of applications received and the number of applications rejected increased by 16.98% and 19.93% respectively for the quarter ended December 2011.

Table 1.4: Number of applications received and rejected

Agreements	2010-Q4 000	2011-Q1 000	2011-Q2 000	2011-Q3 000	2011-Q4 000	% Change (Q4/Q3)	% Change (Y/Y)
Number of applications received	6,718	5,800	6,635	8,307	9,717	16.98%	44.65%
Number of applications rejected	2,903	2,509	2,903	3,706	4,444	19.93%	53.09%
<b>% of applications rejected</b>	<b>43.21%</b>	<b>43.25%</b>	<b>43.76%</b>	<b>44.61%</b>	<b>45.74%</b>		

Mortgages' percentage share of total credit granted decreased to 27.24% in the quarter ended December 2011 from 30.62% for the previous quarter. Unsecured credit as a percentage of total credit granted continued to grow from 21.45% for the quarter ended September 2011 to 24.58% for the quarter ended December 2011, as indicated in Table 1.5. and Figure 1.2.

Table 1.5: Credit granted – credit type

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Mortgages	26,867,971	24,759,915	25,448,516	30,278,386	29,313,825	27.24%	-3.19%	9.10%
Secured credit	28,120,840	27,447,578	26,961,813	30,779,506	33,394,502	31.03%	8.50%	18.75%
Credit facilities	10,245,638	10,431,232	12,064,178	14,882,323	16,596,388	15.42%	11.52%	61.98%
Unsecured credit	16,834,873	16,694,204	18,954,134	21,213,694	26,451,931	24.58%	24.69%	57.13%
Short-term credit	1,462,223	1,420,539	1,650,746	1,745,095	1,847,546	1.72%	5.87%	26.35%
<b>Total</b>	<b>83,531,545</b>	<b>80,753,469</b>	<b>85,079,389</b>	<b>98,899,004</b>	<b>107,604,192</b>	<b>100.00%</b>	<b>8.80%</b>	<b>28.82%</b>

Figure 1.2: Credit granted – percentage distribution

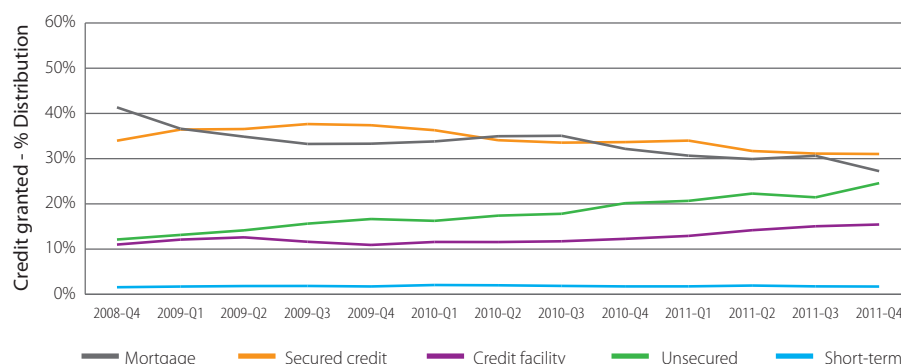


Table 1.6 indicates that the value of the gross debtors book for the period ended December 2011 grew by R29.73 billion (2.35%) and y-o-y growth was R107.59 billion (9.04%). The unsecured credit book grew by R11.89 billion (11.76%) q-o-q and by R39.19 billion (53.11%) y-o-y. The mortgages book grew marginally by R5.11 billion (0.65%) and secured credit book grew by R9.39 billion (3.90%) for the December 2011 quarter.

Table 1.6: Gross debtors book – credit type

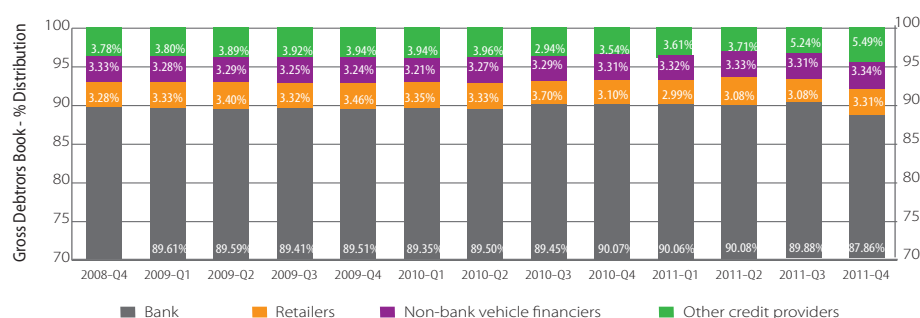
Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Mortgages	760,679,133	769,891,414	773,371,066	786,002,454	791,109,455	61.03%	0.65%	4.00%
Secured credit	221,715,121	226,348,046	228,974,115	240,613,866	250,004,674	19.29%	3.90%	12.76%
Credit facilities	131,855,932	133,031,600	135,751,871	138,020,910	141,256,197	10.90%	2.34%	7.13%
Unsecured credit	73,797,286	80,864,530	87,977,920	101,102,222	112,988,666	8.72%	11.76%	53.11%
Short-term credit	728,570	697,482	747,099	816,713	927,367	0.07%	13.55%	27.29%
<b>Total</b>	<b>1,188,776,042</b>	<b>1,210,833,072</b>	<b>1,226,822,071</b>	<b>1,266,556,164</b>	<b>1,296,286,359</b>	<b>100.00%</b>	<b>2.35%</b>	<b>9.04%</b>

There was an overall increase q-o-q (2.35%) and y-o-y (9.04%) in the gross debtors book for all industries as indicated in Table 1.7 and illustrated in Figure 1.3.

Table 1.7: Gross debtors book – industry type

Industry	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Banks	1,070,593,198	1,090,717,331	1,102,686,261	1,119,300,860	1,138,876,773	87.86%	1.75%	6.38%
Retailers	36,797,850	36,254,891	37,764,044	38,971,470	42,858,782	3.31%	9.97%	16.47%
Non-bank vehicle financiers	39,354,295	40,152,189	40,865,813	41,874,024	43,321,604	3.34%	3.46%	10.08%
Other credit providers	42,030,698	43,708,661	45,505,953	66,409,809	71,229,200	5.49%	7.26%	69.47%
<b>Total</b>	<b>1,188,776,042</b>	<b>1,210,833,072</b>	<b>1,226,822,071</b>	<b>1,266,556,164</b>	<b>1,296,286,359</b>	<b>100.00%</b>	<b>2.35%</b>	<b>9.04%</b>

Figure 1.3: Gross debtors book – industry type



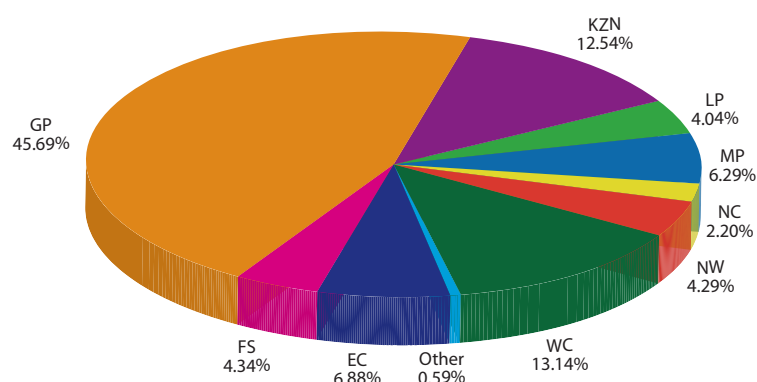
The number of accounts that make up the debtors book increased by 0.39% from 38.15 million to 38.30 million accounts for the quarter ended December 2011. On a y-o-y basis the total number of accounts increased by 9.25%. Credit facilities had a share of 61.98% of the total number of accounts for the quarter ended December 2011 as indicated in Table 1.8.

Table 1.8: Gross debtors book – number of accounts

Agreements	2010-Q4 000	2011-Q1 000	2011-Q2 000	2011-Q3 000	2011-Q4 000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Mortgages	1,813	1,814	1,810	1,825	1,827	4.77%	0.12%	0.78%
Secured credit	4,612	4,482	4,335	4,585	4,598	12.01%	0.27%	-0.32%
Credit facilities	22,381	22,399	22,829	24,081	23,735	61.98%	-1.44%	6.05%
Unsecured credit	5,737	6,030	6,292	7,074	7,506	19.60%	6.11%	30.84%
Short-term credit	512	517	548	583	632	1.65%	8.37%	23.44%
<b>Total</b>	<b>35,055</b>	<b>35,243</b>	<b>35,814</b>	<b>38,148</b>	<b>38,297</b>	<b>100.00%</b>	<b>0.39%</b>	<b>9.25%</b>

Gauteng province accounted for R49.17 billion (45.69%) of the total R107.62 billion of credit granted. Western Cape and Kwazulu Natal accounted for R14.14 billion (13.14%) and R13.49 billion (12.54%) respectively. The remaining provinces constituted R 30.80 billion (28.63%).

Figure 1.4: Provincial distribution of credit granted – 2011-Q4



## 2. Mortgage agreements

### 2.1 Mortgages granted

Table 2.1 below indicates that there was an overall q-o-q decline of 3.19% in the rand value of mortgage agreements granted. Mortgage agreements of up to R350K declined on a y-o-y basis whereas agreements above R351K increased. The majority (66.20%) of mortgage agreements granted during the December 2011 quarter were in excess of R700K.

Table 2.1: Mortgages granted – size of agreements

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0-R50K	65,440	60,362	52,186	57,960	45,935	0.16%	-20.75%	-29.81%
R51K-R100K	245,691	240,188	207,741	232,248	194,269	0.66%	-16.35%	-20.93%
R101K-R150K	303,724	273,714	249,958	280,198	268,629	0.92%	-4.13%	-11.55%
R151K-R350K	2,554,039	2,227,881	2,094,388	2,522,200	2,404,369	8.20%	-4.67%	-5.86%
R351K-R700K	6,817,467	6,095,519	6,215,484	7,667,365	6,994,636	23.86%	-8.77%	2.60%
>=R700K	16,881,609	15,862,251	16,628,758	19,518,416	19,405,986	66.20%	-0.58%	14.95%
<b>Total</b>	<b>26,867,971</b>	<b>24,759,915</b>	<b>25,448,516</b>	<b>30,278,386</b>	<b>29,313,825</b>	<b>100.00%</b>	<b>-3.19%</b>	<b>9.10%</b>

The number of mortgage agreements concluded decreased by 7.61% for the quarter ended December 2011 as indicated in Table 2.2. The majority (86.26%) of the mortgage agreements were granted in favour of larger sized credit agreements. On a y-o-y basis, mortgage agreements of up to R350K declined.

Table 2.2: Mortgages granted – number of agreements by size

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0-R50K	2,038	1,758	1,642	1,905	1,411	3.34%	-25.93%	-30.77%
R51K-R100K	2,965	2,901	2,524	2,822	2,374	5.61%	-15.88%	-19.93%
R101K-R150K	2,304	2,076	1,891	2,126	2,025	4.79%	-4.75%	-12.11%
R151K-R350K	9,785	8,607	8,023	9,605	9,031	21.36%	-5.98%	-7.71%
R351K-R700K	13,353	11,921	12,165	14,961	13,743	32.50%	-8.14%	2.92%
>=R700K	12,205	11,281	12,079	14,347	13,699	32.40%	-4.52%	12.24%
<b>Total</b>	<b>42,650</b>	<b>38,544</b>	<b>38,324</b>	<b>45,766</b>	<b>42,283</b>	<b>100.00%</b>	<b>-7.61%</b>	<b>-0.86%</b>

### 2.2 Mortgages granted by level of income<sup>1</sup>

The number of agreements concluded with individuals in the “greater than R15K” income category constituted more than 80% as indicated in Table 2.3. This income category also accounted for 91.88% of the rand value of the mortgages granted during the quarter ended December 2011 as indicated in Table 2.4.

1. The totals reported in the “Credit granted” sections do not add up to the totals reported in the “Level of income” sections due to loans granted to juristic persons where level of income is not reported by credit providers. This applies to all the credit types.

Table 2.3: Mortgages granted – gross monthly income of individuals (number of agreements)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K	2,530	2,147	2,090	2,568	2,423
% share of credit granted	5.96%	5.61%	5.47%	5.64%	5.75%
R10.1K-R15K	5,288	4,577	4,523	5,708	5,752
% share of credit granted	12.46%	11.96%	11.84%	12.53%	13.66%
>R15K	34,620	31,539	31,574	37,270	33,930
% share of credit granted	81.58%	82.43%	82.68%	81.83%	80.58%
<b>Total number of mortgages</b>	<b>42,438</b>	<b>38,263</b>	<b>38,187</b>	<b>45,546</b>	<b>42,105</b>

Table 2.4: Mortgages granted – gross monthly income of individuals (rand value)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K (R000)	524,507	427,601	426,745	561,907	554,991
% share of credit granted	1.97%	1.75%	1.69%	1.88%	1.91%
R10.1K-R15K (R000)	1,459,625	1,282,986	1,315,816	1,737,170	1,804,470
% share of credit granted	5.48%	5.26%	5.21%	5.80%	6.21%
>R15K (R000)	24,663,044	22,688,839	23,534,847	27,666,652	26,696,575
% share of credit granted	92.55%	92.99%	93.11%	92.33%	91.88%
<b>Total value of mortgages(R000)</b>	<b>26,647,176</b>	<b>24,399,425</b>	<b>25,277,408</b>	<b>29,965,728</b>	<b>29,056,036</b>

## 2.3 Gross debtors book – mortgages

The rand value of the gross debtors book for mortgages showed a marginal growth of R5.11 billion (0.65%) on a q-o-q and R30.43 billion (4.00%) on a y-o-y basis. The number of accounts increased by 0.12% q-o-q and on a y-o-y basis by 0.78% as indicated in Table 2.5.

Table 2.5: Gross debtors book – mortgages

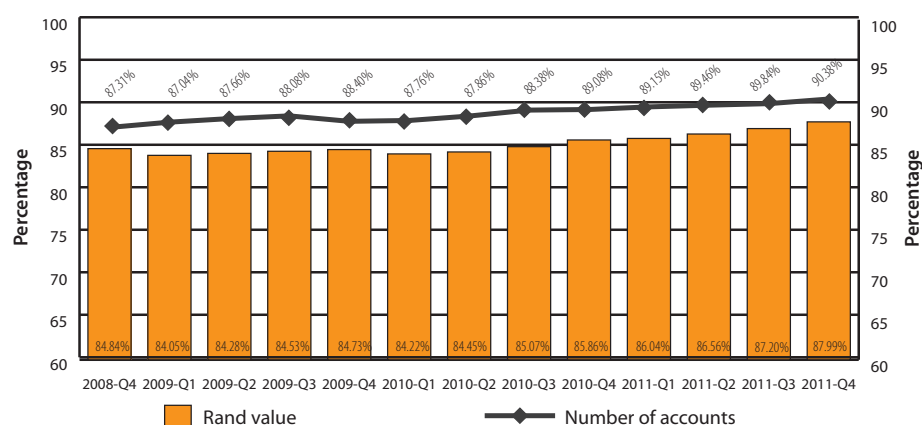
Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	% Change (Q4/Q3)	% Change (Y/Y)
Gross debtors book (R000)	760,679,133	769,891,414	773,371,066	786,002,454	791,109,455	0.65%	4.00%
Number of accounts	1,812,662	1,813,950	1,810,491	1,824,538	1,826,721	0.12%	0.78%

## 2.4 Age analysis of gross debtors book - mortgages

The rand value of the gross debtors book for mortgages reported as “current” increased from 87.20% to 87.99% for the quarter ended December 2011. The number of accounts reported as “current” increased from 89.84% to 90.38% for the same period as illustrated in Figure 2.1.



Figure 2.1: Mortgages book reported as “current”



## 3. Secured credit

### 3.1 Secured credit granted

In terms of the Regulations, the category “Other credit agreements” refers to secured credit agreements but excludes mortgages and credit facilities. The value of secured credit granted increased by R2.61 billion (8.50%) on a q-o-q basis as indicated in Table 3.1. Vehicles as a form of security dominated secured credit at R28.72 billion (86.01%).

Table 3.1: Secured credit granted – type of security (rand value)

Type of security	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)
Vehicle	24,798,702	24,412,471	23,894,724	27,377,226	28,721,147	86.01%	4.91%
Retirement benefits	428,661	321,304	396,820	515,873	566,164	1.70%	9.75%
Insurance policy	46,519	31,847	26,460	23,494	23,657	0.07%	0.70%
Furniture & other durables	1,783,373	1,376,772	1,267,840	1,729,179	2,618,692	7.84%	51.44%
Other security	1,063,586	1,305,185	1,375,969	1,133,734	1,464,842	4.39%	29.21%
<b>Total</b>	<b>28,120,840</b>	<b>27,447,578</b>	<b>26,961,813</b>	<b>30,779,506</b>	<b>33,394,502</b>	<b>100.00%</b>	<b>8.50%</b>

The number of secured credit agreements showed an increase of 27.73% for the quarter ended December 2011 as indicated in Table 3.2. The number of credit transactions concluded for “furniture and other durables” dominated the secured credit category at 66.65%.

Table 3.2: Secured credit granted – type of security (number)

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)
Vehicle	146,127	141,853	137,028	154,832	159,131	29.75%	2.78%
Retirement benefits	7,164	5,313	6,428	8,504	9,369	1.75%	10.17%
Insurance policy	3,389	3,695	3,138	2,625	2,595	0.49%	-1.14%
Furniture & other durables	276,765	215,178	203,756	247,043	356,460	66.65%	44.29%
Other security	5,983	7,687	6,069	5,714	7,292	1.36%	27.62%
<b>Total</b>	<b>439,428</b>	<b>373,726</b>	<b>356,419</b>	<b>418,718</b>	<b>534,847</b>	<b>100.00%</b>	<b>27.73%</b>

### 3.2 Secured credit granted by level of income

The number of secured credit agreements for individuals with a gross monthly income of up to R10K increased from 56.86% for the quarter ended September 2011 to 62.17% for the quarter ended December 2011 as indicated in Table 3.3. The number of secured credit agreements entered into with individuals with a gross monthly income greater than R15K decreased from 31.49% to 27.21% for the quarter ended December 2011.

Table 3.3: Secured credit granted – gross monthly income of individuals (number of agreements)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K	274,035	215,146	205,343	237,071	331,470
% share of credit granted	62.48%	57.78%	57.79%	56.86%	62.17%
R10.1K-R15K	47,744	42,224	39,463	48,559	56,590
% share of credit granted	10.89%	11.34%	11.11%	11.65%	10.61%
>R15K	116,792	114,984	110,535	131,283	145,083
% share of credit granted	26.63%	30.88%	31.11%	31.49%	27.21%
<b>Total number of secured credit</b>	<b>438,571</b>	<b>372,354</b>	<b>355,341</b>	<b>416,913</b>	<b>533,143</b>

The rand value of secured credit agreements for both the “R10.1K - R15K” and the “Greater than R15K” gross monthly income categories declined while the “Up to R10K” category increased for the quarter ended December 2011 as indicated in Table 3.4.

Table 3.4: Secured credit granted – gross monthly income of individuals (rand value)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K (R000)	3,285,201	2,736,924	2,667,768	3,000,220	3,873,443
% share of credit granted	11.76%	10.10%	10.02%	9.92%	11.78%
R10.1K-R15K (R000)	3,600,348	3,220,576	3,137,292	3,612,331	3,788,765
% share of credit granted	12.89%	11.88%	11.78%	11.94%	11.52%
>R15K (R000)	21,051,003	21,150,095	20,829,434	23,639,799	25,225,202
% share of credit granted	75.35%	78.02%	78.20%	78.14%	76.70%
<b>Total value of secured credit (R000)</b>	<b>27,936,552</b>	<b>27,107,595</b>	<b>26,634,494</b>	<b>30,252,350</b>	<b>32,887,410</b>

### 3.3 Gross debtors book – secured credit

The rand value of the gross debtors book for secured credit showed an increase of R9.39 billion (3.90%) on a q-o-q and R28.29 billion (12.76%) on a y-o-y basis. The number of accounts increased by 0.27% q-o-q while on a y-o-y basis there was a decline of 0.32% as indicated in Table 3.5.

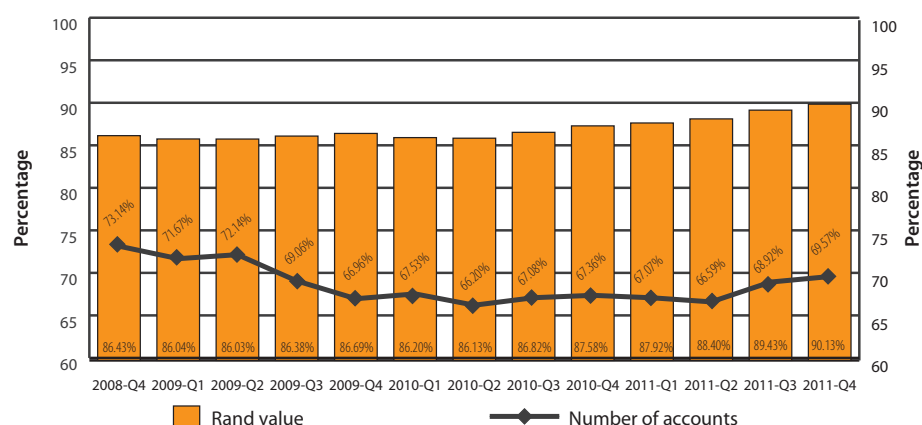
Table 3.5: Gross debtors book – secured credit

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	% Change (Q4/Q3)	% Change (Y/Y)
Gross debtors book (R000)	221,715,121	226,348,046	228,974,115	240,613,866	250,004,674	3.90%	12.76%
Number of accounts	4,612,485	4,482,471	4,334,879	4,585,295	4,597,692	0.27%	-0.32%

### 3.4 Age analysis of gross debtors book – secured credit

The rand value of the gross debtors book for secured credit reported as “current” increased from 89.43% to 90.13% for the quarter ended December 2011. The number of accounts reported as “current” increased from 68.92% to 69.57% for the same period as illustrated in Figure 3.1.

Figure 3.1: Secured credit book reported as “current”



## 4. Credit facilities

### 4.1 Credit facilities granted

The total rand value of credit facilities granted increased by R1.71 billion (11.52%) q-o-q and the number increased by 433,000 (18.19%) as indicated in Table 4.1 and 4.2. On a y-o-y basis the total rand value of credit facilities increased by R6.35 billion (61.98%) and the number of accounts increased by 571,000 (25.40%).

Table 4.1: Credit facilities granted – rand value

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Credit and/or Garage cards	3,262,319	3,576,292	4,325,145	5,287,609	5,467,616	32.94%	3.40%	67.60%
Bank overdraft	1,681,003	1,838,887	2,349,628	2,953,869	3,735,809	22.51%	26.47%	122.24%
Services	267,561	475,469	492,978	644,288	574,652	3.46%	-10.81%	114.77%
Store cards	3,861,213	2,699,047	3,633,027	3,575,589	4,267,834	25.72%	19.36%	10.53%
Other facilities	1,173,542	1,841,537	1,263,400	2,420,968	2,550,477	15.37%	5.35%	117.33%
<b>Total</b>	<b>10,245,638</b>	<b>10,431,232</b>	<b>12,064,178</b>	<b>14,882,323</b>	<b>16,596,388</b>	<b>100.00%</b>	<b>11.52%</b>	<b>61.98%</b>

Table 4.2: Credit facilities granted – number of agreements

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Credit and/or Garage cards	325,047	324,688	499,941	525,352	535,234	18.98%	1.88%	64.66%
Bank overdraft	51,925	63,538	70,976	79,841	82,891	2.94%	3.82%	59.64%
Services	31,404	48,401	55,922	57,931	70,247	2.49%	21.26%	123.69%
Store cards	1,791,051	1,298,332	1,809,405	1,661,347	2,071,219	73.45%	24.67%	15.64%
Other facilities	49,295	54,581	49,757	61,429	60,271	2.14%	-1.89%	22.27%
<b>Total</b>	<b>2,248,722</b>	<b>1,789,540</b>	<b>2,486,001</b>	<b>2,385,900</b>	<b>2,819,862</b>	<b>100.00%</b>	<b>18.19%</b>	<b>25.40%</b>

## 4.2 Credit facilities granted by level of income

For the quarter ended December 2011 the number of credit facilities granted to individuals with a gross monthly income of up to R10K had the largest share of 68.52% as indicated in Table 4.3. The rand value of credit facilities granted to individuals with a gross monthly income of greater than R15K had the largest share of 58.52% as indicated in Table 4.4.

Table 4.3: Credit facilities granted – gross monthly income of individuals (number of agreements)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
≤R10K	1,609,793	1,173,566	1,750,130	1,621,391	1,930,771
% share of credit granted	71.72%	66.30%	70.49%	68.03%	68.52%
R10.1K-R15K	228,165	193,223	227,250	235,950	289,967
% share of credit granted	10.16%	10.92%	9.15%	9.90%	10.29%
>R15K	406,656	403,421	505,392	526,116	597,057
% share of credit granted	18.12%	22.79%	20.36%	22.07%	21.19%
<b>Total number of credit facilities</b>	<b>2,244,614</b>	<b>1,770,210</b>	<b>2,482,772</b>	<b>2,383,457</b>	<b>2,817,795</b>

Table 4.4: Credit facilities granted – gross monthly income of individuals (rand value)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K (R000)	4,130,090	3,257,798	4,189,275	4,587,595	4,912,445
% share of credit granted	41.21%	32.36%	35.67%	31.55%	30.48%
R10.1K-R15K (R000)	1,159,617	1,183,345	1,321,117	1,544,535	1,773,950
% share of credit granted	11.57%	11.75%	11.25%	10.62%	11.01%
>R15K (R000)	4,733,204	5,627,539	6,235,718	8,410,450	9,431,780
% share of credit granted	47.22%	55.89%	53.09%	57.83%	58.52%
<b>Total value of credit facilities (R000)</b>	<b>10,023,911</b>	<b>10,068,682</b>	<b>11,746,110</b>	<b>14,542,580</b>	<b>16,118,176</b>

### 4.3 Gross debtors book – credit facilities

The rand value of the gross debtors book for credit facilities showed an increase of R3.24 billion (2.34%) on a q-o-q and R9.40 billion (7.13%) on a y-o-y basis. The number of accounts decreased by 1.44% q-o-q while on a y-o-y basis there was an increase of 6.05% as indicated in Table 4.5.

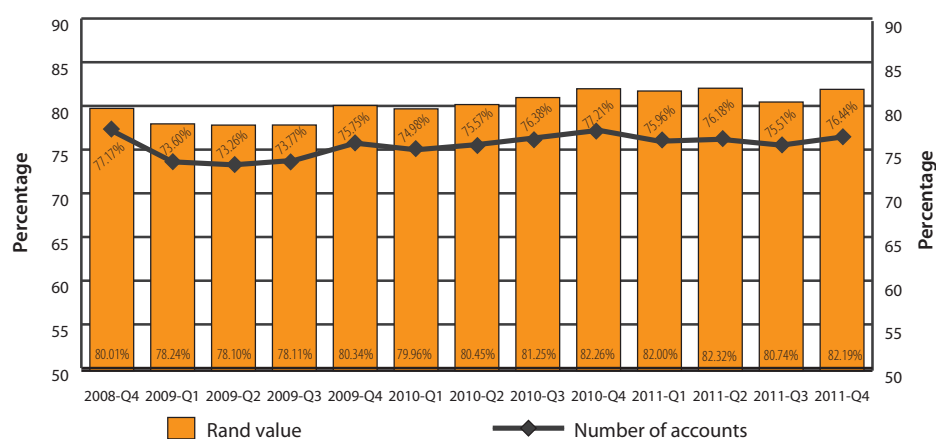
Table 4.5: Gross debtors book – credit facilities

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	% Change (Q4/Q3)	% Change (Y/Y)
Gross debtors book (R000)	131,855,932	133,031,600	135,751,871	138,020,910	141,256,197	2.34%	7.13%
Number of accounts	22,381,117	22,399,446	22,829,325	24,080,817	23,734,765	-1.44%	6.05%

### 4.4 Age analysis of gross debtors book – credit facilities

The rand value of the gross debtors book for credit facilities reported as “current” increased from 80.74% to 82.19% for the quarter ended December 2011. The number of accounts reported as “current” increased from 75.51% to 76.44% for the same period as illustrated in Figure 4.1.

Figure 4.1: Credit facilities book reported as “current”



## 5. Unsecured credit transactions

### 5.1 Unsecured credit transactions

Unsecured credit transactions include all transactions in respect of which the lender does not have any security (other than credit facilities or short-term credit). The rand value of unsecured credit granted increased to R26.45 billion (24.69%) for the quarter ended December 2011 as indicated in Table 5.1. On a y-o-y basis the rand value of unsecured credit agreements increased by R5.24 billion (57.13%). The number of accounts for unsecured credit increased by 18.72% for the quarter ended December 2011 as indicated in Table 5.2. On a y-o-y basis the number of accounts for unsecured credit increased by 33.85%. A significant portion of unsecured agreements were granted with a repayment period of 3.1 to 5 years for both the “rand value” and “number of accounts”.

Table 5.1: Rand value of unsecured credit granted – term of agreement

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
<= 6 Months	150,069	174,658	193,090	305,902	417,655	1.58%	36.53%	178.31%
7-12 Months	885,311	937,294	890,449	940,342	1,067,179	4.03%	13.49%	20.54%
13-18 Months	827,626	933,920	1,006,053	1,157,506	1,287,722	4.87%	11.25%	55.59%
19-24 Months	2,058,163	1,933,711	2,149,858	2,632,326	2,569,021	9.71%	-2.40%	24.82%
25-36 Months	4,022,532	3,604,464	3,921,834	4,731,520	5,355,282	20.25%	13.18%	33.13%
3.1-5 Years	8,103,338	8,599,971	9,927,661	10,656,575	14,790,429	55.91%	38.79%	82.52%
5.1-10 + Years	787,834	510,186	865,188	789,523	964,643	3.65%	22.18%	22.44%
<b>Total</b>	<b>16,834,873</b>	<b>16,694,204</b>	<b>18,954,134</b>	<b>21,213,694</b>	<b>26,451,931</b>	<b>100.00%</b>	<b>24.69%</b>	<b>57.13%</b>

Table 5.2: Number of unsecured credit agreements granted – term of agreement

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
<= 6 Months	31,791	42,800	53,388	97,151	140,370	9.07%	44.49%	341.54%
7-12 Months	193,202	196,456	193,219	196,854	219,720	14.19%	11.62%	13.73%
13-18 Months	106,506	106,731	124,461	148,738	169,132	10.93%	13.71%	58.80%
19-24 Months	206,104	176,612	196,122	240,662	252,488	16.31%	4.91%	22.51%
25-36 Months	300,704	244,052	264,030	298,365	353,146	22.81%	18.36%	17.44%
3.1-5 Years	302,471	286,139	306,483	311,868	401,578	25.94%	28.77%	32.77%
5.1-10 + Years	15,743	8,367	10,759	10,219	11,559	0.75%	13.11%	-26.58%
<b>Total</b>	<b>1,156,521</b>	<b>1,061,157</b>	<b>1,148,462</b>	<b>1,303,857</b>	<b>1,547,993</b>	<b>100.00%</b>	<b>18.72%</b>	<b>33.85%</b>

Table 5.3 and 5.4. indicate that the rand value and the number of unsecured credit granted for agreements in excess of R15K had a share of 75.00% and 32.58% respectively for the quarter ended December 2011.

Table 5.3: Rand value of unsecured credit granted – size of agreements

Rand value of agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0K-R3K	280,535	261,364	293,894	336,332	404,346	1.53%	20.22%	44.13%
R3.1K-R5K	654,480	595,530	657,834	783,579	915,570	3.46%	16.84%	39.89%
R5.1K-R8K	1,208,546	1,094,758	1,117,519	1,256,405	1,534,520	5.80%	22.14%	26.97%
R8.1K-R10K	927,783	851,103	911,950	1,095,240	1,288,244	4.87%	17.62%	38.85%
R10.1K-R15K	2,320,847	1,978,565	2,034,473	2,248,141	2,470,266	9.34%	9.88%	6.44%
> R15.1K	11,442,683	11,912,885	13,938,465	15,493,998	19,838,986	75.00%	28.04%	73.38%
<b>Total</b>	<b>16,834,873</b>	<b>16,694,204</b>	<b>18,954,134</b>	<b>21,213,694</b>	<b>26,451,931</b>	<b>100.00%</b>	<b>24.69%</b>	<b>57.13%</b>

Table 5.4: Unsecured credit granted – number of agreements per size

Number of agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0K-R3K	147,554	124,147	140,143	155,687	181,179	11.70%	16.37%	22.79%
R3.1K-R5K	164,440	144,041	160,447	186,696	213,202	13.77%	14.20%	29.65%
R5.1K-R8K	198,907	196,986	204,917	240,190	307,265	19.85%	27.93%	54.48%
R8.1K-R10K	100,925	92,116	99,746	118,973	138,739	8.96%	16.61%	37.47%
R10.1K-R15K	193,933	164,523	168,065	183,756	203,257	13.13%	10.61%	4.81%
> R15.1K	350,764	339,344	375,143	418,555	504,351	32.58%	20.50%	43.79%
<b>Total</b>	<b>1,156,523</b>	<b>1,061,157</b>	<b>1,148,461</b>	<b>1,303,857</b>	<b>1,547,993</b>	<b>100.00%</b>	<b>18.72%</b>	<b>33.85%</b>

## 5.2 Unsecured credit granted by level of income

The number of unsecured credit agreements granted to individuals with a gross monthly income of "Up to R10K" category had the largest share of 63.90% for the quarter ended December 2011 as indicated in Table 5.5. The rand value of unsecured credit agreements granted to individuals with a gross monthly income of "Up to R10K" category also had the largest share of 41.86% over the same period, as indicated in Table 5.6. The largest q-o-q share increase was in the "Greater than R15K" category from 34.86% to 36.79%.

Table 5.5: Unsecured credit granted – gross monthly income of individuals (number of agreements)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K	788,285	668,784	739,115	831,662	989,087
% share of credit granted	68.16%	63.02%	64.36%	63.79%	63.90%
R10.1K-R15K	172,896	172,309	184,476	204,971	241,278
% share of credit granted	14.95%	16.24%	16.06%	15.72%	15.59%
>R15K	195,336	220,052	224,862	267,213	317,615
% share of credit granted	16.89%	20.74%	19.58%	20.49%	20.52%
<b>Total number of unsecured credit</b>	<b>1,156,517</b>	<b>1,061,145</b>	<b>1,148,453</b>	<b>1,303,846</b>	<b>1,547,980</b>

Table 5.6: Unsecured credit granted – gross monthly income of individuals (rand value)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K (R000)	8,156,231	7,137,817	8,060,214	9,240,612	11,066,616
% share of credit granted	48.46%	42.78%	42.57%	43.57%	41.86%
R10.1K-R15K (R000)	3,532,721	3,581,452	4,213,763	4,575,060	5,646,176
% share of credit granted	20.99%	21.46%	22.26%	21.57%	21.36%
>R15K (R000)	5,142,771	5,966,125	6,657,912	7,392,903	9,725,895
% share of credit granted	30.55%	35.76%	35.17%	34.86%	36.79%
<b>Total value of unsecured credit (R000)</b>	<b>16,831,723</b>	<b>16,685,394</b>	<b>18,931,889</b>	<b>21,208,575</b>	<b>26,438,687</b>

### 5.3 Gross debtors book – unsecured credit

The rand value of the gross debtors book for unsecured credit showed an increase of R11.89 billion (11.76%) on a q-o-q and R39.19 billion (53.11%) on a y-o-y basis. The number of accounts increased by 6.11% q-o-q while on a y-o-y basis there was an increase of 30.84% as indicated in Table 5.7.

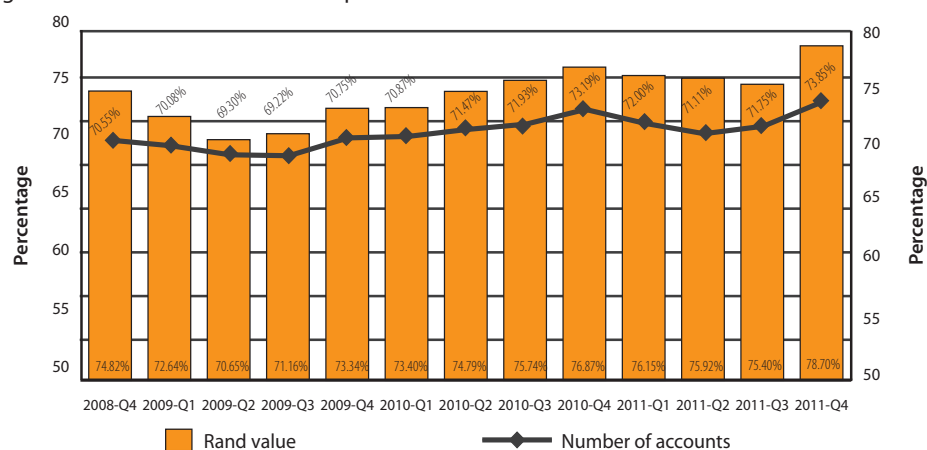
Table 5.7: Gross debtors book – unsecured credit

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	% Change (Q4/Q3)	% Change (Y/Y)
Gross debtors book (R000)	73,797,286	80,864,530	87,977,920	101,102,222	112,988,681	11.76%	53.11%
Number of accounts	5,736,773	6,030,211	6,291,530	7,073,980	7,506,030	6.11%	30.84%

### 5.4 Age analysis of gross debtors book – unsecured credit

The rand value of the gross debtors book for unsecured credit reported as “current” increased from 75.40% to 78.70% for the quarter ended December 2011. The number of accounts reported as “current” increased from 71.75% to 73.85% for the same period as illustrated in Figure 5.1.

Figure 5.1: Unsecured credit book reported as “current”





## 6. Short-term credit transactions

### 6.1 Short-term credit granted

The short-term figures in this report reflect only data reported by entities that submit quarterly returns. The majority of short-term lenders are smaller entities which report on an annual basis and are therefore excluded from these figures.

The rand value of short-term credit granted for the quarter ended December 2011 increased by R102.45 million (5.87%) as indicated in Table 6.1. The "Up to 1 month" category received the largest share at 65.43%. On a y-o-y basis the rand value of short-term credit granted increased by R385.32 million (26.35%). The number of agreements for short-term credit granted decreased by 28.77% on a q-o-q basis and 11.32% on a y-o-y basis as indicated in Table 6.2.

Table 6.1: Short-term credit granted – rand value distribution per repayment period

Agreements per repayment period	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Up to 1 Month	929,831	984,601	1,127,766	1,197,939	1,208,786	65.43%	0.91%	30.00%
2-3 Months	298,016	225,911	241,517	222,081	252,477	13.67%	13.69%	-15.28%
4-6 Months	234,377	210,027	281,463	325,076	386,284	20.91%	18.83%	64.81%
<b>Total</b>	<b>1,462,223</b>	<b>1,420,539</b>	<b>1,650,746</b>	<b>1,745,095</b>	<b>1,847,546</b>	<b>100.00%</b>	<b>5.87%</b>	<b>26.35%</b>

Table 6.2: Short-term credit granted – number of agreements per repayment period

Agreements per repayment period	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
Up to 1 Month	1,166,034	1,254,543	1,419,972	1,519,658	987,232	78.72%	-35.04%	-15.33%
2-3 Months	150,196	121,517	126,037	102,818	113,578	9.06%	10.47%	-24.38%
4-6 Months	97,869	92,478	123,913	138,070	153,227	12.22%	10.98%	56.56%
<b>Total</b>	<b>1,414,099</b>	<b>1,468,538</b>	<b>1,669,922</b>	<b>1,760,546</b>	<b>1,254,037</b>	<b>100.00%</b>	<b>-28.77%</b>	<b>-11.32%</b>

All categories for short-term credit agreements experienced a q-o-q positive growth with the exception of the "R0-R1000" category which experienced a decline of 39.06% and 48.98% for the rand value and number of accounts respectively.

Table 6.3: Short-term credit granted – rand value per agreement size

Agreements	2010-Q4 R000	2011-Q1 R000	2011-Q2 R000	2011-Q3 R000	2011-Q4 R000	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0-R1000	482,962	512,917	577,603	602,163	366,974	19.86%	-39.06%	-24.02%
R1001-R2000	397,040	387,820	460,094	485,173	506,533	27.42%	4.40%	27.58%
R2001-R3000	235,142	215,135	253,761	275,962	361,069	19.54%	30.84%	53.55%
R3001-R5000	202,093	195,270	238,471	261,088	472,085	25.55%	80.81%	133.60%
R5001-R8000	144,986	109,398	120,819	120,710	140,885	7.63%	16.71%	-2.83%
<b>Total</b>	<b>1,462,223</b>	<b>1,420,539</b>	<b>1,650,746</b>	<b>1,745,095</b>	<b>1,847,546</b>	<b>100.00%</b>	<b>5.87%</b>	<b>26.35%</b>

Table 6.4: Short-term credit granted – number per agreement size

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	2011-Q4 % Distribution	% Change (Q4/Q3)	% Change (Y/Y)
R0-R1000	983,930	1,061,249	1,185,130	1,244,167	634,801	50.62%	-48.98%	-35.48%
R1001-R2000	264,157	257,642	305,425	321,695	338,238	26.97%	5.14%	28.04%
R2001-R3000	91,061	83,275	99,678	108,795	144,062	11.49%	32.42%	58.20%
R3001-R5000	51,899	49,493	60,940	67,191	115,000	9.17%	71.15%	121.58%
R5001-R8000	23,052	16,879	18,749	18,698	21,936	1.75%	17.32%	-4.84%
<b>Total</b>	<b>1,414,099</b>	<b>1,468,538</b>	<b>1,669,922</b>	<b>1,760,546</b>	<b>1,254,037</b>	<b>100.00%</b>	<b>-28.77%</b>	<b>-11.32%</b>

## 6.2 Short-term credit granted by level of income

Individuals with a gross monthly income of “Up to R10K” received 66.56% of the total number of short-term credit agreements granted for the quarter ended December 2011 as indicated in Table 6.5. The remainder of the number of short-term credit agreements was shared across the other income categories. Individuals with a gross monthly income of “Up to R10K” received 53.03% of the rand value of unsecured credit granted for the quarter ended December 2011 as indicated in Table 6.6.

Table 6.5: Short-term credit granted – gross monthly income of individuals (number of agreements)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K	937,048	938,360	1,060,845	1,119,826	834,684
% share of credit granted	66.26%	63.90%	63.53%	63.61%	66.56%
R10.1K-R15K	250,105	269,217	310,060	318,406	200,913
% share of credit granted	17.69%	18.33%	18.57%	18.09%	16.02%
>R15K	226,946	260,961	299,017	322,314	218,440
% share of credit granted	16.05%	17.77%	17.91%	18.31%	17.42%
<b>Total number of short-term credit</b>	<b>1,414,099</b>	<b>1,468,538</b>	<b>1,669,922</b>	<b>1,760,546</b>	<b>1,254,037</b>

Table 6.6: Short-term credit granted – gross monthly income of individuals (rand value)

Level of income	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R10K (R000)	868,180	799,829	923,853	976,201	979,817
% share of credit granted	59.37%	56.30%	55.97%	55.94%	53.03%
R10.1K-R15K (R000)	277,629	280,373	331,339	340,938	360,360
% share of credit granted	18.99%	19.74%	20.07%	19.54%	19.50%
>R15K (R000)	316,415	340,338	395,554	427,957	507,369
% share of credit granted	21.64%	23.96%	23.96%	24.52%	27.46%
<b>Total value of short-term credit (R000)</b>	<b>1,462,223</b>	<b>1,420,539</b>	<b>1,650,746</b>	<b>1,745,095</b>	<b>1,847,546</b>

### 6.3 Gross debtors book – short-term credit

The rand value of the gross debtors book for short-term credit showed an increase of R110.65 million (13.55%) on a q-o-q and R198.80 million (27.29%) on a y-o-y basis. The number of accounts increased by 8.37% q-o-q while on a y-o-y basis there was an increase of 23.44% as indicated in Table 6.7.

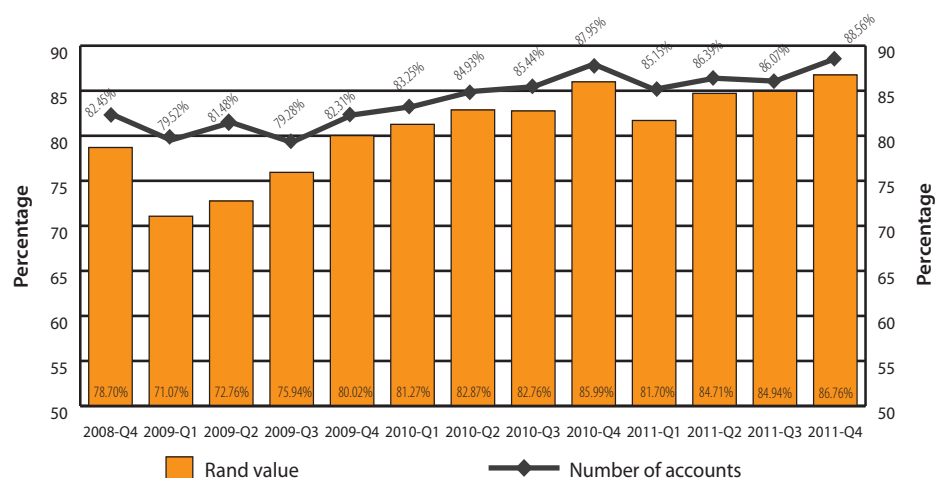
Table 6.7: Gross debtors book - short-term credit

Agreements	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4	% Change (Q4/Q3)	% Change (Y/Y)
Gross debtors book (R000)	728,570	697,482	747,099	816,713	927,367	13.55%	27.29%
Number of accounts	511,841	516,992	548,205	583,005	631,817	8.37%	23.44%

### 6.4 Age analysis of gross debtors book – short-term credit

The rand value of the gross debtors book for short-term credit reported as “current” increased from 84.94% to 86.76% for the quarter ended December 2011. The number of accounts reported as “current” increased from 86.07% to 88.56% for the same period as illustrated in Figure 6.1.

Figure 6.1: Short-term credit book reported as “current”



## 7. Definitions

Terms used in the report	Definition
<b>Applications received</b>	Includes solicited and unsolicited applications for credit.
<b>Credit facilities</b>	An agreement that meets all the criteria as set out in section 8 (3) of the NCA. The values (rand value and number of accounts) reported for "credit facility" includes both new credit facilities and limit increases for existing credit facility agreements. These values represent the potential exposure of the credit providers and not the actual usage/consumption by consumers. This does not apply to the gross value of the debtors book values where actual credit usage by consumers is reported.
<b>Credit transactions</b>	An agreement that meets all the criteria as set out in section 8 (4) of the NCA. This includes all types of credit agreements, but excludes credit facility agreements.
<b>Gross debtors book</b>	The outstanding balances as at the end of the period including fees and interest that have been earned and capitalized to the debtors book.
<b>Mortgage agreements</b>	An agreement that is secured by a pledge of immovable property.
<b>Secured credit transactions</b>	Credit transactions that do not fall within the other named categories in the NCA. This category includes pension-backed loans, insurance-backed loans, retail furniture accounts and motor vehicle accounts.
<b>Short-term credit transactions</b>	An agreement that meets all the criteria as set out in section 39 (2) of the National Credit Regulations.  This includes amounts not exceeding R8 000 and repayable within 6 months.
<b>Unsecured credit transactions</b>	An agreement that meets all the criteria as set out in section 39 (3) of the National Credit Regulations.  Where the loan or credit is not secured by any pledge or personal security.

### Notes

1. Where values have been rounded off the percentage calculations and summed totals are calculated off the unrounded values.
2. Please refer to the NCR website for the complete set of tables. Website address [www.ncr.org.za](http://www.ncr.org.za)

## 8. Appendix tables

### A: Provincial Distribution

Table 1: Provincial distribution – total credit granted

Provincial	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Eastern Cape	4,055,865,677	3,893,976,969	4,335,991,074	4,877,560,135	5,462,066,433	5,346,653,403	5,615,660,575	6,347,050,743	7,408,234,517
Free State	2,511,640,092	2,454,534,172	2,581,657,622	3,000,861,224	3,516,131,326	3,234,618,075	3,223,080,240	3,828,322,881	4,671,472,903
Gauteng	28,604,750,992	27,858,599,612	30,413,608,680	34,538,396,721	36,742,680,630	37,749,023,709	39,965,781,579	45,884,300,356	49,168,460,721
Kwazulu-Natal	8,185,687,202	8,029,759,882	8,787,917,284	9,500,604,551	11,458,518,062	10,217,176,418	10,711,632,322	12,829,432,535	13,493,096,170
Limpopo	2,320,212,204	2,247,521,491	2,503,847,623	2,775,043,747	3,214,285,841	2,854,046,971	3,105,731,685	3,579,398,405	4,351,501,612
Mpumalanga	3,833,256,464	3,690,130,042	4,046,392,074	4,551,581,407	5,177,450,337	4,812,329,287	5,032,169,912	6,130,874,130	6,763,514,481
Northern Cape	1,022,325,340	908,440,748	1,055,316,249	1,162,809,421	1,432,598,446	1,232,937,015	1,458,343,332	2,109,668,937	2,368,289,247
North West	2,637,604,294	2,539,294,298	2,773,110,467	3,148,323,683	3,603,161,998	3,205,197,739	3,379,967,267	4,082,955,858	4,611,147,670
Western Cape	9,492,162,652	9,013,880,580	10,347,167,396	11,054,932,377	12,399,775,070	11,509,944,457	11,963,194,621	13,496,133,751	14,137,358,602
Other	631,869,390	909,620,714	703,563,096	525,248,578	524,876,804	591,541,567	623,826,987	610,866,668	630,473,540
<b>Total</b>	<b>63,295,374,307</b>	<b>61,545,758,508</b>	<b>67,548,571,565</b>	<b>75,135,361,844</b>	<b>83,531,544,947</b>	<b>80,753,468,641</b>	<b>85,079,388,520</b>	<b>98,899,004,264</b>	<b>107,603,549,463</b>

### B: Secured Credit Granted

Table 2: Secured credit granted – size of agreement

Agreements	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
<=R1500	12,824,164	10,625,276	10,514,980	10,095,249	9,290,120	8,350,849	6,817,456	5,136,027	5,263,068
R1500-R3000	110,738,318	97,885,671	90,500,167	80,774,999	84,560,407	73,828,668	67,656,642	62,755,425	73,000,477
R3.1K-R5K	429,712,694	321,559,391	300,468,488	278,686,964	343,799,882	273,973,870	256,186,168	274,876,710	373,962,840
R5.1K-R10K	776,975,371	565,546,947	560,571,322	597,007,695	797,217,202	586,193,711	567,144,101	743,240,165	1,123,120,045
R10.1K-R20K	444,927,317	361,698,011	349,970,563	353,358,733	460,560,245	348,927,118	341,973,208	521,943,779	825,439,308
R20.1K-R40K	374,116,294	327,414,024	303,529,678	275,228,432	274,230,114	254,962,883	240,213,740	331,649,727	409,095,556
R40.1K-R60K	700,200,557	660,056,868	596,421,469	600,909,503	611,453,640	584,250,700	540,927,353	571,813,535	577,517,358
R60.1K-R100K	2,761,889,865	2,396,170,501	2,289,058,231	2,427,213,138	2,487,539,125	2,315,420,958	2,162,665,761	2,442,454,727	2,410,617,590
R101K-R150K	4,385,336,930	4,053,527,511	4,261,811,634	4,697,521,732	5,154,072,499	4,992,105,453	4,895,254,308	5,559,162,709	5,754,880,511
R151K-R200K	3,365,946,895	3,401,061,049	3,514,339,162	3,871,764,158	4,279,152,619	4,154,096,846	3,977,595,650	4,521,345,292	4,956,585,205
R201K-R400K	7,256,876,630	6,966,521,561	7,609,414,234	8,373,230,039	9,517,425,339	9,422,282,121	9,279,988,369	10,662,597,583	11,395,038,805
>R400K	3,047,269,054	3,173,944,055	3,131,912,816	3,632,800,245	4,101,538,603	4,433,185,299	4,625,390,473	5,082,529,850	5,489,980,970
<b>Total</b>	<b>23,666,814,089</b>	<b>22,336,010,865</b>	<b>23,018,512,744</b>	<b>25,198,590,887</b>	<b>28,120,839,795</b>	<b>27,447,578,476</b>	<b>26,961,813,229</b>	<b>30,779,505,529</b>	<b>33,394,501,733</b>

Table 3: Number of agreements for secured credit granted

Agreements	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
<=R1500	12,092	10,108	10,569	9,608	8,301	7,873	6,382	4,663	4,732
R1500-R3000	46,526	41,629	38,237	34,133	35,423	31,127	28,731	26,526	30,620
R3.1K-R5K	106,731	80,843	75,075	69,888	85,675	68,958	64,572	69,541	93,805
R5.1K-R10K	112,290	81,768	80,883	86,239	114,882	84,832	82,179	107,342	161,803
R10.1K-R20K	33,390	27,067	26,413	26,749	35,231	26,548	26,033	39,689	62,707
R20.1K-R40K	12,784	11,231	10,342	9,345	9,474	8,681	8,138	11,534	14,723
R40.1K-R60K	13,779	13,034	11,741	11,833	12,034	11,574	10,700	11,299	11,412
R60.1K-R100K	34,464	29,925	28,555	30,154	30,794	28,728	26,721	30,072	29,622
R101K-R150K	35,726	32,939	34,478	38,001	41,575	40,271	39,436	44,792	46,317
R151K-R200K	19,587	19,779	20,431	22,528	24,874	24,092	23,045	26,197	28,689
R201K-R400K	26,419	25,450	27,548	30,334	34,220	34,008	33,319	38,403	41,246
>R400K	4,738	4,989	5,199	5,940	6,945	7,034	7,163	8,660	9,171
<b>Total</b>	<b>458,526</b>	<b>378,762</b>	<b>369,471</b>	<b>374,752</b>	<b>439,428</b>	<b>373,726</b>	<b>356,419</b>	<b>418,718</b>	<b>534,847</b>

## C: Analysis of credit granted by level of income

Table 4: Rand value of mortgages granted by income category

Income Category	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
R0-R3500	4,747,324	4,889,523	2,488,354	2,200,744	2,823,600	2,680,207	3,385,280	1,268,890	1,582,012
R3501-R5500	33,404,329	23,155,972	22,586,377	22,546,099	27,691,084	18,748,006	19,682,222	16,885,976	15,358,110
R5501-R7500	117,241,208	92,317,672	91,965,442	96,106,568	107,081,207	84,274,342	85,474,134	109,480,204	112,658,007
R7501-R10K	334,569,707	265,668,571	312,425,049	352,967,334	386,910,700	321,898,812	318,203,779	434,271,907	425,393,002
R10.1K-R15K	1,120,490,653	1,063,223,293	1,173,510,612	1,311,137,342	1,459,624,631	1,282,985,628	1,315,815,723	1,737,169,547	1,804,469,670
>R15K	19,071,685,538	19,133,546,775	21,794,317,712	24,316,870,441	24,663,044,399	22,688,838,503	23,534,846,961	27,666,651,599	26,696,575,305
<b>Total</b>	<b>20,682,138,759</b>	<b>20,582,801,806</b>	<b>23,397,293,546</b>	<b>26,101,828,528</b>	<b>26,647,175,621</b>	<b>24,399,425,498</b>	<b>25,277,408,099</b>	<b>29,965,728,123</b>	<b>29,056,036,106</b>

Table 5: Number of mortgages granted by income category

Income Category	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
R0-R3500	42	37	22	26	22	15	19	7	13
R3501-R5500	221	159	145	142	156	135	122	122	100
R5501-R7500	732	580	588	581	596	506	480	596	581
R7501-R10K	1,700	1,401	1,575	1,681	1,756	1,491	1,469	1,843	1,729
R10.1K-R15K	4,710	4,418	4,785	4,972	5,288	4,577	4,523	5,708	5,752
>R15K	29,385	28,625	31,699	34,433	34,620	31,539	31,574	37,270	33,930
<b>Total</b>	<b>36,790</b>	<b>35,220</b>	<b>38,814</b>	<b>41,835</b>	<b>42,438</b>	<b>38,263</b>	<b>38,187</b>	<b>45,546</b>	<b>42,105</b>

Table 6: Rand value of secured credit granted by income category

Income Category	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
R0-R3500	814,441,442	677,213,384	581,011,962	603,834,917	831,523,624	657,640,045	488,331,041	536,648,539	1,012,116,921
R3501-R5500	514,666,583	377,202,282	381,626,556	363,303,619	427,236,051	334,988,233	468,625,053	478,214,034	703,256,403
R5501-R7500	710,966,381	557,026,093	547,699,362	543,665,622	628,823,498	540,114,312	535,254,962	622,290,362	728,020,730
R7501-R10K	1,388,076,199	1,117,578,864	1,179,208,152	1,233,746,201	1,397,618,187	1,204,180,939	1,175,556,647	1,363,067,299	1,430,048,861
R10.1K-R15K	3,329,634,139	2,887,099,265	2,959,880,962	3,207,919,669	3,600,347,546	3,220,576,085	3,137,291,657	3,612,330,581	3,788,765,393
>R15K	16,626,371,746	16,573,724,990	17,148,036,487	19,050,108,346	21,051,002,937	21,150,094,891	20,829,434,481	23,639,799,222	25,225,201,820
<b>Total</b>	<b>23,384,156,490</b>	<b>22,189,844,878</b>	<b>22,797,463,481</b>	<b>25,002,578,374</b>	<b>27,936,551,843</b>	<b>27,107,594,505</b>	<b>26,634,493,841</b>	<b>30,252,350,037</b>	<b>32,887,410,128</b>

Table 7: Number of secured credit granted by income category

Income Category	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
R0-R3500	163,272	124,474	121,566	120,975	155,053	117,640	90,585	107,560	157,520
R3501-R5500	62,931	47,679	44,060	42,628	51,352	40,665	62,029	65,041	92,161
R5501-R7500	37,883	30,299	27,746	27,439	32,698	26,926	25,034	31,020	41,175
R7501-R10K	38,100	33,417	30,961	30,712	34,932	29,915	27,695	33,450	40,614
R10.1K-R15K	51,310	44,744	42,929	43,584	47,744	42,224	39,463	48,559	56,590
>R15K	104,130	100,449	101,172	108,438	116,792	114,984	110,535	131,283	145,083
<b>Total</b>	<b>457,626</b>	<b>381,062</b>	<b>368,434</b>	<b>373,776</b>	<b>438,571</b>	<b>372,354</b>	<b>355,341</b>	<b>416,913</b>	<b>533,143</b>

Table 8: Rand value of credit facilities granted by income category

Income Category	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
R0-R3500	1,563,241,751	1,057,072,391	1,329,834,967	1,634,437,771	2,172,402,074	1,582,250,863	1,969,261,723	2,215,146,717	2,108,155,071
R3501-R5500	430,140,075	361,473,104	452,987,126	502,507,119	620,133,308	483,662,955	729,960,800	779,319,245	954,839,382
R5501-R7500	383,491,095	357,030,560	420,290,402	473,055,845	593,120,272	508,235,101	635,439,593	632,568,764	744,855,984
R7501-R10K	548,221,879	519,135,375	595,428,495	632,546,719	745,433,861	683,649,035	854,612,784	960,560,510	1,104,594,778
R10.1K-R15K	859,484,434	875,255,640	966,841,794	1,023,238,968	1,159,617,119	1,183,345,017	1,321,116,695	1,544,534,833	1,773,950,450
>R15K	2,977,239,815	3,680,974,707	3,890,807,653	4,228,329,761	4,733,204,320	5,627,539,154	6,235,718,320	8,410,449,614	9,431,780,370
<b>Total</b>	<b>6,761,819,049</b>	<b>6,850,941,777</b>	<b>7,656,190,437</b>	<b>8,494,116,183</b>	<b>10,023,910,954</b>	<b>10,068,682,125</b>	<b>11,746,109,915</b>	<b>14,542,579,683</b>	<b>16,118,176,035</b>

Table 9: Number of credit facilities granted by income category

Income Category	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
R0-R3500	1,024,140	817,043	1,009,936	713,888	887,193	607,556	1,036,518	887,399	997,197
R3501-R5500	212,265	176,182	242,536	261,996	303,539	227,183	308,290	314,818	404,832
R5501-R7500	128,063	110,642	150,037	185,823	216,470	171,082	206,099	209,478	268,988
R7501-R10K	123,495	110,489	147,613	176,435	202,591	167,745	199,223	209,696	259,754
R10.1K-R15K	133,638	122,429	161,766	202,312	228,165	193,223	227,250	235,950	289,967
>R15K	220,769	236,064	290,316	372,060	406,656	403,421	505,392	526,116	597,057
<b>Total</b>	<b>1,842,370</b>	<b>1,572,849</b>	<b>2,002,204</b>	<b>1,912,514</b>	<b>2,244,614</b>	<b>1,770,210</b>	<b>2,482,772</b>	<b>2,383,457</b>	<b>2,817,795</b>

Table 10: Rand value of unsecured credit granted by income category

Income Category	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
R0-R3500	1,678,417,952	1,256,097,573	1,445,876,961	1,740,365,001	2,491,116,353	1,890,084,092	2,141,777,955	2,493,855,143	2,947,568,709
R3501-R5500	1,252,836,018	969,125,427	1,153,229,890	1,373,032,431	1,637,741,445	1,357,512,941	1,506,577,787	1,779,580,514	2,043,690,288
R5501-R7500	1,303,599,978	1,187,705,364	1,350,875,009	1,605,101,231	2,019,730,531	1,937,743,992	2,198,926,239	2,404,420,809	3,113,142,954
R7501-R10K	1,370,169,974	1,270,260,483	1,470,122,347	1,671,612,105	2,007,642,693	1,952,475,799	2,212,931,762	2,562,755,092	2,962,213,923
R10.1K-R15K	2,231,470,904	2,205,633,234	2,625,155,459	2,959,121,051	3,532,721,359	3,581,451,696	4,213,762,903	4,575,059,811	5,646,176,069
>R15K	2,694,022,392	3,112,861,832	3,698,769,243	4,027,995,285	5,142,770,843	5,966,125,427	6,657,911,860	7,392,903,246	9,725,894,963
<b>Total</b>	<b>10,530,517,218</b>	<b>10,001,683,913</b>	<b>11,744,028,909</b>	<b>13,377,227,104</b>	<b>16,831,723,224</b>	<b>16,685,393,947</b>	<b>18,931,888,506</b>	<b>21,208,574,615</b>	<b>26,438,686,906</b>

Table 11: Number of unsecured credit granted by income category

Income Category	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
R0-R3500	271,266	196,526	220,410	256,406	355,216	273,308	311,817	352,931	425,927
R3501-R5500	134,444	104,188	116,872	136,806	161,680	135,638	147,841	167,788	197,804
R5501-R7500	102,511	93,228	102,261	122,544	149,443	141,923	153,494	164,318	199,458
R7501-R10K	87,073	79,201	88,858	101,958	121,946	117,915	125,963	146,625	165,898
R10.1K-R15K	117,437	114,308	130,174	146,712	172,896	172,309	184,476	204,971	241,278
>R15K	109,977	125,567	147,697	155,604	195,336	220,052	224,862	267,213	317,615
<b>Total</b>	<b>822,708</b>	<b>713,018</b>	<b>806,272</b>	<b>920,030</b>	<b>1,156,517</b>	<b>1,061,145</b>	<b>1,148,453</b>	<b>1,303,846</b>	<b>1,547,980</b>

Table 12: Rand value of short-term credit granted by income category

Income Category	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
R0-R3500	244,506,494	236,393,069	263,121,083	281,249,061	296,006,487	241,256,956	282,381,906	298,550,655	296,170,838
R3501-R5500	151,204,287	173,133,908	187,343,114	190,572,092	191,695,688	181,775,698	205,292,037	222,807,124	212,046,807
R5501-R7500	136,042,666	164,966,892	180,897,299	189,254,173	200,577,665	199,276,450	230,522,289	241,866,772	247,254,246
R7501-R10K	134,992,379	160,181,658	171,282,230	176,691,680	179,900,487	177,519,565	205,656,638	212,976,028	224,344,647
R10.1K-R15K	224,667,103	264,805,098	274,839,617	279,984,258	277,628,564	280,373,038	331,339,272	340,937,601	360,359,944
>R15K	209,165,387	269,631,373	273,532,791	280,658,100	316,414,585	340,337,637	395,554,214	427,957,247	507,369,379
<b>Total</b>	<b>1,100,578,316</b>	<b>1,269,111,998</b>	<b>1,351,016,134</b>	<b>1,398,409,364</b>	<b>1,462,223,476</b>	<b>1,420,539,344</b>	<b>1,650,746,356</b>	<b>1,745,095,427</b>	<b>1,847,545,861</b>

Table 13: Number of short-term credit granted by income category

Income Category	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
R0-R3500	255,067	263,262	285,719	315,297	334,384	305,573	354,012	377,599	313,072
R3501-R5500	153,878	185,904	196,921	210,543	215,247	220,842	244,594	262,088	188,569
R5501-R7500	127,185	162,417	179,771	198,737	210,951	226,153	253,483	263,344	186,211
R7501-R10K	116,131	144,618	157,591	172,138	176,466	185,792	208,756	216,795	146,832
R10.1K-R15K	172,089	210,253	227,700	249,316	250,105	269,217	310,060	318,406	200,913
>R15K	121,580	163,212	180,955	199,222	226,946	260,961	299,017	322,314	218,440
<b>Total</b>	<b>945,930</b>	<b>1,129,666</b>	<b>1,228,657</b>	<b>1,345,253</b>	<b>1,414,099</b>	<b>1,468,538</b>	<b>1,669,922</b>	<b>1,760,546</b>	<b>1,254,037</b>

## D: Age analysis of debtors book

Table 14: Age analysis of gross debtors book – mortgages

Ageing	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Current	627,807,869,245	628,274,672,268	632,537,731,519	642,619,545,751	653,114,692,825	662,441,881,427	669,396,733,441	685,430,708,886	696,132,116,849
30 Days	25,507,388,801	26,530,107,494	26,783,192,720	24,267,553,629	23,702,127,314	25,348,914,342	25,498,307,856	26,026,820,257	24,950,551,598
31-60 Days	11,163,928,641	12,690,435,826	11,105,379,208	11,374,584,924	10,542,823,060	10,413,991,387	10,108,834,895	9,374,544,740	8,630,982,981
61-90 Days	7,823,646,376	8,268,352,386	8,102,411,172	7,436,664,224	6,215,108,471	5,973,803,957	6,082,801,872	5,735,403,356	5,394,774,774
91-120 Days	14,250,894,287	14,472,739,452	14,475,834,846	12,918,640,238	12,241,714,811	12,090,820,342	11,487,361,159	9,311,611,650	8,139,943,237
120+ Days	54,396,317,254	55,735,608,984	56,027,297,646	56,768,626,630	54,862,666,815	53,622,002,635	50,797,027,038	50,123,364,835	47,861,085,731
<b>Total</b>	<b>740,950,044,604</b>	<b>745,971,916,410</b>	<b>749,031,847,111</b>	<b>755,385,615,396</b>	<b>760,679,133,296</b>	<b>769,891,414,089</b>	<b>773,371,066,261</b>	<b>786,002,453,724</b>	<b>791,109,455,170</b>



Table 15: Age analysis of accounts – mortgages

Ageing	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
Current	1,607,482	1,594,382	1,594,201	1,600,748	1,614,772	1,617,068	1,619,650	1,639,204	1,650,953
30 Days	57,024	62,386	62,344	58,133	55,927	58,070	59,711	60,657	59,022
31-60 Days	23,878	26,584	24,296	24,005	21,373	21,622	21,458	20,114	18,280
61-90 Days	15,723	16,627	15,910	14,981	12,715	12,524	12,915	11,934	10,867
91-120 Days	25,444	25,966	26,364	23,290	21,955	21,983	18,912	16,168	13,862
120+ Days	88,937	90,760	91,333	90,138	85,920	82,683	77,845	76,461	73,737
<b>Total</b>	<b>1,818,488</b>	<b>1,816,705</b>	<b>1,814,448</b>	<b>1,811,295</b>	<b>1,812,662</b>	<b>1,813,950</b>	<b>1,810,491</b>	<b>1,824,538</b>	<b>1,826,721</b>

Table 16: Age analysis of gross debtors book – secured credit

Ageing	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Current	183,761,339,220	182,365,082,571	185,194,011,820	186,958,881,461	194,179,285,636	199,012,216,720	202,408,313,474	215,190,749,827	225,341,218,385
30 Days	10,051,019,673	10,369,562,318	10,507,857,947	9,593,922,461	9,259,765,539	9,156,087,374	8,875,755,789	8,584,715,966	8,499,972,240
31-60 Days	4,157,052,551	3,848,732,161	3,399,899,850	3,318,562,087	3,333,257,885	3,400,327,309	3,458,871,279	2,902,644,622	2,771,890,276
61-90 Days	2,093,862,654	1,978,889,723	1,893,433,562	1,793,040,495	1,730,452,274	1,749,136,116	1,689,893,162	1,451,405,721	1,395,969,048
91-120 Days	2,849,018,302	3,749,518,457	3,288,207,481	3,272,738,036	2,809,523,786	2,464,569,181	2,129,725,254	1,770,771,075	1,651,171,395
120+ Days	9,070,370,186	9,245,486,352	10,735,025,612	10,402,126,883	10,402,835,766	10,565,708,949	10,411,555,627	10,713,578,334	10,344,452,801
<b>Total</b>	<b>211,982,662,586</b>	<b>211,557,271,582</b>	<b>215,018,436,272</b>	<b>215,339,271,423</b>	<b>221,715,120,886</b>	<b>226,348,045,650</b>	<b>228,974,114,585</b>	<b>240,613,865,545</b>	<b>250,004,674,145</b>

Table 17: Age analysis of accounts – secured credit

Ageing	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
Current	3,477,633	3,352,579	3,232,664	3,105,615	3,106,792	3,006,407	2,886,697	3,160,198	3,198,736
30 Days	448,675	429,769	433,207	395,940	406,772	394,413	367,876	357,792	349,493
31-60 Days	250,818	246,786	241,296	216,704	213,581	219,945	206,561	193,437	181,488
61-90 Days	175,189	172,535	169,867	148,871	141,636	144,186	136,447	128,632	123,944
91-120 Days	141,774	149,823	144,030	127,040	118,422	115,837	110,214	106,509	101,643
120+ Days	699,448	612,904	661,927	635,713	625,282	601,683	627,084	638,727	642,388
<b>Total</b>	<b>5,193,537</b>	<b>4,964,396</b>	<b>4,882,991</b>	<b>4,629,883</b>	<b>4,612,485</b>	<b>4,482,471</b>	<b>4,334,879</b>	<b>4,585,295</b>	<b>4,597,692</b>

Table 18: Age analysis of gross debtors book – credit facilities

Ageing	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Current	100,544,072,355	103,287,763,768	103,867,351,573	105,367,542,320	108,464,198,379	109,091,834,990	111,750,028,603	111,443,931,732	116,101,233,960
30 Days	8,745,854,098	9,375,125,676	8,867,070,774	8,684,844,854	8,823,587,179	9,106,486,448	9,265,191,258	11,268,774,135	10,804,635,158
31-60 Days	2,435,444,353	2,997,227,175	2,466,112,599	2,326,013,343	2,212,555,271	2,745,020,966	2,544,901,742	2,841,738,272	2,655,093,579
61-90 Days	1,763,818,191	1,925,050,247	1,778,083,966	1,554,999,223	1,418,974,770	1,552,095,631	1,656,135,682	1,648,475,275	1,553,544,380
91-120 Days	1,333,786,377	1,334,752,169	1,401,911,600	1,218,839,522	1,042,276,709	1,031,697,065	1,210,000,990	1,381,480,478	1,286,497,129
120+ Days	10,321,826,191	10,256,913,189	10,734,419,378	10,535,452,012	9,894,339,682	9,504,464,466	9,325,613,046	9,436,510,014	8,855,192,401
<b>Total</b>	<b>125,144,801,565</b>	<b>129,176,832,224</b>	<b>129,114,949,890</b>	<b>129,687,691,274</b>	<b>131,855,931,990</b>	<b>133,031,599,566</b>	<b>135,751,871,321</b>	<b>138,020,909,906</b>	<b>141,256,196,607</b>

Table 19: Age analysis of accounts – credit facilities

Ageing	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
Current	16,703,777	16,368,870	16,688,782	16,942,078	17,280,636	17,015,476	17,391,317	18,183,596	18,143,745
30 Days	2,153,895	2,181,833	2,110,519	2,104,917	2,188,153	2,281,319	2,235,743	2,438,830	2,334,480
31-60 Days	676,930	836,963	724,250	684,842	643,288	808,474	738,090	851,504	771,733
61-90 Days	415,926	479,515	452,324	408,649	369,360	430,869	449,036	570,179	474,537
91-120 Days	309,195	302,974	329,634	285,943	261,554	272,947	323,399	340,896	318,951
120+ Days	1,794,484	1,659,673	1,778,638	1,755,191	1,638,126	1,590,361	1,691,740	1,695,812	1,691,319
<b>Total</b>	<b>22,054,207</b>	<b>21,829,828</b>	<b>22,084,147</b>	<b>22,181,620</b>	<b>22,381,117</b>	<b>22,399,446</b>	<b>22,829,325</b>	<b>24,080,817</b>	<b>23,734,765</b>

Table 20: Age analysis of gross debtors book – unsecured credit

Ageing	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Current	40,042,515,099	42,056,313,724	45,726,877,325	50,117,434,228	56,731,285,723	61,581,006,584	66,788,801,560	76,228,581,219	88,926,537,191
30 Days	2,916,089,917	3,089,908,682	3,175,677,074	3,133,143,567	3,784,212,150	4,919,362,373	5,642,722,341	6,393,888,739	4,624,932,726
31-60 Days	1,102,272,102	1,175,840,618	1,151,940,056	1,146,562,194	1,203,582,546	1,599,974,651	1,766,558,202	2,063,524,156	2,000,489,178
61-90 Days	900,626,646	885,227,713	874,462,238	887,704,215	836,174,689	1,061,463,979	1,257,002,349	1,430,448,085	1,443,986,459
91-120 Days	771,722,743	732,751,940	940,772,443	1,058,264,369	1,010,230,985	1,011,196,199	1,229,528,934	1,464,386,830	1,628,299,012
120+ Days	8,861,993,584	9,353,681,587	9,268,738,514	9,830,469,808	10,231,799,864	10,691,526,362	11,293,306,935	13,521,392,534	14,364,436,133
<b>Total</b>	<b>54,595,220,091</b>	<b>57,293,724,264</b>	<b>61,138,467,650</b>	<b>66,173,578,381</b>	<b>73,797,285,957</b>	<b>80,864,530,148</b>	<b>87,977,920,321</b>	<b>101,102,221,563</b>	<b>112,988,680,699</b>

Table 21: Age analysis of accounts – unsecured credit

Ageing	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
Current	3,622,083	3,619,456	3,727,271	3,883,227	4,198,885	4,342,028	4,474,018	5,075,476	5,543,500
30 Days	302,450	315,335	315,191	300,711	329,368	392,228	424,751	452,860	380,671
31-60 Days	128,698	133,737	126,851	122,100	118,583	147,707	156,920	169,627	172,006
61-90 Days	104,071	100,754	95,908	93,665	88,030	103,569	115,690	123,309	124,835
91-120 Days	75,689	70,722	99,714	114,909	107,013	99,007	115,868	133,744	133,114
120+ Days	886,677	866,859	850,148	883,889	894,895	945,672	1,004,283	1,118,964	1,151,904
<b>Total</b>	<b>5,119,668</b>	<b>5,106,863</b>	<b>5,215,083</b>	<b>5,398,501</b>	<b>5,736,774</b>	<b>6,030,211</b>	<b>6,291,530</b>	<b>7,073,980</b>	<b>7,506,030</b>

Table 22: Age analysis of gross debtors book – short-term credit

Ageing	2009-Q4 (R)	2010-Q1 (R)	2010-Q2 (R)	2010-Q3 (R)	2010-Q4 (R)	2011-Q1 (R)	2011-Q2 (R)	2011-Q3 (R)	2011-Q4 (R)
Current	554,492,022	585,337,870	566,058,762	552,871,106	626,521,163	569,865,126	632,839,215	693,732,243	804,629,572
30 Days	46,890,869	46,415,316	40,553,104	46,973,808	39,776,446	54,330,972	47,964,260	49,696,777	44,395,566
31-60 Days	13,480,418	18,466,342	14,720,664	15,091,281	15,659,940	21,905,360	17,596,971	18,700,690	21,981,639
61-90 Days	10,545,526	14,644,805	11,542,571	11,245,554	11,533,029	15,730,802	13,856,855	14,664,770	15,869,961
91-120 Days	3,788,430	3,734,122	4,301,013	4,508,794	4,529,893	3,784,350	4,415,056	5,748,738	6,219,665
120+ Days	63,736,359	51,656,217	45,927,083	37,338,069	30,549,039	31,865,809	30,426,336	34,169,555	34,270,739
<b>Total</b>	<b>692,933,624</b>	<b>720,254,672</b>	<b>683,103,197</b>	<b>668,028,612</b>	<b>728,569,510</b>	<b>697,482,419</b>	<b>747,098,693</b>	<b>816,712,773</b>	<b>927,367,142</b>

Table 23: Age analysis of accounts – short-term credit

Ageing	2009-Q4	2010-Q1	2010-Q2	2010-Q3	2010-Q4	2011-Q1	2011-Q2	2011-Q3	2011-Q4
Current	326,587	352,656	356,372	388,164	450,150	440,208	473,616	501,775	559,519
30 Days	27,129	27,945	25,426	29,267	26,131	35,359	33,008	34,629	26,470
31-60 Days	7,574	9,806	8,311	8,590	8,815	11,948	11,037	12,091	12,043
61-90 Days	5,376	7,262	6,175	5,971	6,597	8,743	8,413	8,995	8,816
91-120 Days	1,946	1,935	1,881	2,282	2,321	2,440	4,154	6,775	7,007
120+ Days	28,147	23,982	21,458	20,025	17,827	18,294	17,977	18,740	17,962
<b>Total</b>	<b>396,759</b>	<b>423,586</b>	<b>419,623</b>	<b>454,299</b>	<b>511,841</b>	<b>516,992</b>	<b>548,205</b>	<b>583,005</b>	<b>631,817</b>

