

Consumer Credit Market Report

Executive Summary

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



For further information on credit bureau information, please access the Credit Bureau Monitor on www.ncr.org.za

The total outstanding gross debtors book of consumer credit for the quarter, ended March 2011 was R1.21 trillion representing a quarter-on-quarter growth of 1.86%. The number of accounts increased marginally by 0.54% from 35.05 million to 35.24 million for the same period.

Mortgages accounted for R769.89 billion (63.58%), Secured credit agreements for R226.35 billion (18.69%), Credit facilities for R133.03 billion (10.99%), Unsecured credit for R80.86 billion (6.68%), and Short-term credit for R697.48 million (0.06%) of the total gross debtors book.

The banks continued to dominate the total consumer credit market as at March 2011. The banks' share was R1.09 trillion (90.08%), retailers at R36.25 billion (2.99%), non-bank vehicle financiers at R40.15 billion (3.32%), and "Other credit providers" at R43.71 billion (3.61%). "Other credit providers" consist primarily of pension backed lenders, insurers, non-bank mortgage lenders and securitised debt.

The total value of new credit granted decreased from R83.53 billion to R80.75 billion for the quarter ended March 2011 a decrease of 3.33% when compared to the previous quarter but 31.21% higher than a year ago.

The number of applications for credit decreased by 917,500 from 6.72 million in December 2010 to 5.80 million in March 2011 representing a decrease of 13.66% for the quarter (a decrease of 3.93% when compared to the same period last year). The rejection rate of applications was 43.25%.

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

- The value of new mortgages granted decreased by 7.85% quarter-on-quarter from R26.87 billion to R24.76 billion;
- Secured credit, which is dominated by vehicle finance, showed a decrease from R28.12 billion for December 2010 to R27.45 billion for March 2011 (a quarter-on-quarter decrease of 2.39%);
- Unsecured credit decreased from R16.83 billion for December 2010 to R16.69 billion for March 2011 (a quarter-on-quarter decrease of 0.84%);
- Credit facilities which mainly consist of credit cards, store cards and bank overdrafts increased by 1.81% quarter-on-quarter from R10.25 billion to R10.43 billion;
- Short-term credit showed a quarter-on-quarter decrease of 2.85% from R1.46 billion to R1.42 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 March 2011 (2011-Q1).

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 the 40 most significant credit providers.

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 provider 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.

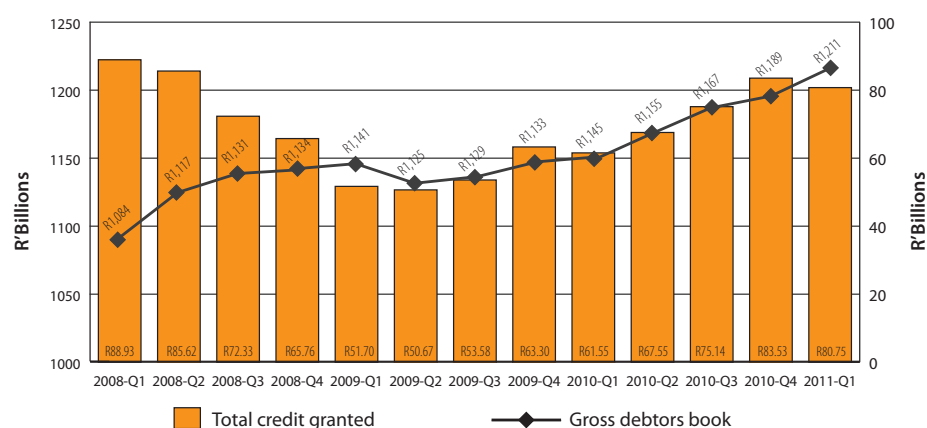
Abbreviations – “year-on-year (y-o-y)” as used in this report, refers to a comparison of the quarter ended March 2010 to the quarter ended March 2011 and “quarter-on-quarter (q-o-q)” refers to a comparison of the quarter ended December 2010 to the quarter ended March 2011.

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 total value of the outstanding gross debtors book increased by R22.06 billion (1.86%) for the quarter ended March 2011. The value of credit granted to consumers decreased by R2.78 billion (3.33%) when compared to the quarter ended December 2010.

Figure 1.1: Total credit granted and gross debtors book at March 2011



1.1 Credit granted

The quarter ended March 2011 showed a decline in the value of consumer credit granted of R2.78 billion (3.33%) when compared to the quarter ended December 2010. Credit transactions granted during the quarter decreased by R2.96 billion (4.04%) q-o-q and increased by R15.90 billion (29.22%) on a y-o-y basis. The value of credit facilities granted for the same period increased by R185.59 million (1.81%) on a q-o-q basis. When compared to the same period in the previous year the value of credit facilities granted also increased by R3.30 billion (46.36%).

Table 1.1: Credit granted

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|-------------------|
| Credit transactions | 54,418,634 | 59,736,903 | 66,322,098 | 73,285,907 | 70,322,237 | -4.04% | 29.22% |
| Credit facilities | 7,127,124 | 7,811,669 | 8,813,263 | 10,245,638 | 10,431,232 | 1.81% | 46.36% |
| Total | 61,545,759 | 67,548,572 | 75,135,362 | 83,531,545 | 80,753,469 | -3.33% | 31.21% |

The number of credit agreements concluded during the March 2011 quarter decreased by 10.75% on a q-o-q basis. On a y-o-y basis the number of agreements entered into increased by 23.42%.

Table 1.2: Credit granted – number of agreements

| Agreements | 2010-Q1 000 | 2010-Q2 000 | 2010-Q3 000 | 2010-Q4 000 | 2011-Q1 000 | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|---------------------|-------------------|
| Number of credit transactions | 2,257 | 2,443 | 2,682 | 3,053 | 2,942 | -3.63% | 30.35% |
| Number of credit facilities | 1,577 | 2,004 | 1,917 | 2,249 | 1,790 | -20.42% | 13.50% |
| Total | 3,834 | 4,447 | 4,599 | 5,301 | 4,732 | -10.75% | 23.42% |

Banks accounted for 84.71% of the total value of credit granted for the quarter ended March 2011. The balance was shared by the non-bank vehicle financiers (5.89%), retailers (4.50%) and other credit providers (4.89%). Retailers had the largest percentage decline of 24.48% on a q-o-q basis.

Table 1.3: Credit granted – per industry

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
| Banks | 52,568,689 | 57,430,642 | 63,699,206 | 70,012,671 | 68,407,940 | 84.71% | -2.29% | 30.13% |
| Non-bank vehicle financiers | 3,700,380 | 3,896,608 | 4,401,483 | 5,000,930 | 4,759,477 | 5.89% | -4.83% | 28.62% |
| Retailers | 2,795,902 | 3,410,177 | 3,638,842 | 4,814,284 | 3,635,621 | 4.50% | -24.48% | 30.03% |
| Other credit providers | 2,480,788 | 2,811,144 | 3,395,830 | 3,703,660 | 3,950,430 | 4.89% | 6.66% | 59.24% |
| Total | 61,545,759 | 67,548,572 | 75,135,362 | 83,531,545 | 80,753,469 | 100.00% | -3.33% | 31.21% |

There was a marginal increase in the rejection rate from 43.21% to 43.25% for the quarter ended March 2011. The number of applications received and the number of applications rejected declined by 13.66% and 13.58% respectively for the quarter ended March 2011.

Table 1.4: Number of applications received and rejected

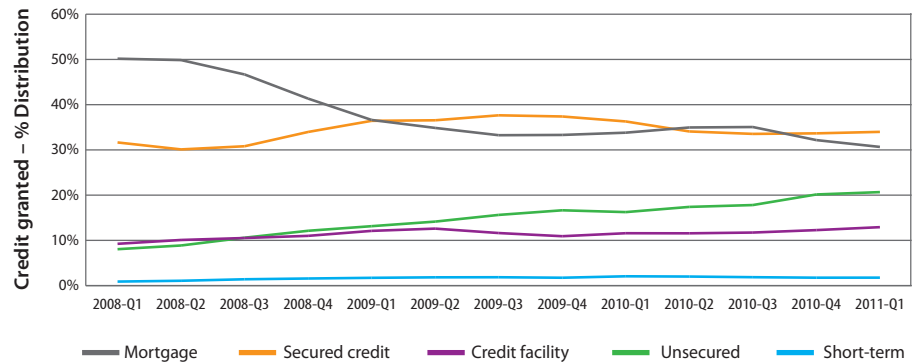
| Agreements | 2010-Q1 000 | 2010-Q2 000 | 2010-Q3 000 | 2010-Q4 000 | 2011-Q1 000 | % Change (Q1/Q4) | % Change (Y/Y) |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|---------------------|-------------------|
| Number of applications received | 6,038 | 6,541 | 6,875 | 6,718 | 5,800 | -13.66% | -3.93% |
| Number of applications rejected | 2,433 | 2,633 | 2,690 | 2,903 | 2,509 | -13.58% | 3.12% |
| % of applications rejected | 40.29% | 40.26% | 39.13% | 43.21% | 43.25% | | |

On a q-o-q basis there was an overall decline in credit granted per credit type with the exception of credit facilities. On a y-o-y basis there was an overall growth of 31.21%. Mortgages accounted for R2.11 billion (75.88%) of the total R2.78 billion decline in total credit granted for the quarter ended March 2011.

Table 1.5: Credit granted – credit type

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
| Mortgages | 20,809,943 | 23,614,617 | 26,340,185 | 26,867,971 | 24,759,915 | 30.66% | -7.85% | 18.98% |
| Secured credit | 22,336,011 | 23,018,513 | 25,198,591 | 28,120,840 | 27,447,578 | 33.99% | -2.39% | 22.88% |
| Credit facilities | 7,127,124 | 7,811,669 | 8,813,263 | 10,245,638 | 10,431,232 | 12.92% | 1.81% | 46.36% |
| Unsecured credit | 10,003,568 | 11,752,757 | 13,384,913 | 16,834,873 | 16,694,204 | 20.67% | -0.84% | 66.88% |
| Short-term credit | 1,269,112 | 1,351,016 | 1,398,409 | 1,462,223 | 1,420,539 | 1.76% | -2.85% | 11.93% |
| Total | 61,545,759 | 67,548,572 | 75,135,362 | 83,531,545 | 80,753,469 | 100.00% | -3.33% | 31.21% |

Figure 1.2: Credit granted – percentage distribution



There was a q-o-q growth of R22.06 billion (1.86%) in the value of the gross debtors book for the period ended March 2011. The corresponding y-o-y growth was R66.11 billion (5.78%). The growth in the unsecured credit book was R7.07 billion of the R22.06 billion growth in total gross debtors book for the quarter ended March 2011. The mortgages book grew by R9.21 billion during the same period.

Table 1.6: Gross debtors book – credit type

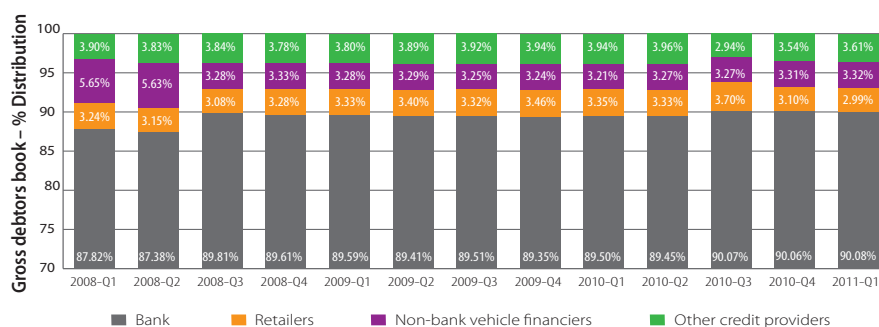
| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------|----------------------|----------------------|----------------------|----------------------|----------------------|------------------------------|------------------------|----------------------|
| Mortgages | 745,971,916 | 749,031,847 | 755,385,615 | 760,679,133 | 769,891,414 | 63.58% | 1.21% | 3.21% |
| Secured credit | 211,557,272 | 215,018,436 | 215,339,271 | 221,715,121 | 226,348,046 | 18.69% | 2.09% | 6.99% |
| Credit facilities | 129,176,832 | 129,114,950 | 129,687,691 | 131,855,932 | 133,031,600 | 10.99% | 0.89% | 2.98% |
| Unsecured credit | 57,293,724 | 61,138,468 | 66,173,578 | 73,797,286 | 80,864,530 | 6.68% | 9.58% | 41.14% |
| Short-term credit | 720,255 | 683,103 | 668,029 | 728,570 | 697,482 | 0.06% | -4.27% | -3.16% |
| Total | 1,144,719,999 | 1,154,986,804 | 1,167,254,185 | 1,188,776,042 | 1,210,833,072 | 100.00% | 1.86% | 5.78% |

The retailers gross debtors book declined by R542.96 million (1.48%) for the quarter ended March 2011. The debtors book of the banks, non-bank vehicle financiers and other credit providers increased for the same period.

Table 1.7: Gross debtors book – industry type

| Industry | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|------------------------------|---------------------|-------------------|
| Banks | 1,024,555,080 | 1,033,093,825 | 1,051,325,315 | 1,070,593,198 | 1,090,717,331 | 90.08% | 1.88% | 6.46% |
| Retailers | 38,366,961 | 38,467,682 | 34,351,320 | 36,797,850 | 36,254,891 | 2.99% | -1.48% | -5.50% |
| Non-bank vehicle financiers | 36,688,759 | 37,710,910 | 38,425,946 | 39,354,295 | 40,152,189 | 3.32% | 2.03% | 9.44% |
| Other credit providers | 45,109,201 | 45,714,387 | 43,151,605 | 42,030,698 | 43,708,661 | 3.61% | 3.99% | -3.10% |
| Total | 1,144,719,999 | 1,154,986,804 | 1,167,254,185 | 1,188,776,042 | 1,210,833,072 | 100.00% | 1.86% | 5.78% |

Figure 1.3: Gross debtors book – industry type



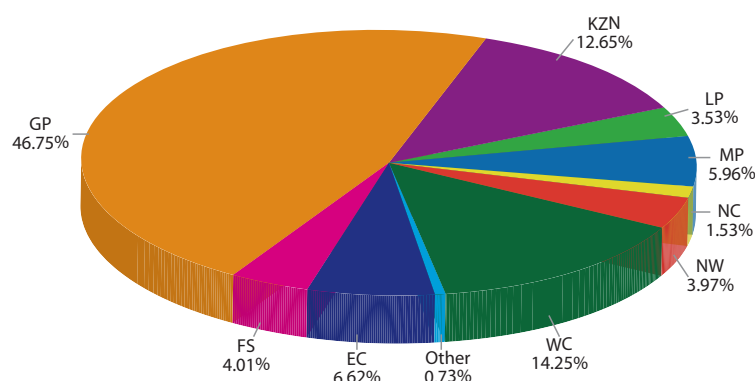
There was a marginal increase of 0.54% in the total number of consumer accounts for the quarter ended March 2011. On a y-o-y basis there was a 3.23% overall increase. Credit facilities had a share of 63.56% of the total number of accounts for the quarter ended March 2011.

Table 1.8: Gross debtors book – number of accounts

| Agreements | 2010-Q1 000 | 2010-Q2 000 | 2010-Q3 000 | 2010-Q4 000 | 2011-Q1 000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------|----------------|----------------|----------------|----------------|----------------|---------------------------|---------------------|-------------------|
| Mortgages | 1,817 | 1,814 | 1,811 | 1,813 | 1,814 | 5.15% | 0.07% | -0.15% |
| Secured credit | 4,964 | 4,883 | 4,630 | 4,612 | 4,482 | 12.72% | -2.82% | -9.71% |
| Credit facilities | 21,830 | 22,084 | 22,182 | 22,381 | 22,399 | 63.56% | 0.08% | 2.61% |
| Unsecured credit | 5,107 | 5,215 | 5,399 | 5,737 | 6,030 | 17.11% | 5.12% | 18.08% |
| Short-term credit | 424 | 420 | 454 | 512 | 517 | 1.47% | 1.01% | 22.05% |
| Total | 34,141 | 34,416 | 34,476 | 35,055 | 35,243 | 100.00% | 0.54% | 3.23% |

The total credit granted declined in all the provinces except the Gauteng province which increased by R1.01 billion. On a y-o-y basis the Gauteng province increased by R9.89 billion. The Western Cape and KwaZulu-Natal provinces increased by R2.50 billion and R2.19 billion for the same period respectively.

Figure 1.4: Provincial distribution of credit granted – 2011-Q1



2. Mortgage agreements

2.1 Mortgages granted

There was an overall q-o-q decrease of 7.85% in the value of mortgage agreements granted for the quarter ended March 2011. Mortgage agreements of up to R150k declined on a y-o-y basis whereas agreements above R150k increased. The majority of mortgage agreements granted during the March 2011 quarter were in excess of R700,000.

Table 2.1: Mortgages granted – size of agreements

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|--------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
| R0–R50K | 73,364 | 78,596 | 67,603 | 65,440 | 60,362 | 0.24% | -7.76% | -17.72% |
| R51K–R100K | 270,366 | 276,101 | 265,574 | 245,691 | 240,188 | 0.97% | -2.24% | -11.16% |
| R101K–R150K | 297,624 | 308,024 | 317,923 | 303,724 | 273,714 | 1.11% | -9.88% | -8.03% |
| R151K–R350K | 2,084,904 | 2,208,187 | 2,428,281 | 2,554,039 | 2,227,881 | 9.00% | -12.77% | 6.86% |
| R351K–R700K | 5,216,077 | 5,875,377 | 6,622,079 | 6,817,467 | 6,095,519 | 24.62% | -10.59% | 16.86% |
| >= R700K | 12,867,608 | 14,868,332 | 16,638,726 | 16,881,609 | 15,862,251 | 64.06% | -6.04% | 23.27% |
| Total | 20,809,943 | 23,614,617 | 26,340,185 | 26,867,971 | 24,759,915 | 100.00% | -7.85% | 18.98% |

The number of mortgage agreements entered into declined by 9.63% for the quarter ended March 2011. Similar to the trend shown in table 2.1 above, the higher size bands accounted for the majority of the y-o-y increase.

Table 2.2: Mortgages granted – number of agreements by size

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------------------|---------------------|-------------------|
| R0–R50K | 2,180 | 2,468 | 2,049 | 2,038 | 1,758 | 4.56% | -13.74% | -19.36% |
| R51K–R100K | 3,280 | 3,361 | 3,218 | 2,965 | 2,901 | 7.53% | -2.16% | -11.55% |
| R101K–R150K | 2,256 | 2,333 | 2,405 | 2,304 | 2,076 | 5.39% | -9.90% | -7.98% |
| R151K–R350K | 8,138 | 8,643 | 9,391 | 9,785 | 8,607 | 22.33% | -12.04% | 5.76% |
| R351K–R700K | 10,198 | 11,480 | 12,974 | 13,353 | 11,921 | 30.93% | -10.72% | 16.90% |
| >= R700K | 9,389 | 10,734 | 12,037 | 12,205 | 11,281 | 29.27% | -7.57% | 20.15% |
| Total | 35,441 | 39,019 | 42,074 | 42,650 | 38,544 | 100.00% | -9.63% | 8.76% |

2.2 Mortgages granted by level of income¹

Tables 2.3 and 2.4 show that the majority of mortgages granted for the March 2011 quarter remained in favour of persons with gross monthly incomes greater than R15K, for both the Rand value and number of accounts.

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-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|
| <= R10K | 2,177 | 2,330 | 2,430 | 2,530 | 2,147 |
| % share of credit granted | 6.18% | 6.00% | 5.81% | 5.96% | 5.61% |
| R10.1K-R15K | 4,418 | 4,785 | 4,972 | 5,288 | 4,577 |
| % share of credit granted | 12.54% | 12.33% | 11.88% | 12.46% | 11.96% |
| > R15K | 28,625 | 31,699 | 34,433 | 34,620 | 31,539 |
| % share of credit granted | 81.27% | 81.67% | 82.31% | 81.58% | 82.43% |
| Total number of mortgages | 35,220 | 38,814 | 41,835 | 42,438 | 38,263 |

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| <= R10K (R000) | 386,032 | 429,465 | 473,821 | 524,507 | 427,601 |
| % share of credit granted | 1.88% | 1.84% | 1.82% | 1.97% | 1.75% |
| R10.1K-R15K (R000) | 1,063,223 | 1,173,511 | 1,311,137 | 1,459,625 | 1,282,986 |
| % share of credit granted | 5.17% | 5.02% | 5.02% | 5.48% | 5.26% |
| > R15K (R000) | 19,133,547 | 21,794,318 | 24,316,870 | 24,663,044 | 22,688,839 |
| % share of credit granted | 92.96% | 93.15% | 93.16% | 92.55% | 92.99% |
| Total value of mortgages(R000) | 20,582,802 | 23,397,294 | 26,101,829 | 26,647,176 | 24,399,425 |

2.3 Gross debtors book – mortgages

The gross debtors book increased by R9.21 billion (1.21%) for the quarter ended March 2011 while the number of accounts for the same period increased marginally by 0.07%. On a y-o-y basis the gross debtors book increased by 3.21% while the number of accounts decreased by 0.15%.

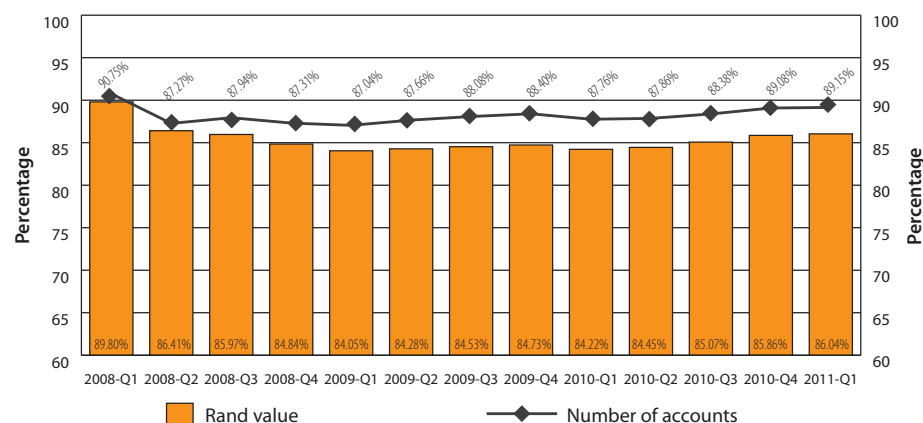
Table 2.5: Gross debtors book – mortgages

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------|-------------|-------------|-------------|-------------|-------------|------------------|----------------|
| Gross debtors book (R000) | 745,971,916 | 749,031,847 | 755,385,615 | 760,679,133 | 769,891,414 | 1.21% | 3.21% |
| Number of accounts | 1,816,705 | 1,814,448 | 1,811,295 | 1,812,662 | 1,813,950 | 0.07% | -0.15% |

2.4 Age analysis of gross debtors book - mortgages

The Rand value of the gross debtors book reported as “current” increased from 85.86% to 86.04% for the quarter ended March 2011. The number of accounts reported as “current” increased from 89.08% to 89.15% for the same period.

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 Rand value of secured credit granted for the quarter ended March 2011 decreased by 2.39% when compared to the previous quarter. The Rand value of credit granted for vehicles as a form of security continued to dominate secured credit at R24.41 billion (88.94%).

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

| Type of security | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) |
|------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------|---------------------|
| Vehicle | 19,227,072 | 20,165,042 | 22,420,635 | 24,798,702 | 24,412,471 | 88.94% | -1.56% |
| Retirement benefits | 457,098 | 460,465 | 338,594 | 428,661 | 321,304 | 1.17% | -25.04% |
| Insurance policy | 158,653 | 53,463 | 36,079 | 46,519 | 31,847 | 0.12% | -31.54% |
| Furniture and other durables | 1,505,849 | 1,419,763 | 1,407,481 | 1,783,373 | 1,376,772 | 5.02% | -22.80% |
| Other security | 987,340 | 919,780 | 995,802 | 1,063,586 | 1,305,185 | 4.76% | 22.72% |
| Total | 22,336,011 | 23,018,513 | 25,198,591 | 28,120,840 | 27,447,578 | 100.00% | -2.39% |

The number of secured credit agreements concluded for the quarter ended March 2011 decreased by 14.95% q-o-q. The number of transactions concluded for “furniture and other durables” continued to be dominant for secured credit granted at 57.58%.

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

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1 % Distribution | % Change (Q1/Q4) |
|------------------------------|----------------|----------------|----------------|----------------|----------------|---------------------------|---------------------|
| Vehicle | 120,343 | 123,765 | 135,927 | 146,127 | 141,853 | 37.96% | -2.92% |
| Retirement benefits | 7,933 | 8,307 | 6,571 | 7,164 | 5,313 | 1.42% | -25.84% |
| Insurance policy | 5,911 | 4,186 | 3,772 | 3,389 | 3,695 | 0.99% | 9.03% |
| Furniture and other durables | 237,295 | 227,813 | 222,860 | 276,765 | 215,178 | 57.58% | -22.25% |
| Other security | 7,280 | 5,399 | 5,622 | 5,983 | 7,687 | 2.06% | 28.48% |
| Total | 378,762 | 369,470 | 374,752 | 439,428 | 373,726 | 100.00% | -14.95% |

3.2 Secured credit granted by level of income

The number of credit transactions entered into with persons with a gross monthly income of “less than R10,000” decreased from 62.48% to 57.78% on a q-o-q basis. Individuals with a gross monthly income greater than R15,000 were granted 30.88% of the total number of secured credit agreements.

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---------------------------------------|----------------|----------------|----------------|----------------|----------------|
| <= R10K | 235,869 | 224,333 | 221,754 | 274,035 | 215,146 |
| % share of credit granted | 61.90% | 60.89% | 59.33% | 62.48% | 57.78% |
| R10.1K-R15K | 44,744 | 42,929 | 43,584 | 47,744 | 42,224 |
| % share of credit granted | 11.74% | 11.65% | 11.66% | 10.89% | 11.34% |
| > R15K | 100,449 | 101,172 | 108,438 | 116,792 | 114,984 |
| % share of credit granted | 26.36% | 27.46% | 29.01% | 26.63% | 30.88% |
| Total number of secured credit | 381,062 | 368,434 | 373,776 | 438,571 | 372,354 |

A major portion of secured credit granted (78.02%) for the quarter ended March 2011 was for individuals with a gross monthly income greater than R15,000. The balance went to individuals in the lower income categories.

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| <= R10K (R000) | 2,729,021 | 2,689,546 | 2,744,550 | 3,285,201 | 2,736,924 |
| % share of credit granted | 12.30% | 11.80% | 10.98% | 11.76% | 10.10% |
| R10.1K-R15K (R000) | 2,887,099 | 2,959,881 | 3,207,920 | 3,600,348 | 3,220,576 |
| % share of credit granted | 13.01% | 12.98% | 12.83% | 12.89% | 11.88% |
| > R15K (R000) | 16,573,725 | 17,148,036 | 19,050,108 | 21,051,003 | 21,150,095 |
| % share of credit granted | 74.69% | 75.22% | 76.19% | 75.35% | 78.02% |
| Total value of secured credit (R000) | 22,189,845 | 22,797,463 | 25,002,578 | 27,936,552 | 27,107,595 |

3.3 Gross debtors book – secured credit

The gross value of the debtors book for secured credit increased by 2.09% from R221.72 billion to R226.35 billion for the quarter ended March 2011. On a y-o-y basis the corresponding increase was 6.99%. The number of secured credit agreement accounts declined both on a q-o-q and y-o-y basis.

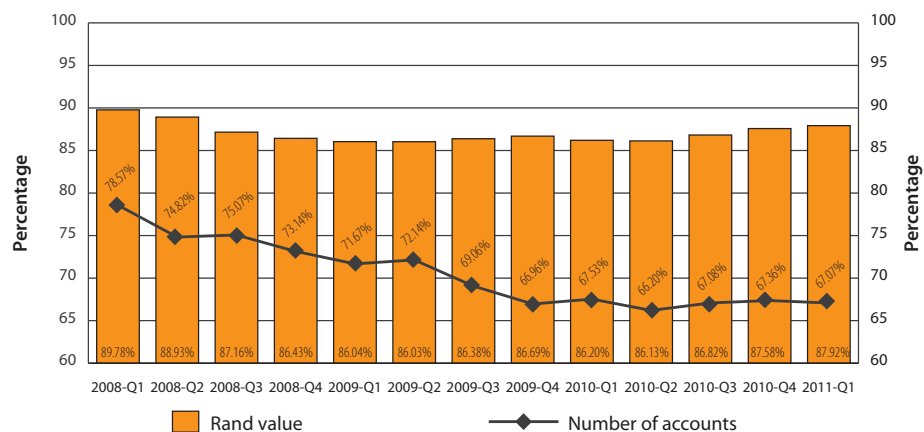
Table 3.5: Gross debtors book – secured credit

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------|-------------|-------------|-------------|-------------|-------------|------------------|----------------|
| Gross debtors book (R000) | 211,557,272 | 215,018,436 | 215,339,271 | 221,715,121 | 226,348,046 | 2.09% | 6.99% |
| Number of accounts | 4,964,396 | 4,882,995 | 4,629,883 | 4,612,485 | 4,482,471 | -2.82% | -9.71% |

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 87.58% to 87.92% for the quarter ended March 2011. There was a decline in the number of secured accounts reported as “current” from 67.36% for the quarter ended December 2010 to 67.07% for the quarter ended March 2011.

Figure 3.1: Secured credit book reported as “current”



4. Credit facilities

4.1 Credit facilities granted

Credit and garage cards received R3.58 billion (34.28%) of the total R10.43 billion of the value of credit facilities granted followed closely by store cards with R2.70 billion (25.87%) for the quarter ended March 2011. On a y-o-y basis the value of credit facilities increased by R3.30 billion (46.36%). The number of credit facilities granted decreased by 20.42% on a q-o-q basis while on a y-o-y basis increased by 13.50%.

Table 4.1: Credit facilities granted – Rand value

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------------------|------------------|------------------|------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
| Credit and/or Garage cards | 2,183,883 | 2,750,509 | 3,177,065 | 3,262,319 | 3,576,292 | 34.28% | 9.62% | 63.76% |
| Bank overdraft | 1,543,336 | 1,295,156 | 1,456,742 | 1,681,003 | 1,838,887 | 17.63% | 9.39% | 19.15% |
| Services | 290,435 | 234,653 | 392,475 | 267,561 | 475,469 | 4.56% | 77.70% | 63.71% |
| Store cards | 1,973,878 | 2,578,197 | 2,774,168 | 3,861,213 | 2,699,047 | 25.87% | -30.10% | 36.74% |
| Other facilities | 1,135,592 | 953,154 | 1,012,813 | 1,173,542 | 1,841,537 | 17.65% | 56.92% | 62.17% |
| Total | 7,127,124 | 7,811,669 | 8,813,263 | 10,245,638 | 10,431,232 | 100.00% | 1.81% | 46.36% |

Table 4.2: Credit facilities granted – number of agreements

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|-------------------------------|------------------|------------------|------------------|------------------|------------------|---------------------------|---------------------|-------------------|
| Credit and/or Garage cards | 235,024 | 290,180 | 348,803 | 325,047 | 324,688 | 18.14% | -0.11% | 38.15% |
| Bank overdraft | 49,852 | 50,313 | 52,894 | 51,925 | 63,538 | 3.55% | 22.36% | 27.45% |
| Services | 25,322 | 26,726 | 44,845 | 31,404 | 48,401 | 2.70% | 54.12% | 91.14% |
| Store cards | 1,224,210 | 1,593,587 | 1,422,618 | 1,791,051 | 1,298,332 | 72.55% | -27.51% | 6.05% |
| Other facilities | 42,287 | 43,073 | 48,184 | 49,295 | 54,581 | 3.05% | 10.72% | 29.07% |
| Total | 1,576,695 | 2,003,879 | 1,917,344 | 2,248,722 | 1,789,540 | 100.00% | -20.42% | 13.50% |

4.2 Credit facilities granted by level of income

For the quarter ended March 2011 both tables 4.3 and 4.4 showed a similar trend where the Rand value and number of accounts for credit facilities granted to individuals with a gross monthly income of "greater than R10,000" increased.

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--|------------------|------------------|------------------|------------------|------------------|
| <= R10K | 1,214,356 | 1,550,122 | 1,338,142 | 1,609,793 | 1,173,566 |
| % share of credit granted | 77.21% | 77.42% | 69.97% | 71.72% | 66.30% |
| R10.1K-R15K | 122,429 | 161,766 | 202,312 | 228,165 | 193,223 |
| % share of credit granted | 7.78% | 8.08% | 10.58% | 10.16% | 10.92% |
| > R15K | 236,064 | 290,316 | 372,060 | 406,656 | 403,421 |
| % share of credit granted | 15.01% | 14.50% | 19.45% | 18.12% | 22.79% |
| Total number of credit facilities | 1,572,849 | 2,002,204 | 1,912,514 | 2,244,614 | 1,770,210 |

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--|------------------|------------------|------------------|-------------------|-------------------|
| <= R10K (R000) | 2,294,711 | 2,798,541 | 3,242,547 | 4,130,090 | 3,257,798 |
| % share of credit granted | 33.49% | 36.55% | 38.17% | 41.21% | 32.36% |
| R10.1K-R15K (R000) | 875,256 | 966,842 | 1,023,239 | 1,159,617 | 1,183,345 |
| % share of credit granted | 12.78% | 12.63% | 12.05% | 11.57% | 11.75% |
| > R15K (R000) | 3,680,975 | 3,890,808 | 4,228,330 | 4,733,204 | 5,627,539 |
| % share of credit granted | 53.73% | 50.82% | 49.78% | 47.22% | 55.89% |
| Total value of credit facilities (R000) | 6,850,942 | 7,656,190 | 8,494,116 | 10,023,911 | 10,068,682 |

4.3 Gross debtors book – credit facilities

The Rand value of the gross debtors book for credit facilities increased by 0.89% for the quarter ended March 2011 and the number of accounts also increased by 0.08% for the same period. On a y-o-y basis the number of accounts showed growth of 2.61% while the Rand value grew by 2.98%.

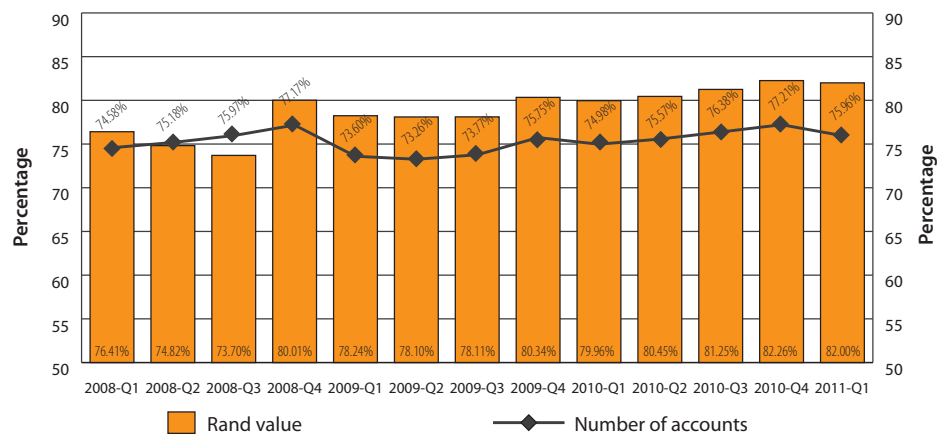
Table 4.5: Gross debtors book – credit facilities

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------|-------------|-------------|-------------|-------------|-------------|------------------|----------------|
| Gross debtors book (R000) | 129,176,832 | 129,114,950 | 129,687,691 | 131,855,932 | 133,031,600 | 0.89% | 2.98% |
| Number of accounts | 21,829,828 | 22,084,147 | 22,181,620 | 22,381,117 | 22,399,446 | 0.08% | 2.61% |

4.4 Age analysis of gross debtors book – credit facilities

The Rand value of the gross debtors book for credit facilities reported as “current” declined marginally from 82.26% to 82.00% on a q-o-q basis while the corresponding number of accounts reported as “current” also declined from 77.21% to 75.96%.

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). There was significant growth in the Rand value and number of agreements in the "less than six months" term of loan on a q-o-q and y-o-y basis. The total Rand value of unsecured credit granted decreased from R16.83 billion to R16.69 billion for the quarter ended March 2011. On a y-o-y basis there was an increase of 66.88% in the Rand value of unsecured credit granted. On a q-o-q basis there was a drop in the number of agreements by 8.25% while on a y-o-y basis there was an increase of 48.82%.

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

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
| <= 6 months | 76,651 | 107,578 | 112,744 | 150,069 | 174,658 | 1.05% | 16.39% | 127.86% |
| 7–12 months | 648,381 | 670,245 | 749,565 | 885,311 | 937,294 | 5.61% | 5.87% | 44.56% |
| 13–18 months | 472,299 | 639,450 | 678,686 | 827,626 | 933,920 | 5.59% | 12.84% | 97.74% |
| 19–24 months | 1,415,467 | 1,570,027 | 1,722,542 | 2,058,163 | 1,933,711 | 11.58% | -6.05% | 36.61% |
| 25–36 months | 2,454,579 | 2,782,300 | 3,318,081 | 4,022,532 | 3,604,464 | 21.59% | -10.39% | 46.85% |
| 3.1–5 years | 4,505,489 | 5,433,084 | 6,391,360 | 8,103,338 | 8,599,971 | 51.51% | 6.13% | 90.88% |
| 5.1–10 +years | 430,702 | 550,074 | 411,935 | 787,834 | 510,186 | 3.06% | -35.24% | 18.45% |
| Total | 10,003,568 | 11,752,757 | 13,384,913 | 16,834,873 | 16,694,204 | 100.00% | -0.84% | 66.88% |

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

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------|----------------|----------------|----------------|------------------|------------------|---------------------------|---------------------|-------------------|
| <= 6 months | 6,312 | 16,505 | 18,033 | 31,791 | 42,800 | 4.03% | 34.63% | 578.07% |
| 7–12 months | 123,560 | 130,447 | 153,586 | 193,202 | 196,456 | 18.51% | 1.68% | 59.00% |
| 13–18 months | 64,810 | 79,963 | 83,725 | 106,506 | 106,731 | 10.06% | 0.21% | 64.68% |
| 19–24 months | 146,458 | 154,085 | 169,633 | 206,104 | 176,612 | 16.64% | -14.31% | 20.59% |
| 25–36 months | 182,189 | 203,475 | 244,426 | 300,704 | 244,052 | 23.00% | -18.84% | 33.96% |
| 3.1–5 years | 181,186 | 211,517 | 243,354 | 302,471 | 286,139 | 26.96% | -5.40% | 57.93% |
| 5.1–10 +years | 8,511 | 10,278 | 7,278 | 15,743 | 8,367 | 0.79% | -46.85% | -1.69% |
| Total | 713,026 | 806,280 | 920,035 | 1,156,521 | 1,061,157 | 100.00% | -8.25% | 48.82% |

For the quarter ended March 2011 the Rand value and number of unsecured credit granted for agreements in excess of R15,000 continued to dominate with a share of 71.36% and 31.98% respectively.

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

| Rand value of agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1% Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|--------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-----------------------|------------------|----------------|
| R0K-R3K | 164,616 | 183,154 | 238,270 | 280,535 | 261,364 | 1.57% | -6.83% | 58.77% |
| R3.1K-R5K | 435,623 | 480,492 | 521,533 | 654,480 | 595,530 | 3.57% | -9.01% | 36.71% |
| R5.1K-R8K | 758,994 | 813,525 | 935,971 | 1,208,546 | 1,094,758 | 6.56% | -9.42% | 44.24% |
| R8.1K-R10K | 684,332 | 705,517 | 766,068 | 927,783 | 851,103 | 5.10% | -8.26% | 24.37% |
| R10.1K-R15K | 1,511,433 | 1,621,727 | 1,854,359 | 2,320,847 | 1,978,565 | 11.85% | -14.75% | 30.91% |
| > R15.1K | 6,448,570 | 7,948,342 | 9,068,711 | 11,442,683 | 11,912,885 | 71.36% | 4.11% | 84.74% |
| Total | 10,003,568 | 11,752,757 | 13,384,913 | 16,834,873 | 16,694,204 | 100.00% | -0.84% | 66.88% |

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

| Number of agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1% Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|----------------------|----------------|----------------|----------------|------------------|------------------|-----------------------|------------------|----------------|
| R0K-R3K | 78,378 | 90,266 | 111,259 | 147,554 | 124,147 | 11.70% | -15.86% | 58.40% |
| R3.1K-R5K | 110,170 | 121,756 | 132,592 | 164,440 | 144,041 | 13.57% | -12.41% | 30.74% |
| R5.1K-R8K | 126,010 | 135,638 | 155,098 | 198,907 | 196,986 | 18.56% | -0.97% | 56.33% |
| R8.1K-R10K | 74,526 | 76,746 | 83,176 | 100,925 | 92,116 | 8.68% | -8.73% | 23.60% |
| R10.1K-R15K | 123,779 | 135,519 | 154,727 | 193,933 | 164,523 | 15.50% | -15.17% | 32.92% |
| > R15.1K | 200,162 | 246,365 | 283,183 | 350,764 | 339,344 | 31.98% | -3.26% | 69.53% |
| Total | 713,025 | 806,280 | 920,035 | 1,156,523 | 1,061,157 | 100.00% | -8.25% | 48.82% |

5.2 Unsecured credit granted by level of income

For the quarter ended March 2011 the percentage of the agreements of unsecured credit granted to individuals with a gross monthly income of up to R10,000 decreased from 68.16% to 63.02% of the total number of unsecured credit agreements granted. In the income bands greater than R10,000 there was an increase from 31.84% to 36.98% in the number of unsecured agreements for the same period. The Rand value distribution of unsecured credit granted displayed a similar trend over the same period.

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---|----------------|----------------|----------------|------------------|------------------|
| <= R10K | 473,143 | 528,401 | 617,714 | 788,285 | 668,784 |
| % share of credit granted | 66.36% | 65.54% | 67.14% | 68.16% | 63.02% |
| R10.1K-R15K | 114,308 | 130,174 | 146,712 | 172,896 | 172,309 |
| % share of credit granted | 16.03% | 16.15% | 15.95% | 14.95% | 16.24% |
| > R15K | 125,567 | 147,697 | 155,604 | 195,336 | 220,052 |
| % share of credit granted | 17.61% | 18.32% | 16.91% | 16.89% | 20.74% |
| Total number of unsecured credit | 713,018 | 806,272 | 920,030 | 1,156,517 | 1,061,145 |

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| <= R10K (R000) | 4,683,189 | 5,420,104 | 6,390,111 | 8,156,231 | 7,137,817 |
| % share of credit granted | 46.82% | 46.15% | 47.77% | 48.46% | 42.78% |
| R10.1K-R15K (R000) | 2,205,633 | 2,625,155 | 2,959,121 | 3,532,721 | 3,581,452 |
| % share of credit granted | 22.05% | 22.35% | 22.12% | 20.99% | 21.46% |
| > R15K (R000) | 3,112,862 | 3,698,769 | 4,027,995 | 5,142,771 | 5,966,125 |
| % share of credit granted | 31.12% | 31.49% | 30.11% | 30.55% | 35.76% |
| Total value of unsecured credit (R000) | 10,001,684 | 11,744,029 | 13,377,227 | 16,831,723 | 16,685,394 |

5.3 Gross debtors book – unsecured credit

The Rand value of the gross debtors book for unsecured credit increased by 9.58% from R73.80 billion to R80.86 billion for the quarter ended March 2011. The number of accounts increased by 5.12% during the same period. On a y-o-y basis the Rand value of the gross debtors book for unsecured credit increased by 41.14% and the number of accounts increased by 18.08%.

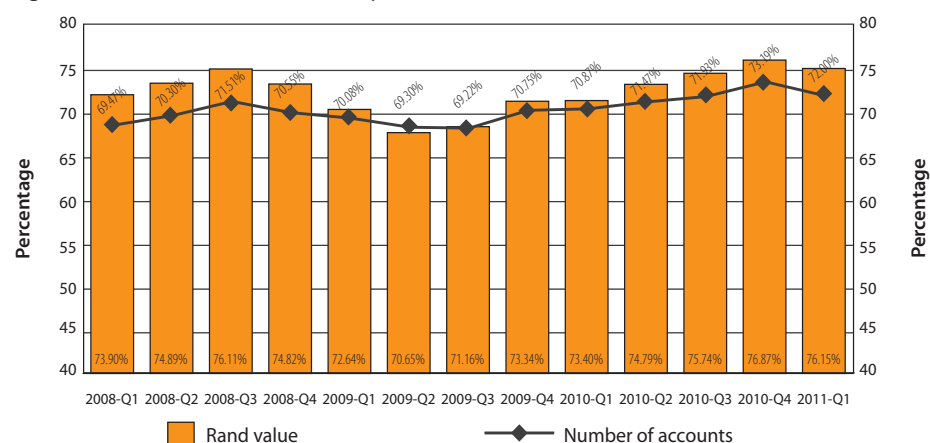
Table 5.7: Gross debtors book – unsecured credit

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------|------------|------------|------------|------------|------------|------------------|----------------|
| Gross debtors book (R000) | 57,293,724 | 61,138,468 | 66,173,578 | 73,797,286 | 80,864,530 | 9.58% | 41.14% |
| Number of accounts | 5,106,863 | 5,215,082 | 5,398,501 | 5,736,773 | 6,030,211 | 5.12% | 18.08% |

5.4 Age analysis of gross debtors book – unsecured credit

The Rand value of the gross debtors book for unsecured credit reported as “current” declined from 76.87% to 76.15% for the quarter ended March 2011. The number of accounts reported as “current” declined from 73.19% to 72.00% for the same period.

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 majority of short-term agreements were for "Up to one month" in both the Rand value and number of agreements for the quarter ended March 2011. The Rand value of short-term credit granted decreased from R1.46 billion to R1.42 billion for the quarter ended March 2011. The number of agreements for short-term credit granted increased by 3.85% on a q-o-q basis and 30.00% on a y-o-y basis.

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

| Agreements per repayment period | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1% Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------------|------------------|------------------|------------------|------------------|------------------|--------------------------|---------------------|-------------------|
| Up to 1 month | 784,529 | 876,663 | 919,589 | 929,831 | 984,601 | 69.31% | 5.89% | 25.50% |
| 2–3 months | 297,233 | 279,392 | 277,919 | 298,016 | 225,911 | 15.90% | -24.19% | -24.00% |
| 4–6 months | 187,349 | 194,961 | 200,900 | 234,377 | 210,027 | 14.79% | -10.39% | 12.10% |
| Total | 1,269,112 | 1,351,016 | 1,398,409 | 1,462,223 | 1,420,539 | 100.00% | -2.85% | 11.93% |

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

| Agreements per repayment period | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1% Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------------|------------------|------------------|------------------|------------------|------------------|--------------------------|---------------------|-------------------|
| Up to 1 month | 944,334 | 1,050,727 | 1,137,946 | 1,166,034 | 1,254,543 | 85.43% | 7.59% | 32.85% |
| 2–3 months | 124,250 | 112,947 | 129,144 | 150,196 | 121,517 | 8.27% | -19.09% | -2.20% |
| 4–6 months | 61,082 | 64,983 | 78,163 | 97,869 | 92,478 | 6.30% | -5.51% | 51.40% |
| Total | 1,129,666 | 1,228,657 | 1,345,253 | 1,414,099 | 1,468,538 | 100.00% | 3.85% | 30.00% |

There was an overall decline on a q-o-q basis in both the Rand value and number of agreements in all categories with the exception of agreements of "R0–R1000". For the quarter ended March 2011 the "R5001–R8000" bracket showed a significant decline of 24.55% in the Rand value and 26.78% in the number of agreements.

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

| Agreements | 2010-Q1 R000 | 2010-Q2 R000 | 2010-Q3 R000 | 2010-Q4 R000 | 2011-Q1 R000 | 2011-Q1% Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------|------------------|------------------|------------------|------------------|------------------|--------------------------|---------------------|-------------------|
| R0–R1,000 | 367,047 | 403,182 | 450,924 | 482,962 | 512,917 | 36.11% | 6.20% | 39.74% |
| R1,001–R2,000 | 328,622 | 361,901 | 383,889 | 397,040 | 387,820 | 27.30% | -2.32% | 18.01% |
| R2,001–R3,000 | 215,149 | 232,183 | 230,850 | 235,142 | 215,135 | 15.14% | -8.51% | -0.01% |
| R3,001–R5,000 | 199,461 | 202,904 | 198,162 | 202,093 | 195,270 | 13.75% | -3.38% | -2.10% |
| R5,001–R8,000 | 158,831 | 150,846 | 134,584 | 144,986 | 109,398 | 7.70% | -24.55% | -31.12% |
| Total | 1,269,112 | 1,351,016 | 1,398,409 | 1,462,223 | 1,420,539 | 100.00% | -2.85% | 11.93% |

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

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | 2011-Q1 % Distribution | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------|------------------|------------------|------------------|------------------|------------------|---------------------------|---------------------|-------------------|
| R0–R1,000 | 756,583 | 826,581 | 931,084 | 983,930 | 1,061,249 | 72.27% | 7.86% | 40.27% |
| R1,001–R2,000 | 215,290 | 237,770 | 253,581 | 264,157 | 257,642 | 17.54% | -2.47% | 19.67% |
| R2,001–R3,000 | 82,759 | 89,303 | 88,992 | 91,061 | 83,275 | 5.67% | -8.55% | 0.62% |
| R3,001–R5,000 | 50,617 | 51,729 | 50,750 | 51,899 | 49,493 | 3.37% | -4.64% | -2.22% |
| R5,001–R8,000 | 24,417 | 23,274 | 20,846 | 23,052 | 16,879 | 1.15% | -26.78% | -30.87% |
| Total | 1,129,666 | 1,228,657 | 1,345,253 | 1,414,099 | 1,468,538 | 100.00% | 3.85% | 30.00% |

6.2 Short-term credit granted by level of income

Short-term credit granted by level of income displayed the same pattern as the other credit types where the “Up to R10,000” income level decreased in share of total credit granted for both the number of agreements and Rand value. The “greater than R10,000” income brackets for short-term credit granted increased in percentage share in both the number of agreements and Rand value for the quarter ended March 2011.

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--|------------------|------------------|------------------|------------------|------------------|
| <= R10K | 756,201 | 820,002 | 896,715 | 937,048 | 938,360 |
| % share of credit granted | 66.94% | 66.74% | 66.66% | 66.26% | 63.90% |
| R10.1K–R15K | 210,253 | 227,700 | 249,316 | 250,105 | 269,217 |
| % share of credit granted | 18.61% | 18.53% | 18.53% | 17.69% | 18.33% |
| > R15K | 163,212 | 180,955 | 199,222 | 226,946 | 260,961 |
| % share of credit granted | 14.45% | 14.73% | 14.81% | 16.05% | 17.77% |
| Total number of short-term credit | 1,129,666 | 1,228,657 | 1,345,253 | 1,414,099 | 1,468,538 |

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

| Level of income | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--|------------------|------------------|------------------|------------------|------------------|
| <= R10K (R000) | 734,676 | 802,644 | 837,767 | 868,180 | 799,829 |
| % share of credit granted | 57.89% | 59.41% | 59.91% | 59.37% | 56.30% |
| R10.1K–R15K (R000) | 264,805 | 274,840 | 279,984 | 277,629 | 280,373 |
| % share of credit granted | 20.87% | 20.34% | 20.02% | 18.99% | 19.74% |
| > R15K (R000) | 269,631 | 273,533 | 280,658 | 316,415 | 340,338 |
| % share of credit granted | 21.25% | 20.25% | 20.07% | 21.64% | 23.96% |
| Total value of short-term credit (R000) | 1,269,112 | 1,351,016 | 1,398,409 | 1,462,223 | 1,420,539 |

6.3 Gross debtors book – short-term credit

The Rand value of the gross debtors book for short-term credit declined by 4.27% q-o-q and by 3.16% y-o-y. The corresponding number of accounts increased by 1.01% q-o-q and by 22.05% y-o-y.

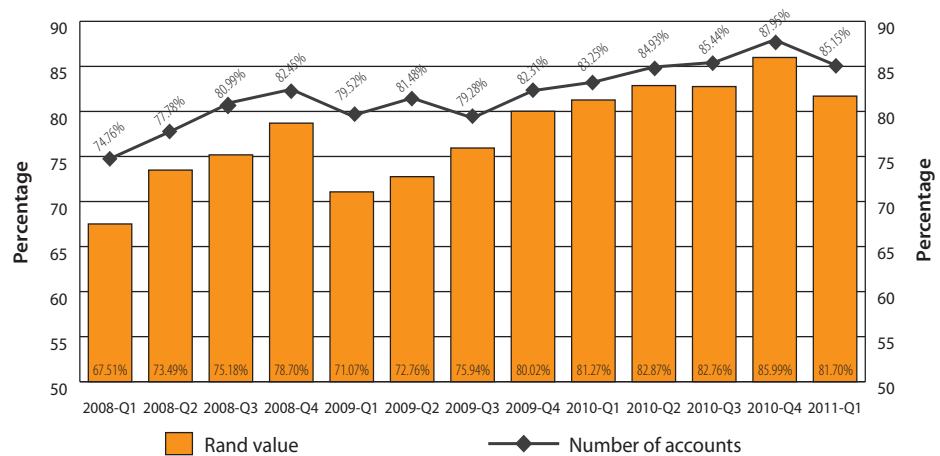
Table 6.7: Gross debtors book - short-term credit

| Agreements | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 | % Change (Q1/Q4) | % Change (Y/Y) |
|---------------------------|---------|---------|---------|---------|---------|------------------|----------------|
| Gross debtors book (R000) | 720,255 | 683,103 | 668,029 | 728,570 | 697,482 | -4.27% | -3.16% |
| Number of accounts | 423,586 | 419,623 | 454,299 | 511,841 | 516,992 | 1.01% | 22.05% |

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” decreased from 85.99% for the quarter ended December 2010 to 81.70% for the quarter ended March 2011. The number of accounts reported as “current” also decreased from 87.95% for the quarter ended December 2010 to 85.15% for the quarter ended March 2011.

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



7. Definitions

| Terms used in the report | Definition |
|---------------------------------------|--|
| Applications received | Includes solicited and unsolicited applications for credit. |
| Credit facilities | 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. |
| Credit transactions | 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. |
| Gross debtors book | The outstanding balances as at the end of the period including fees and interest that have been earned and capitalised to the debtors book. |
| Mortgage agreements | An agreement that is secured by a pledge of immovable property. |
| Secured credit transactions | 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. |
| Short-term credit transactions | An agreement that meets all the criteria as set out in section 39 (2) of the NCA. This includes amounts not exceeding R8,000 and repayable within six months. |
| Unsecured credit transactions | An agreement that meets all the criteria as set out in section 39 (3) of the NCA, 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 at www.ncr.org.za.

8. Appendix tables

A: Provincial Distribution

Table 1: Provincial distribution – total credit granted

| Provincial | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Eastern Cape | 3,122,354,355 | 3,163,483,264 | 3,375,688,529 | 4,055,865,677 | 3,893,976,969 | 4,335,991,074 | 4,877,560,135 | 5,462,066,433 | 5,346,653,403 |
| Free State | 2,026,557,672 | 1,895,686,599 | 1,992,254,403 | 2,511,640,092 | 2,454,534,172 | 2,581,657,622 | 3,000,861,224 | 3,516,131,326 | 3,234,618,075 |
| Gauteng | 23,810,110,340 | 23,197,606,219 | 24,590,852,416 | 28,604,750,992 | 27,858,599,612 | 30,413,608,680 | 34,538,396,721 | 36,742,680,630 | 37,749,023,709 |
| KwaZulu-Natal | 6,686,889,603 | 6,420,601,128 | 6,889,151,856 | 8,185,687,202 | 8,029,759,882 | 8,787,917,284 | 9,500,604,551 | 11,458,518,062 | 10,217,176,418 |
| Limpopo | 1,785,729,840 | 1,738,192,935 | 1,960,570,142 | 2,320,212,204 | 2,247,521,491 | 2,503,847,623 | 2,775,043,747 | 3,214,285,841 | 2,854,046,971 |
| Mpumalanga | 2,982,382,883 | 2,995,228,281 | 3,239,064,222 | 3,833,256,464 | 3,690,130,042 | 4,046,392,074 | 4,551,581,407 | 5,177,450,337 | 4,812,329,287 |
| Northern Cape | 915,338,312 | 827,066,223 | 820,756,190 | 1,022,325,340 | 908,440,748 | 1,055,316,249 | 1,162,809,421 | 1,432,598,446 | 1,232,937,015 |
| North West | 1,917,892,215 | 1,880,920,426 | 2,136,593,780 | 2,637,604,294 | 2,539,294,298 | 2,773,110,467 | 3,148,323,683 | 3,603,161,998 | 3,205,197,739 |
| Western Cape | 7,658,104,326 | 7,934,226,470 | 7,939,613,667 | 9,492,162,652 | 9,013,880,580 | 10,347,167,396 | 11,054,932,377 | 12,399,775,070 | 11,509,944,457 |
| Other | 798,072,768 | 612,157,184 | 637,028,399 | 631,869,390 | 909,620,714 | 703,563,096 | 525,248,578 | 524,876,804 | 591,541,567 |
| Total | 51,703,432,314 | 50,665,168,729 | 53,581,573,604 | 63,295,374,307 | 61,545,758,508 | 67,548,571,565 | 75,135,361,844 | 83,531,544,947 | 80,753,468,641 |

B: Secured Credit Granted

Table 2: Secured credit granted – size of agreement

| Agreements | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <= R1,500 | 17,290,125 | 21,036,591 | 18,834,574 | 12,824,164 | 10,625,276 | 10,514,980 | 10,095,249 | 9,290,120 | 8,350,849 |
| R1,500–R3,000 | 173,841,734 | 149,381,614 | 130,462,783 | 110,738,318 | 97,885,671 | 90,500,167 | 80,774,999 | 84,560,407 | 73,828,668 |
| R3.1K–R5K | 484,680,722 | 465,569,961 | 427,702,023 | 429,712,694 | 321,559,391 | 300,468,488 | 278,686,964 | 343,799,882 | 273,973,870 |
| R5.1K–R10K | 675,798,362 | 676,989,575 | 684,144,556 | 776,975,371 | 565,546,947 | 560,571,322 | 597,007,695 | 797,217,202 | 586,193,711 |
| R10.1K–R20K | 338,913,283 | 329,421,095 | 334,405,480 | 444,927,317 | 361,698,011 | 349,970,563 | 353,358,733 | 460,560,245 | 348,927,118 |
| R20.1K–R40K | 340,139,986 | 281,774,088 | 291,026,342 | 374,116,294 | 327,414,024 | 303,529,678 | 275,228,432 | 274,230,114 | 254,962,883 |
| R40.1K–R60K | 675,773,464 | 576,503,707 | 615,939,636 | 700,200,557 | 660,056,868 | 596,421,469 | 600,909,503 | 611,453,640 | 584,250,700 |
| R60.1K–R100K | 2,395,807,324 | 2,310,994,997 | 2,383,515,325 | 2,761,889,865 | 2,396,170,501 | 2,289,058,231 | 2,427,213,138 | 2,487,539,125 | 2,315,420,958 |
| R101K–R150K | 3,469,641,310 | 3,486,984,697 | 3,734,985,859 | 4,385,336,930 | 4,053,527,511 | 4,261,811,634 | 4,697,521,732 | 5,154,072,499 | 4,992,105,453 |
| R151K–R200K | 2,648,690,125 | 2,656,610,734 | 2,862,140,510 | 3,365,946,895 | 3,401,061,049 | 3,514,339,162 | 3,871,764,158 | 4,279,152,619 | 4,154,096,846 |
| R201K–R400K | 4,994,154,186 | 5,183,734,934 | 6,115,131,664 | 7,256,876,630 | 6,966,521,561 | 7,609,414,234 | 8,373,230,039 | 9,517,425,339 | 9,422,282,121 |
| > R400K | 2,621,038,022 | 2,380,485,215 | 2,575,364,799 | 3,047,269,054 | 3,173,944,055 | 3,131,912,816 | 3,632,800,245 | 4,101,538,603 | 4,433,185,299 |
| Total | 18,835,768,643 | 18,519,487,208 | 20,173,653,551 | 23,666,814,089 | 22,336,010,865 | 23,018,512,744 | 25,198,590,887 | 28,120,839,795 | 27,447,578,476 |

Table 3: Secured credit granted – number of agreements

| Agreements | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|---------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <= R1500 | 15,767 | 19,167 | 18,020 | 12,092 | 10,108 | 10,569 | 9,608 | 8,301 | 7,873 |
| R1,500–R3,000 | 73,903 | 63,581 | 55,105 | 46,526 | 41,629 | 38,237 | 34,133 | 35,423 | 31,127 |
| R3.1K–R5K | 123,413 | 117,983 | 106,892 | 106,731 | 80,843 | 75,075 | 69,888 | 85,675 | 68,958 |
| R5.1K–R10K | 99,168 | 98,666 | 98,780 | 112,290 | 81,768 | 80,883 | 86,239 | 114,882 | 84,832 |
| R10.1K–R20K | 25,569 | 25,130 | 25,156 | 33,390 | 27,067 | 26,413 | 26,749 | 35,231 | 26,548 |
| R20.1K–R40K | 11,487 | 9,581 | 9,852 | 12,784 | 11,231 | 10,342 | 9,345 | 9,474 | 8,681 |
| R40.1K–R60K | 13,337 | 11,333 | 12,135 | 13,779 | 13,034 | 11,741 | 11,833 | 12,034 | 11,574 |
| R60.1K–R100K | 30,044 | 28,903 | 29,779 | 34,464 | 29,925 | 28,555 | 30,154 | 30,794 | 28,728 |
| R101K–R150K | 28,360 | 28,447 | 30,452 | 35,726 | 32,939 | 34,478 | 38,001 | 41,575 | 40,271 |
| R151K–R200K | 15,459 | 15,481 | 16,653 | 19,587 | 19,779 | 20,431 | 22,528 | 24,874 | 24,092 |
| R201K–R400K | 18,512 | 19,156 | 22,358 | 26,419 | 25,450 | 27,548 | 30,334 | 34,220 | 34,008 |
| > R400K | 3,263 | 3,289 | 3,834 | 4,738 | 4,989 | 5,199 | 5,940 | 6,945 | 7,034 |
| Total | 458,282 | 440,717 | 429,016 | 458,526 | 378,762 | 369,471 | 374,752 | 439,428 | 373,726 |

C: Analysis of credit granted by level of income

Table 4: Mortgages granted by income category – Rand value

| Income Category | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| R0–R3,500 | 5,479,937 | 8,696,652 | 5,047,842 | 4,747,324 | 4,889,523 | 2,488,354 | 2,200,744 | 2,823,600 | 2,680,207 |
| R3,501–R5,500 | 36,719,220 | 34,957,067 | 35,020,615 | 33,404,329 | 23,155,972 | 22,586,377 | 22,546,099 | 27,691,084 | 18,748,006 |
| R5,501–R7,500 | 98,944,465 | 108,708,205 | 128,196,952 | 117,241,208 | 92,317,672 | 91,965,442 | 96,106,568 | 107,081,207 | 84,274,342 |
| R7,501–R10K | 245,756,224 | 278,591,553 | 328,008,288 | 334,569,707 | 265,668,571 | 312,425,049 | 352,967,334 | 386,910,700 | 321,898,812 |
| R10.1K–R15K | 821,320,462 | 797,579,203 | 933,503,391 | 1,120,490,653 | 1,063,223,293 | 1,173,510,612 | 1,311,137,342 | 1,459,624,631 | 1,282,985,628 |
| > R15K | 17,135,906,355 | 15,946,543,001 | 15,907,597,730 | 19,071,685,538 | 19,133,546,775 | 21,794,317,712 | 24,316,870,441 | 24,663,044,399 | 22,688,838,503 |
| Total | 18,344,126,663 | 17,175,075,681 | 17,337,374,819 | 20,682,138,759 | 20,582,801,806 | 23,397,293,546 | 26,101,828,528 | 26,647,175,621 | 24,399,425,498 |

Table 5: Mortgages granted by income category – number

| Income category | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| R0–R3,500 | 69 | 79 | 39 | 42 | 37 | 22 | 26 | 22 | 15 |
| R3,501–R5,500 | 314 | 262 | 246 | 221 | 159 | 145 | 142 | 156 | 135 |
| R5,501–R7,500 | 766 | 706 | 792 | 732 | 580 | 588 | 581 | 596 | 506 |
| R7,501–R10K | 1,542 | 1,518 | 1,655 | 1,700 | 1,401 | 1,575 | 1,681 | 1,756 | 1,491 |
| R10.1K–R15K | 4,109 | 3,854 | 4,166 | 4,710 | 4,418 | 4,785 | 4,972 | 5,288 | 4,577 |
| > R15K | 29,114 | 26,345 | 25,774 | 29,385 | 28,625 | 31,699 | 34,433 | 34,620 | 31,539 |
| Total | 35,914 | 32,764 | 32,672 | 36,790 | 35,220 | 38,814 | 41,835 | 42,438 | 38,263 |

Table 6: Secured credit granted by income category – Rand value

| Income category | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| R0–R3,500 | 912,420,638 | 823,934,071 | 789,558,087 | 814,441,442 | 677,213,384 | 581,011,962 | 603,834,917 | 831,523,624 | 657,640,045 |
| R3,501–R5,500 | 507,579,409 | 536,361,198 | 492,087,618 | 514,666,583 | 377,202,282 | 381,626,556 | 363,303,619 | 427,236,051 | 334,988,233 |
| R5,501–R7,500 | 588,764,210 | 698,860,069 | 609,610,064 | 710,966,381 | 557,026,093 | 547,699,362 | 543,665,622 | 628,823,498 | 540,114,312 |
| R7,501–R10K | 1,079,776,516 | 1,181,246,631 | 1,126,707,422 | 1,388,076,199 | 1,117,578,864 | 1,179,208,152 | 1,233,746,201 | 1,397,618,187 | 1,204,180,939 |
| R10.1K–R15K | 2,420,423,045 | 2,525,404,767 | 2,707,997,870 | 3,329,634,139 | 2,887,099,265 | 2,959,880,962 | 3,207,919,669 | 3,600,347,546 | 3,220,576,085 |
| > R15K | 13,100,638,644 | 12,530,111,970 | 14,290,835,097 | 16,626,371,746 | 16,573,724,990 | 17,148,036,487 | 19,050,108,346 | 21,051,002,937 | 21,150,094,891 |
| Total | 18,609,602,462 | 18,295,918,706 | 20,016,796,158 | 23,384,156,490 | 22,189,844,878 | 22,797,463,481 | 25,002,578,374 | 27,936,551,843 | 27,107,594,505 |

Table 7: Secured credit granted by income category – number

| Income category | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| R0–R3,500 | 194,227 | 182,028 | 169,810 | 163,272 | 124,474 | 121,566 | 120,975 | 155,053 | 117,640 |
| R3,501–R5,500 | 65,286 | 63,372 | 59,682 | 62,931 | 47,679 | 44,060 | 42,628 | 51,352 | 40,665 |
| R5,501–R7,500 | 30,635 | 34,535 | 32,680 | 37,883 | 30,299 | 27,746 | 27,439 | 32,698 | 26,926 |
| R7,501–R10K | 33,340 | 33,590 | 32,422 | 38,100 | 33,417 | 30,961 | 30,712 | 34,932 | 29,915 |
| R10.1K–R15K | 42,593 | 42,491 | 43,095 | 51,310 | 44,744 | 42,929 | 43,584 | 47,744 | 42,224 |
| > R15K | 91,055 | 83,975 | 90,721 | 104,130 | 100,449 | 101,172 | 108,438 | 116,792 | 114,984 |
| Total | 457,136 | 439,991 | 428,410 | 457,626 | 381,062 | 368,434 | 373,776 | 438,571 | 372,354 |

Table 8: Credit facilities approved by income category – Rand value

| Income category | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|-----------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|
| R0–R3,500 | 1,033,752,058 | 1,372,685,818 | 1,054,112,797 | 1,563,241,751 | 1,057,072,391 | 1,329,834,967 | 1,634,437,771 | 2,172,402,074 | 1,582,250,863 |
| R3,501–R5,500 | 392,879,833 | 415,781,922 | 404,886,649 | 430,140,075 | 361,473,104 | 452,987,126 | 502,507,119 | 620,133,308 | 483,662,955 |
| R5,501–R7,500 | 345,852,577 | 343,161,042 | 358,019,548 | 383,491,095 | 357,030,560 | 420,290,402 | 473,055,845 | 593,120,272 | 508,235,101 |
| R7,501–R10K | 482,517,488 | 488,049,594 | 518,056,296 | 548,221,879 | 519,135,375 | 595,428,495 | 632,546,719 | 745,433,861 | 683,649,035 |
| R10.1K–R15K | 781,967,035 | 764,736,867 | 814,702,884 | 859,484,434 | 875,255,640 | 966,841,794 | 1,023,238,968 | 1,159,617,119 | 1,183,345,017 |
| > R15K | 3,054,386,690 | 2,866,954,986 | 2,864,030,623 | 2,977,239,815 | 3,680,974,707 | 3,890,807,653 | 4,228,329,761 | 4,733,204,320 | 5,627,539,154 |
| Total | 6,091,355,681 | 6,251,370,229 | 6,013,808,797 | 6,761,819,049 | 6,850,941,777 | 7,656,190,437 | 8,494,116,183 | 10,023,910,954 | 10,068,682,125 |

Table 9: Credit facilities approved by income category – number

| Income category | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| R0–R3,500 | 1,197,527 | 1,804,972 | 866,165 | 1,024,140 | 817,043 | 1,009,936 | 713,888 | 887,193 | 607,556 |
| R3,501–R5,500 | 218,491 | 292,631 | 189,439 | 212,265 | 176,182 | 242,536 | 261,996 | 303,539 | 227,183 |
| R5,501–R7,500 | 124,251 | 163,052 | 112,568 | 128,063 | 110,642 | 150,037 | 185,823 | 216,470 | 171,082 |
| R7,501–R10K | 120,792 | 148,135 | 110,817 | 123,495 | 110,489 | 147,613 | 176,435 | 202,591 | 167,745 |
| R10.1K–R15K | 124,541 | 144,930 | 120,271 | 133,638 | 122,429 | 161,766 | 202,312 | 228,165 | 193,223 |
| > R15K | 213,474 | 224,346 | 202,060 | 220,769 | 236,064 | 290,316 | 372,060 | 406,656 | 403,421 |
| Total | 1,999,076 | 2,778,066 | 1,601,320 | 1,842,370 | 1,572,849 | 2,002,204 | 1,912,514 | 2,244,614 | 1,770,210 |

Table 10: Unsecured credit granted by income category – Rand value

| Income category | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|-----------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| R0–R3,500 | 2,008,484,167 | 2,274,997,025 | 2,603,660,704 | 1,678,417,952 | 1,256,097,573 | 1,445,876,961 | 1,740,365,001 | 2,491,116,353 | 1,890,084,092 |
| R3,501–R5,500 | 837,571,193 | 841,465,466 | 951,818,527 | 1,252,836,018 | 969,125,427 | 1,153,229,890 | 1,373,032,431 | 1,637,741,445 | 1,357,512,941 |
| R5,501–R7,500 | 725,733,376 | 738,714,765 | 818,016,724 | 1,303,599,978 | 1,187,705,364 | 1,350,875,009 | 1,605,101,231 | 2,019,730,531 | 1,937,743,992 |
| R7,501–R10K | 736,675,800 | 757,965,522 | 870,303,870 | 1,370,169,974 | 1,270,260,483 | 1,470,122,347 | 1,671,612,105 | 2,007,642,693 | 1,952,475,799 |
| R10.1K–R15K | 1,070,449,553 | 1,135,533,848 | 1,428,655,010 | 2,231,470,904 | 2,205,633,234 | 2,625,155,459 | 2,959,121,051 | 3,532,721,359 | 3,581,451,696 |
| > R15K | 1,405,390,270 | 1,421,014,558 | 1,698,429,360 | 2,694,022,392 | 3,112,861,832 | 3,698,769,243 | 4,027,995,285 | 5,142,770,843 | 5,966,125,427 |
| Total | 6,784,304,359 | 7,169,691,184 | 8,370,884,195 | 10,530,517,218 | 10,001,683,913 | 11,744,028,909 | 13,377,227,104 | 16,831,723,224 | 16,685,393,947 |

Table 11: Unsecured credit granted by income category – number

| Income category | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|------------------|
| R0–R3,500 | 293,551 | 311,306 | 337,803 | 271,266 | 196,526 | 220,410 | 256,406 | 355,216 | 273,308 |
| R3,501–R5,500 | 102,863 | 97,248 | 103,761 | 134,444 | 104,188 | 116,872 | 136,806 | 161,680 | 135,638 |
| R5,501–R7,500 | 67,365 | 63,618 | 67,068 | 102,511 | 93,228 | 102,261 | 122,544 | 149,443 | 141,923 |
| R7,501–R10K | 59,780 | 55,084 | 60,209 | 87,073 | 79,201 | 88,858 | 101,958 | 121,946 | 117,915 |
| R10.1K–R15K | 73,389 | 70,951 | 80,845 | 117,437 | 114,308 | 130,174 | 146,712 | 172,896 | 172,309 |
| > R15K | 71,099 | 65,542 | 72,619 | 109,977 | 125,567 | 147,697 | 155,604 | 195,336 | 220,052 |
| Total | 668,047 | 663,749 | 722,305 | 822,708 | 713,018 | 806,272 | 920,030 | 1,156,517 | 1,061,145 |

Table 12: Short-term credit granted by income category – Rand value

| Income category | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|-----------------|--------------------|--------------------|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| R0–R3,500 | 208,371,400 | 215,086,873 | 224,123,894 | 244,506,494 | 236,393,069 | 263,121,083 | 281,249,061 | 296,006,487 | 241,256,956 |
| R3,501–R5,500 | 115,847,101 | 123,744,743 | 132,693,419 | 151,204,287 | 173,133,908 | 187,343,114 | 190,572,092 | 191,695,688 | 181,775,698 |
| R5,501–R7,500 | 103,782,424 | 108,690,736 | 117,387,613 | 136,042,666 | 164,966,892 | 180,897,299 | 189,254,173 | 200,577,665 | 199,276,450 |
| R7,501–R10K | 113,855,829 | 117,532,215 | 124,894,330 | 134,992,379 | 160,181,658 | 171,282,230 | 176,691,680 | 179,900,487 | 177,519,565 |
| R10.1K–R15K | 191,945,296 | 200,779,205 | 211,685,693 | 224,667,103 | 264,805,098 | 274,839,617 | 279,984,258 | 277,628,564 | 280,373,038 |
| > R15K | 153,819,510 | 162,987,895 | 179,080,231 | 209,165,387 | 269,631,373 | 273,532,791 | 280,658,100 | 316,414,585 | 340,337,637 |
| Total | 887,621,560 | 928,821,667 | 989,865,180 | 1,100,578,316 | 1,269,111,998 | 1,351,016,134 | 1,398,409,364 | 1,462,223,476 | 1,420,539,344 |

Table 13: Short-term credit granted by income category – number

| Income category | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|-----------------|----------------|----------------|----------------|----------------|------------------|------------------|------------------|------------------|------------------|
| R0–R3,500 | 222,240 | 234,102 | 243,654 | 255,067 | 263,262 | 285,719 | 315,297 | 334,384 | 305,573 |
| R3,501–R5,500 | 122,438 | 128,633 | 138,524 | 153,878 | 185,904 | 196,921 | 210,543 | 215,247 | 220,842 |
| R5,501–R7,500 | 100,608 | 103,620 | 112,796 | 127,185 | 162,417 | 179,771 | 198,737 | 210,951 | 226,153 |
| R7,501–R10K | 96,717 | 99,544 | 107,099 | 116,131 | 144,618 | 157,591 | 172,138 | 176,466 | 185,792 |
| R10.1K–R15K | 140,506 | 147,627 | 158,225 | 172,089 | 210,253 | 227,700 | 249,316 | 250,105 | 269,217 |
| > R15K | 87,687 | 93,201 | 102,997 | 121,580 | 163,212 | 180,955 | 199,222 | 226,946 | 260,961 |
| Total | 770,196 | 806,727 | 863,295 | 945,930 | 1,129,666 | 1,228,657 | 1,345,253 | 1,414,099 | 1,468,538 |

D: Age analysis of debtors book

Table 14: Age analysis of gross debtors book – mortgages

| Ageing | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|--------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Current | 622,402,236,564 | 618,732,375,209 | 622,645,016,154 | 627,807,869,245 | 628,274,672,268 | 632,537,731,519 | 642,619,545,751 | 653,114,692,825 | 662,441,881,427 |
| 30 days | 29,595,267,956 | 27,936,156,709 | 25,621,992,517 | 25,507,388,801 | 26,530,107,494 | 26,783,192,720 | 24,267,553,629 | 23,702,127,314 | 25,348,914,342 |
| 31–60 days | 17,882,003,192 | 12,566,489,015 | 11,887,595,550 | 11,163,928,641 | 12,690,435,826 | 11,105,379,208 | 11,374,584,924 | 10,542,823,060 | 10,413,991,387 |
| 61–90 days | 11,323,355,050 | 8,882,177,534 | 8,375,649,869 | 7,823,646,376 | 8,268,352,386 | 8,102,411,172 | 7,436,664,224 | 6,215,108,471 | 5,973,803,957 |
| 91–120 days | 17,062,605,691 | 16,733,918,620 | 14,110,679,772 | 14,250,894,287 | 14,472,739,452 | 14,475,834,846 | 12,918,640,238 | 12,241,714,811 | 12,090,820,342 |
| 120+ days | 42,259,622,180 | 49,299,623,042 | 53,924,599,512 | 54,396,317,254 | 55,735,608,984 | 56,027,297,646 | 56,768,626,630 | 54,862,666,815 | 53,622,002,635 |
| Total | 740,525,090,633 | 734,150,740,129 | 736,565,533,374 | 740,950,044,604 | 745,971,916,410 | 749,031,847,111 | 755,385,615,396 | 760,679,133,296 | 769,891,414,089 |

Table 15: Age analysis of accounts – mortgages

| Ageing | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Current | 1,602,882 | 1,603,588 | 1,605,236 | 1,607,482 | 1,594,382 | 1,594,201 | 1,600,748 | 1,614,772 | 1,617,068 |
| 30 days | 73,509 | 66,921 | 59,325 | 57,024 | 62,386 | 62,344 | 58,133 | 55,927 | 58,070 |
| 31–60 days | 37,748 | 27,534 | 25,730 | 23,878 | 26,584 | 24,296 | 24,005 | 21,373 | 21,622 |
| 61–90 days | 22,612 | 18,275 | 17,303 | 15,723 | 16,627 | 15,910 | 14,981 | 12,715 | 12,524 |
| 91–120 days | 30,728 | 29,356 | 25,730 | 25,444 | 25,966 | 26,364 | 23,290 | 21,955 | 21,983 |
| 120+ days | 74,125 | 83,582 | 89,117 | 88,937 | 90,760 | 91,333 | 90,138 | 85,920 | 82,683 |
| Total | 1,841,604 | 1,829,256 | 1,822,441 | 1,818,488 | 1,816,705 | 1,814,448 | 1,811,295 | 1,812,662 | 1,813,950 |

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

| Ageing | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|--------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Current | 189,944,807,651 | 184,237,121,304 | 183,209,845,528 | 183,761,339,220 | 182,365,082,571 | 185,194,011,820 | 186,958,881,461 | 194,179,285,636 | 199,012,216,720 |
| 30 days | 12,529,273,407 | 11,198,880,692 | 10,328,446,818 | 10,051,019,673 | 10,369,562,318 | 10,507,857,947 | 9,593,922,461 | 9,259,765,539 | 9,156,087,374 |
| 31–60 days | 5,652,448,030 | 4,882,003,976 | 4,876,181,822 | 4,157,052,551 | 3,848,732,161 | 3,399,899,850 | 3,318,562,087 | 3,333,257,885 | 3,400,327,309 |
| 61–90 days | 2,606,176,216 | 2,626,746,140 | 2,430,467,224 | 2,093,862,654 | 1,978,889,723 | 1,893,433,562 | 1,793,040,495 | 1,730,452,274 | 1,749,136,116 |
| 91–120 days | 2,429,274,269 | 2,650,189,806 | 2,745,542,678 | 2,849,018,302 | 3,749,518,457 | 3,288,207,481 | 3,272,738,036 | 2,809,523,786 | 2,464,569,181 |
| 120+ days | 7,604,344,825 | 8,556,394,728 | 8,512,815,232 | 9,070,370,186 | 9,245,486,352 | 10,735,025,612 | 10,402,126,883 | 10,402,835,766 | 10,565,708,949 |
| Total | 220,766,324,398 | 214,151,336,646 | 212,103,299,302 | 211,982,662,586 | 211,557,271,582 | 215,018,436,272 | 215,339,271,423 | 221,715,120,886 | 226,348,045,650 |

Table 17: Age analysis of accounts – secured credit

| Ageing | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Current | 3,918,732 | 3,889,788 | 3,526,558 | 3,477,633 | 3,352,579 | 3,232,664 | 3,105,615 | 3,106,792 | 3,006,407 |
| 30 days | 452,606 | 420,962 | 430,093 | 448,675 | 429,769 | 433,207 | 395,940 | 406,772 | 394,413 |
| 31–60 days | 281,619 | 249,962 | 269,015 | 250,818 | 246,786 | 241,296 | 216,704 | 213,581 | 219,945 |
| 61–90 days | 177,056 | 164,899 | 205,683 | 175,189 | 172,535 | 169,867 | 148,871 | 141,636 | 144,186 |
| 91–120 days | 139,461 | 119,265 | 146,084 | 141,774 | 149,823 | 144,030 | 127,040 | 118,422 | 115,837 |
| 120+ days | 498,534 | 546,754 | 528,826 | 699,448 | 612,904 | 661,927 | 635,713 | 625,282 | 601,683 |
| Total | 5,468,008 | 5,391,630 | 5,106,259 | 5,193,537 | 4,964,396 | 4,882,991 | 4,629,883 | 4,612,485 | 4,482,471 |

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

| Ageing | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|--------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Current | 101,486,172,100 | 99,177,552,672 | 100,005,846,586 | 100,544,072,355 | 103,287,763,768 | 103,867,351,573 | 105,367,542,320 | 108,464,198,379 | 109,091,834,990 |
| 30 days | 11,673,974,412 | 10,805,598,143 | 10,649,562,147 | 8,745,854,098 | 9,375,125,676 | 8,867,070,774 | 8,684,844,854 | 8,823,587,179 | 9,106,486,448 |
| 31–60 days | 4,182,187,966 | 3,609,876,199 | 3,330,924,733 | 2,435,444,353 | 2,997,227,175 | 2,466,112,599 | 2,326,013,343 | 2,212,555,271 | 2,745,020,966 |
| 61–90 days | 2,727,172,283 | 2,615,609,894 | 2,285,455,505 | 1,763,818,191 | 1,925,050,247 | 1,778,083,966 | 1,554,999,223 | 1,418,974,770 | 1,552,095,631 |
| 91–120 days | 1,565,463,721 | 1,799,721,328 | 1,618,616,512 | 1,333,786,377 | 1,334,752,169 | 1,401,911,600 | 1,218,839,522 | 1,042,276,709 | 1,031,697,065 |
| 120+ days | 8,077,004,218 | 8,979,284,408 | 10,141,777,491 | 10,321,826,191 | 10,256,913,189 | 10,734,419,378 | 10,535,452,012 | 9,894,339,682 | 9,504,464,466 |
| Total | 129,711,974,700 | 126,987,642,644 | 128,032,182,974 | 125,144,801,565 | 129,176,832,224 | 129,114,949,890 | 129,687,691,274 | 131,855,931,990 | 133,031,599,566 |

Table 19: Age analysis of accounts – credit facilities

| Ageing | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Current | 16,252,010 | 16,113,878 | 16,185,257 | 16,703,777 | 16,368,870 | 16,688,782 | 16,942,078 | 17,280,636 | 17,015,476 |
| 30 days | 2,416,539 | 2,266,608 | 2,190,271 | 2,153,895 | 2,181,833 | 2,110,519 | 2,104,917 | 2,188,153 | 2,281,319 |
| 31–60 days | 1,017,916 | 916,185 | 855,225 | 676,930 | 836,963 | 724,250 | 684,842 | 643,288 | 808,474 |
| 61–90 days | 588,674 | 589,042 | 536,046 | 415,926 | 479,515 | 452,324 | 408,649 | 369,360 | 430,869 |
| 91–120 days | 344,785 | 420,370 | 379,017 | 309,195 | 302,974 | 329,634 | 285,943 | 261,554 | 272,947 |
| 120+ days | 1,460,864 | 1,690,579 | 1,795,320 | 1,794,484 | 1,659,673 | 1,778,638 | 1,755,191 | 1,638,126 | 1,590,361 |
| Total | 22,080,788 | 21,996,662 | 21,941,136 | 22,054,207 | 21,829,828 | 22,084,147 | 22,181,620 | 22,381,117 | 22,399,446 |

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

| Ageing | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|--------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Current | 35,615,658,826 | 34,770,654,618 | 36,900,495,987 | 40,042,515,099 | 42,056,313,724 | 45,726,877,325 | 50,117,434,228 | 56,731,285,723 | 61,581,006,584 |
| 30 days | 3,057,045,064 | 3,136,767,446 | 3,001,152,747 | 2,916,089,917 | 3,089,908,682 | 3,175,677,074 | 3,133,143,567 | 3,784,212,150 | 4,919,362,373 |
| 31–60 days | 1,428,050,742 | 1,303,410,332 | 1,225,334,072 | 1,102,272,102 | 1,175,840,618 | 1,151,940,056 | 1,146,562,194 | 1,203,582,546 | 1,599,974,651 |
| 61–90 days | 1,035,149,416 | 1,074,682,517 | 965,310,615 | 900,626,646 | 885,227,713 | 874,462,238 | 887,704,215 | 836,174,689 | 1,061,463,979 |
| 91–120 days | 817,507,141 | 900,621,675 | 846,953,247 | 771,722,743 | 732,751,940 | 940,772,443 | 1,058,264,369 | 1,010,230,985 | 1,011,196,199 |
| 120+ days | 7,074,802,224 | 8,031,648,933 | 8,916,410,630 | 8,861,993,584 | 9,353,681,587 | 9,268,738,514 | 9,830,469,808 | 10,231,799,864 | 10,691,526,362 |
| Total | 49,028,213,413 | 49,217,785,521 | 51,855,657,299 | 54,595,220,091 | 57,293,724,264 | 61,138,467,650 | 66,173,578,381 | 73,797,285,957 | 80,864,530,148 |

Table 21: Age analysis of accounts – unsecured credit

| Ageing | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Current | 3,528,374 | 3,487,479 | 3,509,034 | 3,622,083 | 3,619,456 | 3,727,271 | 3,883,227 | 4,198,885 | 4,342,028 |
| 30 days | 311,574 | 310,347 | 315,284 | 302,450 | 315,335 | 315,191 | 300,711 | 329,368 | 392,228 |
| 31–60 days | 167,718 | 156,093 | 139,240 | 128,698 | 133,737 | 126,851 | 122,100 | 118,583 | 147,707 |
| 61–90 days | 119,952 | 123,408 | 108,636 | 104,071 | 100,754 | 95,908 | 93,665 | 88,030 | 103,569 |
| 91–120 days | 84,392 | 89,145 | 82,542 | 75,689 | 70,722 | 99,714 | 114,909 | 107,013 | 99,007 |
| 120+ days | 822,707 | 865,905 | 915,022 | 886,677 | 866,859 | 850,148 | 883,889 | 894,895 | 945,672 |
| Total | 5,034,717 | 5,032,377 | 5,069,758 | 5,119,668 | 5,106,863 | 5,215,083 | 5,398,501 | 5,736,774 | 6,030,211 |

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

| Ageing | 2009-Q1 (R) | 2009-Q2 (R) | 2009-Q3 (R) | 2009-Q4 (R) | 2010-Q1 (R) | 2010-Q2 (R) | 2010-Q3 (R) | 2010-Q4 (R) | 2011-Q1 (R) |
|--------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Current | 435,673,008 | 432,530,132 | 454,073,327 | 554,492,022 | 585,337,870 | 566,058,762 | 552,871,106 | 626,521,163 | 569,865,126 |
| 30 days | 42,589,561 | 39,415,340 | 44,734,252 | 46,890,869 | 46,415,316 | 40,553,104 | 46,973,808 | 39,776,446 | 54,330,972 |
| 31–60 days | 22,431,233 | 16,440,676 | 13,073,764 | 13,480,418 | 18,466,342 | 14,720,664 | 15,091,281 | 15,659,940 | 21,905,360 |
| 61–90 days | 19,011,084 | 14,580,640 | 10,671,352 | 10,545,526 | 14,644,805 | 11,542,571 | 11,245,554 | 11,533,029 | 15,730,802 |
| 91–120 days | 5,788,926 | 5,611,418 | 7,132,427 | 3,788,430 | 3,734,122 | 4,301,013 | 4,508,794 | 4,529,893 | 3,784,350 |
| 120+ days | 87,501,635 | 85,911,904 | 68,271,663 | 63,736,359 | 51,656,217 | 45,927,083 | 37,338,069 | 30,549,039 | 31,865,809 |
| Total | 612,995,447 | 594,490,110 | 597,956,785 | 692,933,624 | 720,254,672 | 683,103,197 | 668,028,612 | 728,569,510 | 697,482,419 |

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

| Ageing | 2009-Q1 | 2009-Q2 | 2009-Q3 | 2009-Q4 | 2010-Q1 | 2010-Q2 | 2010-Q3 | 2010-Q4 | 2011-Q1 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Current | 279,505 | 278,739 | 285,061 | 326,587 | 352,656 | 356,372 | 388,164 | 450,150 | 440,208 |
| 30 days | 13,009 | 10,429 | 28,004 | 27,129 | 27,945 | 25,426 | 29,267 | 26,131 | 35,359 |
| 31–60 days | 10,753 | 8,808 | 7,836 | 7,574 | 9,806 | 8,311 | 8,590 | 8,815 | 11,948 |
| 61–90 days | 7,813 | 7,464 | 6,077 | 5,376 | 7,262 | 6,175 | 5,971 | 6,597 | 8,743 |
| 91–120 days | 1,857 | 2,381 | 2,391 | 1,946 | 1,935 | 1,881 | 2,282 | 2,321 | 2,440 |
| 120+ days | 38,563 | 34,259 | 30,187 | 28,147 | 23,982 | 21,458 | 20,025 | 17,827 | 18,294 |
| Total | 351,500 | 342,080 | 359,556 | 396,759 | 423,586 | 419,623 | 454,299 | 511,841 | 516,992 |

