Number 6 | July 2013

Consumer Protection Excellence

CIRCULAR NO.06 OF 2013

DECISION OF THE NATIONAL CREDIT REGULATOR NOT TO RENEW THE PDA SERVICE LEVEL AGREEMENT WITH CONSUMER PROTECTION EXCELLENCE

The purpose of this circular is to inform all registered Debt Counsellors, Credit Providers, Credit Bureaus and accredited Payment Distribution Agencies ("PDAs") of the decision of the National Credit Regulator ("the NCR") not to renew the Service Level Agreement ("SLA") between the NCR and Consumer Protection Excellence ("CPE") for the provision of services of a payment distribution agency. The current SLA expired on 30 June 2013.

The NCR has instructed CPE to wind-down its operation as a payment distribution agency effective from 01 July 2013 to 08 January 2014. Further to this, CPE has been instructed not to accept new business from debt counsellors and to co-operate in the winding-down process set out by the NCR.

Debt counsellors using CPE are required on or before Monday 08 July 2013 to select one (1) of the remaining three (3) accredited PDAs to which they will transfer their clients and advise the NCR accordingly. Should debt counsellors fail to notify the NCR of their selection by 15 July 2013, an alternative PDA will be selected on their behalf by the NCR.

All debt counsellors using CPE are advised to transfer their clients from CPE to one (1) of the remaining three (3) accredited PDAs on or before 30 August 2013.

We appeal to all debt counsellors and credit providers to co-operate in this regard to enable a seamless and uninterrupted winding-down process for the benefit of all parties concerned.

FOR MORE INFORMATION
Please contact Sibusiso Nhangombe on 011 554 2728 or email at snhangombe@ncr.org.za

NCR
National Credit Regulator