



URGENT NOTICE

13 MARCH 2014

NOTICE: RESPONSE TO THE BELOW CIRCULAR:

REQUEST FOR THE SUSPENSION OF THE MONITORING AND COMPLIANCE OF DEBT COUNSELLORS BY THE NCR.

TO ALL DEBT COUNSELLORS

In a recent meeting between the BDCF NEC and NCR EXCO around the Monitoring System a break through was achieved to jointly address the current challenges the current system pose in the Debt counselling industry.

The meeting concluded the following:

1. The current NCR monitoring guide will be circulated to all Debt Counsellor's as a performance indicator.
2. NCR will commence with workshops to capacitate Debt Counsellors based on the NCR monitoring guide.
3. The guide will be reviewed by the various debt counselor representatives jointly with the NCR for possible gaps.
4. The new monitoring tool/ guide will be discussed at CIF level for input.
5. The NCR will capacitate all debt counsellors on the new guide and industry expectations.



URGENT NOTICE

The new monitoring guide/tool is expected to be rehabilitative, corrective, developmental and sustainable in order to enhance Debt counselling from a Debt counselor perspective.

We are at this stage awaiting the current guide from the NCR for circulation to all Debt counsellors.

Further, we thank the NCR for its commitment to grow and sustain the quality of Debt Counselling through positive engagement.

BDCF NATIONAL EXCO