



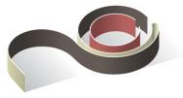
NATIONAL CONSUMER COMMISSION

NATIONAL CONSUMER COMMISSION

QUARTER TWO

2025-2026

PERFORMANCE REPORT



Endorsement

I hereby support the endorsement of the report.

Signature:  _____


Name: Mr. Lefu Nhlapo

Rank: Acting Company Secretary

Date: 29/10/2025

Approval by the Accounting Authority

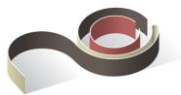
I hereby approve the report.

Signature:  _____

Name: Mr Hardin Ratshisusu

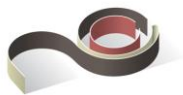
Rank: Acting Commissioner

Date: 29/10/2025



ACRONYMS

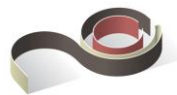
| | |
|---------------------------------------|--|
| ADR | Alternative Dispute Resolution |
| ADRA | Alternate Dispute Resolution Agent |
| AOPO | Audit of Predetermined Objectives |
| ARC | Audit and Risk Committee |
| CGSO | Consumer Goods and Services Ombud |
| CompCom | Competition Commission |
| CPA | Consumer Protection Act |
| CTFL | Clothing, Textile, Footwear and Leather goods |
| DRP | Disaster Recovery Plan |
| ERM | Enterprise Risk Management |
| HRM | Human Resource Management |
| ICT | Information Communication Technology |
| MIOSA | Motor Industry Ombud of South Africa |
| NCC | National Consumer Commission |
| NCT | National Consumer Tribunal |
| NRCS | National Regulator for Compulsory Standards |
| SCM | Supply Chain Management |
| the dtic / Executive Authority | Department of Trade, Industry, and Competition |



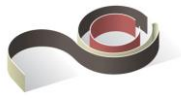
EXECUTIVE SUMMARY AND KEY HIGHLIGHTS

NATIONAL CONSUMER COMMISSION
QUARTER TWO
2025-2026



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1. INTRODUCTION

The NCC has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). In Quarter 2, 17 of the 20 performance targets were applicable. The NCC achieved 15 targets against the 17 applicable targets. Therefore, the NCC achieved a performance score of 88% against the quarter 2 APP targets.

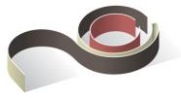
2. KEY HIGHLIGHTS

2.1. Matters for further enforcement and their impact:

2.1.1. During the quarter under review, the National Consumer Commission (NCC) continued to strengthen its enforcement efforts to ensure compliance with the Consumer Protection Act No. 68 of 2008 (CPA) and to uphold consumer rights across all sectors. A total of thirty-seven enforcement actions were undertaken, specifically against suppliers of illicit goods, other than imported CTFL. This was achieved through the issuance of Compliance Notices, the referral of matters for further investigation or prosecution, and the conclusion of settlement with non-compliant suppliers.

2.1.2. Furthermore, 44 cases of non-compliant Clothing, Textile, Footwear, and Leather (CTFL) goods were finalised. Through collaboration with the South African Revenue Service (SARS), the NCC successfully prevented the importation of 10 consignments of non-compliant CTFL products valued at R439 153.39 from entering the South African market. Also included in the 44 matters were 13 compliance notices or directives for exportation back to the country of origin for goods valued at an amount of R191 300.

2.1.3. The total value of redress to consumers amounted to R2 955 879.43. This is comprised of the following:



- a) The National Consumer Tribunal (NCT) and the courts granted six (6) judgments in favour of the NCC which resulted in redress to consumers to the value of R1 333 333.
- b) Furthermore, the NCC undertook enforcement action on 155 matters arising from investigation activities and the resolution of consumer complaints. These interventions resulted in financial savings for consumers amounting to R1 622 541.43, achieved primarily through resolution of matters, cancellation of contracts and refunds.
- c) Administrative fines to the value of R309 313 were also imposed on the 6 suppliers where matters were decided by the NCT or Courts in favour of the NCC.

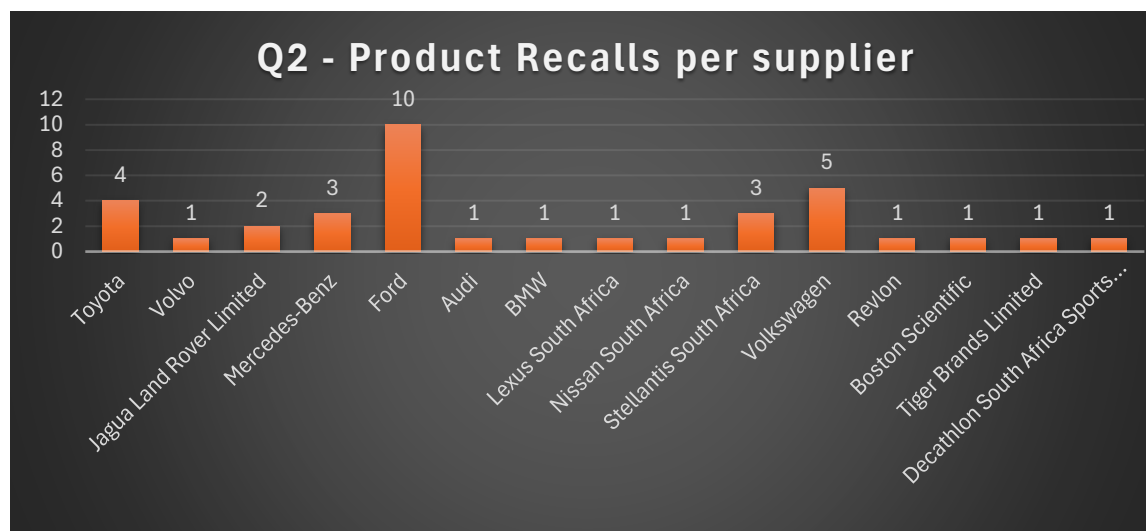
2.1.4. The Gauteng Division of the High Court of South Africa, on 18 September 2025, granted (in favour of the National Prosecuting Authority) a preservation order totalling R4 508 940.39 against a multiplication scheme or scam known as Trouva. The NCC had investigated this matter and referred it to the National Prosecuting Authority for prosecution.

2.1.5. These actions underscore the NCC's resolve to promote ethical business conduct and accountability within the marketplace, ensuring redress to consumers.

2.2. Product recalls

2.2.1. The NCC administered 36 product recalls during the second quarter. Majority of the recalls were from motor vehicles (32). The NCC engaged with each recall in terms of its Product Safety Guidelines, with consumer interests uppermost. The NCC is currently assessing each recall to determine if affected suppliers took preventive steps timeously to limit harm to consumers from defective products. Figure 1 illustrates the 36 product recalls per supplier:

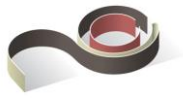
Figure 1: Product recalls per supplier



2.3. Amendments to the Value-Added Tax Act of 1991 and the Customs and Excise Act of 1964

2.3.1. From an e-commerce consumer protection perspective and guided by the relevant provisions of the CPA and the Electronic Communications and Transactions Act (No. 25 of 2002), the NCC made submissions to the National Treasury and SARS regarding amendments to the Value-Added Tax Act of 1991 and the Customs and Excise Act of 1964. The submissions focused on:

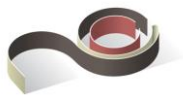
- Strengthening compliance enforcement for low-value imports;
- Achieving a balance between simplifying customs procedures and maintaining robust enforcement measures; and
- Enhancing the accountability of international goods transporters.



2.3.2. Collaboration with SARS in other areas has been effective and will be extended to this domain. Multi-stakeholder engagements were held in September 2025, in which the NCC participated.

2.4. Media highlights

Twenty-five media statements were released for the quarter under review. These media statements addressed various product recalls and decisions by the NCT and High Court, in favour of the NCC. Overall, the coverage was balanced, with the NCC's perspective significantly shaping discussions related to consumer protection. The tone remained positive and supportive of the NCC's objectives. Notably, the product recalls announced during this quarter garnered substantial attention from both the community and national media outlets.



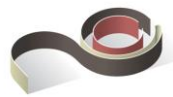
SECTION B

PERFORMANCE AGAINST APP

NATIONAL CONSUMER COMMISSION

QUARTER TWO 2025-2026





3. PERFORMANCE OF THE ORGANISATION

- 3.1. The NCC has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). In Quarter 2, 17 of the 20 performance targets were applicable. The NCC achieved 15 targets against the 17 applicable targets. Therefore, the NCC achieved a performance score of 88% against the quarter 2 APP targets.

4. IMPACT OF THE NCC'S ACTIVITIES FOR THE QUARTER UNDER REVIEW

4.1. Enforcement action against suppliers of illicit goods, expired goods, and illegal imports

- 4.1.1. In line with the NCC's mandate to promote a fair, transparent, and safe marketplace for consumers in South Africa, the Commission intensified its enforcement efforts against the supply and distribution of illicit goods during the second quarter. A total of thirty-seven (37) compliance notices were issued to suppliers and distributors found to be in contravention of the CPA and related legislation.
- 4.1.2. This achievement reflects significant progress in the NCC's strategic objective of enhancing compliance with consumer protection laws and curbing unfair business practices. The targeted inspections and subsequent enforcement actions demonstrate the NCC's proactive stance in protecting consumers from harmful, counterfeit, and non-compliant goods that undermine both consumer safety and legitimate economic activity.
- 4.1.3. Moreover, the strengthened enforcement posture reinforces public confidence in the NCC's role as a key regulator safeguarding consumer right and promoting fair trade in South Africa. Ultimately, this milestone underscores the NCC's continued commitment to upholding the principles of fairness, accountability, and consumer welfare, contributing to a safer and more compliant marketplace.

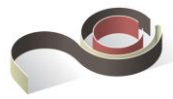
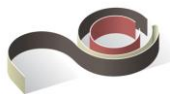
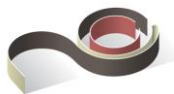


Table 1: Enforcement action against suppliers of illicit goods

| No | Date of enforcement | Name of the supplier | Nature of enforcement |
|----|---------------------|--|-----------------------|
| 1 | 13-Aug-25 | Afrimart Cash and Carry | Compliance Notice |
| 2 | 13-Aug-25 | AL Huda Cell & Sound | Compliance Notice |
| 3 | 13-Aug-25 | Ama Sweet World (Pty) Ltd | Compliance Notice |
| 4 | 13-Aug-25 | B.A General Dealer NCC/MP/04-25/00385 | Compliance Notice |
| 5 | 13-Aug-25 | Blessing Cash & Carry | Compliance Notice |
| 6 | 13-Aug-25 | Cohtrade 202 t/a Payless Cash & Carry | Compliance Notice |
| 7 | 13-Aug-25 | Dannie Supermarket | Compliance Notice |
| 8 | 13-Aug-25 | Dumisa General Dealer & Wholesaler | Compliance Notice |
| 9 | 13-Aug-25 | Family Cash & Carry | Compliance Notice |
| 10 | 13-Aug-25 | Gashamo Sweets & Groceries | Compliance Notice |
| 11 | 13-Aug-25 | Kaizer Supermarket | Compliance Notice |
| 12 | 13-Aug-25 | Kruger Butchery | Compliance Notice |
| 13 | 13-Aug-25 | Kwamalume shop | Compliance Notice |
| 14 | 13-Aug-25 | Naas Supermarket | Compliance Notice |
| 15 | 13-Aug-25 | Africa Cash and Carry | Compliance Notice |
| 16 | 13-Aug-25 | Florida Wholesaler Pty Ltd | Compliance Notice |
| 17 | 13-Aug-25 | Get Rite Supermarket & Wholesaler | Compliance Notice |
| 18 | 13-Aug-25 | Good Lucky 4 U (Pty) Ltd | Compliance Notice |
| 19 | 13-Aug-25 | Hamid Supermarket (Pty) Ltd | Compliance Notice |



| No | Date of enforcement | Name of the supplier | Nature of enforcement |
|----|---------------------|---|-----------------------|
| 20 | 13-Aug-25 | Home Sweet Wholesaler | Compliance Notice |
| 21 | 13-Aug-25 | Inkomazi (Komazi) Supermarket | Compliance Notice |
| 22 | 13-Aug-25 | Kemiso Supermarket | Compliance Notice |
| 23 | 13-Aug-25 | King Cash & Carry Supermarket | Compliance Notice |
| 24 | 13-Aug-25 | MS Groceries | Compliance Notice |
| 25 | 13-Aug-25 | King's Takeaway/ Supermarket | Compliance Notice |
| 26 | 13-Aug-25 | Nizams General Dealer | Compliance Notice |
| 27 | 13-Aug-25 | One By One Supermarket | Compliance Notice |
| 28 | 13-Aug-25 | Roble Supermarket | Compliance Notice |
| 29 | 13-Aug-25 | Saney Supermarket T/A Mr Market | Compliance Notice |
| 30 | 13-Aug-25 | Sebothoma Sweets Shop (Pty) Ltd | Compliance Notice |
| 31 | 13-Aug-25 | Shewago Trading Spaza | Compliance Notice |
| 32 | 13-Aug-25 | Six Day Supermarket t/a Musa Supermarket | Compliance Notice |
| 33 | 13-Aug-25 | Som Joel Supermarket | Compliance Notice |
| 34 | 13-Aug-25 | Sunny Cell Phones& Electrons T/a Sunny Cash & Carry | Compliance Notice |
| 35 | 13-Aug-25 | Sunshine Supermarket (Pty) Ltd | Compliance Notice |
| 36 | 13-Aug-25 | WINNERS Cash and Carry | Compliance Notice |
| 37 | 13-Aug-25 | Zoom Zoom Cash & Carry | Compliance Notice |

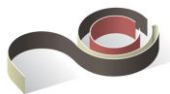


4.2. Matters for further enforcement

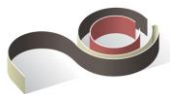
4.2.1. A total of 13 matters were referred by the NCC to the NCT for further enforcement. The referral of these matters demonstrates the NCC's active enforcement of the CPA and its commitment to holding suppliers accountable for non-compliance. This action reflects measurable progress toward the NCC's mandate to promote a fair, transparent, and accountable marketplace by addressing prohibited conduct and securing redress for consumers. It also contributes directly to the NCC's strategic goal of strengthening enforcement outcomes and enhancing consumer confidence in regulatory mechanisms.

Table 2: Matters referred for further enforcement in quarter 2

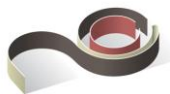
| | Name of the Supplier | Alleged Contravention |
|---|--|--|
| 1 | FUTURE CAST TRADING 150 CC T/A ANGLO AUTO | <p>The consumer purchased a 2017 Mercedes-Benz 200 in April 2022. In July 2022, the vehicle displayed defects and was taken for inspection. The inspection revealed that the oil leak originated from the side of the engine block, which had been welded and not repaired in accordance with Mercedes-Benz standards. Consequently, the manufacturer cancelled both the vehicle's warranty and maintenance plan.</p> <p>Contravention:</p> <p>The matter was referred based on a possible contravention of section 41 of the CPA.</p> |
| 2 | AIMX | <p>The complainants concluded a transaction with the Respondent for speculative software for a fixed term of six months. They subsequently exercised their right to cancel the agreement both within the statutory cooling-off period and by providing the required 20 business days' written notice. The Respondent, however, declined to give effect to the cancellation, maintaining that termination could only occur upon the expiry of the six-month term.</p> <p>Contravention:</p> |



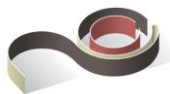
| | Name of the Supplier | Alleged Contravention |
|---|--|--|
| | | This conduct constitutes a contravention of sections 16, 14, 51, and 40 of the CPA. |
| 3 | REX DIFF AND GEARBOX DURBAN | The complaint arises from the Respondent's failure to render services of a good quality and to return the vehicle to the complainant in the condition in which it was made available. The Respondent did not carry out the repairs as required under the contractual obligations. Furthermore, additional defects manifested in the vehicle while it was in the Respondent's care, yet the Respondent maintained that the Complainant should assume responsibility for these defects. Although the complaint may appear, at face value, to have prescribed, the argument is advanced in terms of section 116(1)(b) of the CPA, on the basis that the contravention of section 54 constitutes an ongoing breach and has not ceased. |
| 4 | TWO-A-DAY (PTY) (LTD) T/A ELGIN FRUIT JUICE | <p>In 2021, Coca-Cola South Africa, Pioneer Foods, and Woolworths initiated recalls of fruit juice concentrate due to excessive levels of mycotoxin and patulin (above the 50µg/L). The Respondent was identified as the supplier of the contaminated product. Tests confirmed that the Respondent's apple juice concentrate exceeded regulated safety thresholds. The Respondent admitted that two of five tanks supplied to Coca-Cola contained elevated patulin levels and that the product was also distributed to other domestic and international clients.</p> <p>Contraventions:</p> <p>Sections 55(2)(b)-(d) & 56(1) of the CPA: Supplying goods that were not of good quality, safe, or compliant with public health standards.</p> <p>Regulation 2(e) of R1145 of 2004 (Foodstuffs, Cosmetics and Disinfectants Act): Supplying contaminated or impure apple juice containing patulin levels above 50µg/L.</p> |
| 6 | LLUVIA NUTRITION (PTY) LTD | In February 2024, Pick n Pay conducted random tests on its peanut butter products. Laboratory results showed that both <i>Pick n Pay No-Name Smooth Peanut Butter (1kg)</i> and <i>Eden All-Natural Smooth</i> |



| | Name of the Supplier | Alleged Contravention |
|---|--------------------------------|---|
| | | <p><i>Peanut Butter (500g)</i> contained aflatoxin levels exceeding the legal limit (over 10pg/kg). The <i>Eden</i> product was manufactured by the Respondent on behalf of <i>House of Natural Butters (Pty) Ltd</i>. Investigations revealed that <i>Lluvia Nutrition (Pty) Ltd</i>, which processed and produced the peanut butter, failed to conduct mandatory laboratory tests on groundnuts sourced locally and from Malawi. The Respondent and <i>Lluvia Nutrition (Pty) Ltd</i> were found to have engaged in prohibited conduct.</p> <p>Contraventions:</p> <p>Section 55(2)(d) of the CPA – supply of goods not compliant with public standards.</p> <p>Regulation 2(b) of Regulation 1145 of 2004 – manufacturing and supplying contaminated or impure foodstuffs containing excessive aflatoxin levels.</p> |
| 7 | NCC // SUZUKI FOUR WAYS | <p>On 5th of October 2023, the consumer purchased a BMW X1. Six weeks later, the vehicle broke down due to a faulty turbocharger. The supplier refused to repair the vehicle, claiming the consumer had declined their warranty as the manufacturer's warranty had expired. The consumer paid R35,094.06 for repairs and seeks a refund.</p> <p>Contraventions: Sections 51(1), 48(2), and 56(2) of the CPA — unfair contract terms, refusal to refund, and conduct overriding the CPA.</p> |
| 8 | NCC // IMAGINE HOLIDAYS | <p>The consumer booked a holiday to Amsterdam and paid a non-refundable deposit of R33,000. The supplier later cancelled the booking and refused to refund the deposit.</p> <p>Contraventions:</p> <p>Sections 17, 48(2)(a)–(b), and 51(1)(a)–(b) of the CPA - unreasonable terms, unfair non-refundable deposit, and failure to refund the consumer.</p> |



| | Name of the Supplier | Alleged Contravention |
|----|--------------------------------------|---|
| 9 | NCC // REBOOT RETREAT | <p>On 20 December 2023, the consumer booked an outdoor retreat. The supplier failed to disclose that the deposit was non-refundable. On 2 January 2024, the consumer cancelled and requested a refund, which the supplier refused, citing non-refundable terms.</p> <p>Contraventions:</p> <p>Sections 17(3), 33(3), 49, 48(1), and 51 of the CPA — unfair contract terms and failure to disclose key conditions to the consumer.</p> |
| 10 | NCC // MIDCITY FOUR | <p>On 28 July 2023, the consumer purchased a second-hand Suzuki Swift. The vehicle broke down on 14 August 2023 due to defective injectors. Despite repair attempts in October 2023, the defects persisted, and additional exhaust issues were found. The consumer seeks a refund of the purchase price and storage costs.</p> <p>Contraventions:</p> <p>Sections 55(2) and 56(3) of the CPA — sale of a defective vehicle and failure to refund or replace as required.</p> |
| 11 | NCC // AUTO ONE T/A AUTO KING | <p>On 8 October 2022, the consumer purchased a second-hand Hyundai H1. The following day, the vehicle emitted heavy dark smoke. The Supplier attempted repairs, but the defect persisted despite multiple repair attempts between November 2022 and January 2023, during which a turbocharger defect and oil leak were identified. The Consumer requested cancellation and a refund, which the supplier declined.</p> <p>Contraventions: Sections 55(2) and 56(3) of the CPA – sale of a defective vehicle and failure to refund or replace after unsuccessful repairs.</p> |
| 12 | MOTORS AND MORE | <p>On 1 June 2022, the Complainant bought an engine for R12,500 from the Respondent. The engine failed within two days after installation. The supplier replaced it twice, but both replacements were also</p> |



| | Name of the Supplier | Alleged Contravention |
|----|----------------------|---|
| | | defective. The Complainant incurred additional costs of R19,319.14, which the supplier refused to reimburse. MIOSA could not resolve the matter, and it was referred to the NCC. Contraventions: Section 55(2)(a)-(c): Supply of defective, poor-quality, and non-durable goods. Section 56(2)-(3): Failure to refund or replace goods after repeated unsuccessful repairs. Section 51(1)(a)-(b): Use of terms aimed at avoiding CPA obligations. |
| 13 | VHI | Unfair Cancellation Terms: The Respondent imposes a standard cancellation fee of 65 percent. This practice constitutes a contravention of sections 14, 48, and 40 of the CPA |

4.3. Enforcement action against the importation of non-compliant Clothing, Textile, Footwear, and Leather (CTFL) goods

4.3.1. The NCC continues to partner with SARS Customs in combating the import of CTFL goods that are not compliant with the labelling provisions of the CPA. The NCC enforces compliance through ordering the destruction or re-export of goods back to country-of-origin of the CTFL goods that are found to contravene these provisions. The NCC has also commenced the discussions with the Border Management Authority to strengthen collaboration in this area. During the second quarter, 44 CTFL investigations were finalised on goods with a total custom value amounting to R4 016 323.00, with the following action taken:

- a) To protect consumers and ensure a fair and safe marketplace, the NCC did successfully oversee the release of ten consignments of non-compliant imported goods, with a total value of R439 153.39, for destruction during the second quarter. This decisive action forms part of the NCC's strategic focus on enforcement and compliance monitoring, aimed at removing unsafe, counterfeit, and substandard products from the South African market. The destruction of these goods not only curtails the circulation of potentially harmful products but also sends a strong deterrent message to importers, suppliers and distributors engaging in unlawful trade practices.

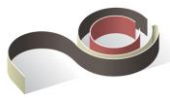


Table 3: CTFL goods that were destroyed.

| No. | Importer | Date Issued | Customs Value |
|--------------|--|-------------------|--------------------|
| 1 | Mass Cargo Freight | 15 July 2025 | R13 951.76 |
| 2 | Hanzalah Badat | 31 July 2025 | R4 079.00 |
| 3 | Pudiente (Pty) Ltd | 29 July 2025 | R47,513.00 |
| 4 | HAQ Trading | 29 July 2025 | R12 833.25 |
| 5 | Kilts on the Square | 31 July 2025 | R9 313.00 |
| 6 | ME and B (Pty) Ltd | 15 September 2025 | R27 149.98 |
| 7 | Aquarium World Pty Ltd t/a We Love Gadgets | 29 August 2025 | R1,784.00 |
| 8 | Galloron (Pty) Ltd | 15 September 2025 | R152 390.00 |
| 9 | Swift Global Trans | 15 September 2025 | R 135 810.00 |
| 10 | Western Accessories CC | 22 September 2025 | R34 329.00 |
| Total | | | R439 153.00 |

- b) Compliance notices or directives for exportation were issued for 13 consignments, valued at R191 300,00. Some of these consignments were subsequently exported back to their country of origin at the importer's cost. The impact of this intervention extends across the NCC's key stakeholders, as the regulatory partners and enforcement agencies such as the South African Reserve Bank (SARS) gain confidence from strengthened collaboration and a unified approach to consumer protection.

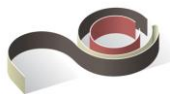
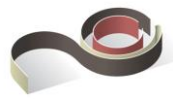


Table 4: Compliance notices and directives to export CTFL back to the country of origin

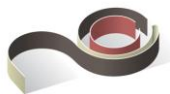
| No. | Importer | Date | Customs Value |
|-----|---------------------------------------|------------|--------------------|
| 1 | Yunus Ibrahim | 07-Jul-25 | 6 948,00 |
| 2 | Barlin Mahiyadin | 22-Jul-25 | 4 778,00 |
| 3 | Burnt Studios | 21-Jul-25 | 38 890,00 |
| 4 | San Trading | 15-Jul-25 | 2 383,00 |
| 5 | Moon Tower Trader | 30-Jul-25 | 3 747,00 |
| 6 | Mohamed Irfan Alyaly partel | 30-Jul-25 | 28 818,00 |
| 7 | The Bush Company SA (PTY) Ltd | 31-Jul-25 | 35 279,00 |
| 8 | Tiffani Raynolds | 11-Aug-25 | 6 914,00 |
| 9 | Chuklian Investment Company (Pty) Ltd | 15-Aug-25 | 2 638,69 |
| 10 | Sylvia Lindiwe | 26-Aug-25 | 6 166,00 |
| 11 | Chirpy Chix | 11-Aug-25 | 15 503,10 |
| 12 | U&I Property Investments (pty) Ltd | 01-Sept-25 | 31 761,00 |
| 13 | Yunus Ibrahim | 15-Sept-25 | 6 948,00 |
| | TOTAL | | R191 300,00 |



- c) The Commission assessed and released 21 consignments with a total value of R3 521 680.33 during the second quarter. These consignments were found to be compliant with the relevant provisions of the CPA and associated regulations. This achievement underscores the NCC's balanced approach to enforcement ensuring that while non-compliant goods are removed from circulation, legitimate businesses that adhere to the law are facilitated to continue trading without undue hindrance. It also reflects measurable progress in the NCC's strategic objective of promoting a fair, transparent, and efficient regulatory environment that supports both consumer welfare and business compliance.

Table 5: CTFL goods released to the market

| No | Importer | Date Issued | Customs Value |
|----|---------------------------------------|-------------|---------------|
| 1 | Shiva Impex SA CC | 07-Jul-25 | 21 646,00 |
| 2 | Supreme Hats t/a Caps Manufactures CC | 22-Jul-25 | 335 615,00 |
| 3 | Love that Clothing | 21-Jul-25 | R111 159,27 |
| 4 | D&A Sales @ Marketing | 15-Jul-25 | R20 414,00 |
| 5 | FAP SEAMLESS (PTY) LTD | 30-Jul-25 | R617 719,00 |
| 6 | CRJ Wholesale | 30-Jul-25 | 52 546,00 |
| 7 | Abrielle Air Sea | 31-Jul-25 | R10 175,00 |
| 8 | Shell Professional (Pty) Ltd | 11-Aug-25 | R9 406,00 |
| 9 | Caledon Wholesalers | 15-Aug-25 | R719 844,00 |
| 10 | David Vester | 26-Aug-25 | R2 338,00 |
| 11 | Global 6 (Pty) Ltd | 11-Aug-25 | R13 698,00 |



| No | Importer | Date Issued | Customs Value |
|--------------|-----------------------------|-------------|-------------------|
| 12 | Swift Global Trans | 19-Sept-25 | R4 540,00 |
| 13 | MMC Emporium SA (Pty) Ltd | 01-Sept-25 | R333 164,00 |
| 14 | R. Khan Fashion CC | 15-Sept-25 | R469 787,79 |
| 15 | Omnisurge (Pty) LTD | 19-Sept-25 | R469 656,00 |
| 16 | Shireen Rawat | 15-Sept-25 | 3 052,00 |
| 17 | YS Imports (Pty) Ltd | 19-Sept-25 | 130 662,00 |
| 18 | Pretty Mmapake Sekgoele | 05-Sept-25 | 6 396,00 |
| 19 | Mass Cargo Freight | 19-Sept-25 | 5 292,00 |
| 20 | Vhalondo Civil Construction | 22-Sept-25 | 19 300,00 |
| 21 | Tri Master | 31-Jul-25 | 29 460,00 |
| TOTAL | | | R3 385 870 |

4.4. Redress to consumers

4.4.1. In fulfilling its mandate to protect consumer rights under the CPA, the NCC secured redress in six matters (further enforcements) for quarter 2 with a total value of R1 333 338.00. These outcomes demonstrate the NCC's continued commitment to ensuring justice for consumers and accountability among suppliers. The details of these matters are indicated below:

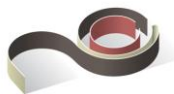


Table 6: Redress to consumers

| Date | Name of the supplier | Nature of Enforcement | Value of redress |
|-------------------|---|-----------------------|----------------------|
| 16 July 2025 | Koos and Mike | Undertaking | R9 313.00 |
| 18 July 2025 | Nolly Motors (Pty) Ltd | NCT Judgement | R146 000.00 |
| 28 July 2025 | TM CARS (PTY) LTD | Consent Order | R150 000.00 |
| 26 August 2025 | Appeal – Wingfield Motors | High Court Judgement | R568,000.00 |
| 10 September 2025 | KIA East Rand and Motor Finance Corporation | Consent Order | R245 075.00 |
| 18 September 2025 | Lambons | High Court Judgement | R215,000.00 |
| Total | | | R1 333 338.00 |

4.4.2. In addition to the above matters, the resolution of 155 complaints by the complaints management and investigation activities has led to the total amount of a total of R1 622 541,43 which was saved for consumers in the form of actual refunds, credits to the accounts, amongst other measures.¹

¹ The value of redress from these activities during the first quarter was an amount of R788 649,37. This redress is reported for the first time during the second quarter.

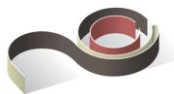
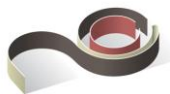
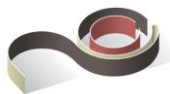


Table 7: Money saved for consumers for the second quarter

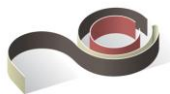
| No | Supplier | Summary | Money Saved |
|-----------|----------|--|-------------|
| Quarter 2 | | | |
| 1 | Vodacom | On the 25th of May 2025 the consumer bought R29 airtime and made calls using the bonus airtime received from purchasing the airtime. On the 28 th of May 2025, the consumer tried to buy minutes only to discover that the airtime was depleted. The consumer was informed that the airtime was depleted due to calls made, which was not the case. | R29,00 |
| 2 | Telkom | The consumer is disputing billing of R202.70, debit order rejection fee and late payment charges. | R2,04 |
| 3 | Telkom | A customer who cancelled their contract 30 days early was handed over to the legal department after Telkom failed to process the final debit order. Although the customer subsequently settled the outstanding amount via EFT, Telkom had imposed penalty fees resulting from its own administrative error. | R53,70 |
| 4 | Cell C | The matter relates to a billing complaint in which the consumer was debited on an incorrect date in December 2024, resulting in a failed debit fee being charged. To correct the error, the supplier processed a credit of R70.00 to the consumer's account. However, the consumer contends that only one of their two accounts was credited. As a result, there remained an outstanding credit balance of R70.00 still due to the consumer. | R70,00 |
| 5 | Cell C | The consumer held a cell phone contract with the supplier, which expired in February 2024. He paid a cancellation fee of R70 on 19 March 2024, and the supplier subsequently confirmed receipt of payment. However, the consumer was later informed | R70,00 |



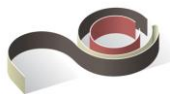
| No | Supplier | Summary | Money Saved |
|-----------|----------|---|-------------|
| Quarter 2 | | | |
| | | that the cancellation was submitted late and that the supplier would therefore be unable to assist. As a result, the consumer continued to be billed beyond the contract period. As redress, the consumer requested that the supplier cancel the contract and refund all monies he believes were owed to him. | |
| 6 | Cell C | The consumer paid Cell C to cancel her contract as instructed in June 2025. However, the supplier later refused the cancellation and demanded additional payments. The consumer disputed the misleading advice that had been provided and requested proof through the relevant call recordings. The contract was only officially cancelled in July 2025. Furthermore, the consumer had been incorrectly advised to make an additional payment of R111.00. As redress, the consumer requested that the supplier confirm the cancellation of the contract and refund all monies paid in error. | R111,00 |
| 7 | MTN | The consumer claimed that the supplier made unlawful deductions from her bank account. | R115,80 |
| 8 | Vodacom | Customer requested cancellation of the home internet as the signal was bad. | R145,65 |
| 9 | MTN | The consumer was invoiced despite the contract being cancelled. | R148,99 |
| 10 | Telkom | The consumer purchased data from the banking platform which was not allocated. | R149,00 |
| 11 | Telkom | The consumer was charged late payment fees despite the account being paid on time. | R202,70 |
| 12 | Telkom | The consumer alleged that she had requested the cancellation of her data contract in April 2025, which she settled in full. Telkom confirmed that the final | R202,70 |



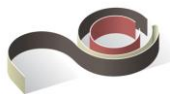
| No | Supplier | Summary | Money Saved |
|-----------|----------------|--|-------------|
| Quarter 2 | | | |
| | | account would be billed in May 2025, after which the account would be closed. The consumer subsequently received a paid-up letter confirming that the account was fully settled and closed. However, in June 2025, the consumer received a new statement indicating that she had an outstanding account. | |
| 13 | MTN | This was the dispute about cancellation of contract. | R242,00 |
| 14 | Cell C | The dispute was about billing. | R248,69 |
| 15 | Cell C | The supplier had been deducting incorrect amounts from the consumer's account. The consumer informed the supplier of the incorrect debits; however, the supplier continued to process incorrect amounts despite being notified of the error. | R252,88 |
| 16 | MTN | The consumer was charged for the cancelled product. The subscription for the new product was cancelled without justification. | R261,07 |
| 17 | MTN | The dispute is about cancellation of contract. | R268,99 |
| 18 | MTN | Dispute about cancellation of month-to-month contract. | R269,00 |
| 19 | MTN | On 10 September 2024, the consumer returned a device to the supplier. However, the correct return procedures were not followed by the sales agent, which affected the cancellation of the contract. Consequently, on 15 October 2024, an unwarranted debit order of R269.00 was processed from the consumer's account. | R269,00 |
| 20 | MTN | The dispute is about cancellation of contract. | R270,00 |
| 21 | One Deal a Day | Consumer bought a mini-UPS, which imminently shown defects. | R274,99 |



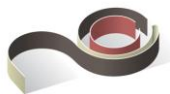
| No | Supplier | Summary | Money Saved |
|-----------|--------------------|---|-------------|
| Quarter 2 | | | |
| 22 | Telkom | Continued billing despite cancellation of the contract. | R283,03 |
| 23 | TELKOM | The consumer alleged that he was billed for a device was never received. He cancelled the application on the 26 March 2025, and matter was handed over to Nudebt, which negatively affected his credit score. | R290,11 |
| 24 | MTN | The consumer purchased a phone and was awarded a R300 voucher. However, when the consumer attempted to use the voucher, it reflected a balance of R0.00. | R300,00 |
| 25 | FOODLOVER'S MARKET | On 21 February 2025, the consumer purchased groceries from the supplier, only to discover that some items were spoiled and others did not display expiry dates. The supplier was notified on 25 February 2025. The supplier responded promptly and offered the consumer a R300 voucher as redress, which the consumer accepted. | R300,00 |
| 26 | MTN | The consumer requested cancellation of a Wi-Fi contract. The supplier could not cancel because the consumer had not returned the router. | R310,00 |
| 27 | Telkom | The consumer advised that a debit order payment had been deducted from her bank account but was subsequently reversed. This reversal caused the account to go into arrears and resulted in the suspension of the service. | R347,38 |
| 28 | Cell C | The dispute is about cancellation of contract and the negative impact on the credit score. | R350,00 |
| 29 | TELKOM | In January 2025, the consumer provided one month's notice to the supplier to cancel their telephone and ADSL fibre account, effective 28 February 2025. | R380,62 |



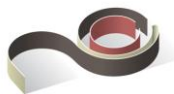
| No | Supplier | Summary | Money Saved |
|-----------|----------|---|-------------|
| Quarter 2 | | | |
| | | The cancellation was acknowledged by the supplier. However, the supplier subsequently billed the consumer for services from 18 February to 17 March 2025, including dates after the cancellation. The consumer requested that the supplier correct the invoice and pro-rate the charges to reflect service used only until 28 February 2025. The supplier refused to adjust the invoice. | |
| 30 | CELL C | The consumer entered into a contract with the supplier and was paying R810.00. The supplier subsequently added an extra R178.00, and the consumer was not aware of what this additional amount was for. The consumer requested that the supplier remove the extra charge. | R386,00 |
| 31 | MTN | The consumer cancelled the contract, but the supplier continued to invoice. | R398,00 |
| 32 | Telkom | The consumer advised that on 6 May 2025 she had contacted Telkom to request that her debit order date be changed from the 25th to the 15th of each month. Due to a system error at the time, the request could not be processed, which resulted in failed debit orders in June and July 2025. Debit order rejection fees of R404.50 ($R202.70 \times 2$) were subsequently billed to her account. | R404,50 |
| 33 | Vodacom | The customer's device was sent in for repairs, during which the allocated 30GB of data for one month was lost. | R409,00 |
| 34 | MTN | The consumer cancelled the contract within 7 days and requested a refund. | R416,52 |
| 35 | MTN | The consumer entered into a contract with the supplier but discovered discrepancies in the contract. The consumer requested cancellation of the contract; however, the request was not granted. | R475,80 |



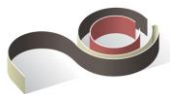
| No | Supplier | Summary | Money Saved |
|-----------|--------------------|---|-------------|
| Quarter 2 | | | |
| 36 | MTN | The consumer agreed to switch to a new, cheaper MTN router plan following an agent's offer. She later discovered that her monthly data usage exceeded the new plan's 200GB cap. The consumer contacted MTN the following day to cancel the new contract and was assured that it had been cancelled with no fee. However, she later discovered that the contract had not been cancelled and was informed that a cancellation fee would now apply. The initial promise of cancellation without penalty was made in May 2025, but the issue remained unresolved. As redress, the consumer requested that the supplier cancel the contract. | R478,99 |
| 37 | BLUE LABEL CONNECT | The consumer entered into a contract with the supplier and was misled regarding the device, ultimately receiving a different device than agreed upon. The consumer returned the cell phone to the supplier; however, the supplier continued to debit the account. In April 2025, the supplier stated that they would refund the consumer, but to date, the refund had not been received. The consumer was informed that the account was in arrears and that his name had been listed with a credit bureau. The consumer requested a refund of the monies incorrectly debited from his account. | R479,00 |
| 38 | MTN | On 24 May 2025, the consumer purchased an e-SIM and, on 25 May 2025, purchased a data bundle, intended for international use. The consumer was advised by a sales consultant that the data bundle would work internationally. However, upon activation on 25 May 2025, it was discovered that the data did not function internationally. The consumer returned to the store, where a | R499,00 |



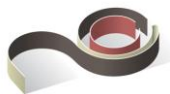
| No | Supplier | Summary | Money Saved |
|-----------|--------------------------------|--|-------------|
| Quarter 2 | | | |
| | | different consultant confirmed that an incorrect bundle had been sold. The consumer was neither refunded nor compensated for the error caused by the initial consultant. | |
| 39 | MTN | A consumer entered into a contract and paid an upfront fee as agreed. Subsequently, the supplier made an additional debit, claiming that the first payment was not reflected. The consumer disputed this additional charge and requested a refund, asserting that the initial payment had been made and the extra debit was unjustified. | R520,00 |
| 40 | TELKOM | The consumer had attempted to cancel a contract, but the cancellation had not been processed successfully. Despite this, the supplier had continued to debit the consumer's account without authorization, resulting in repeated charges and an overdraft. The consumer had sought urgent termination of the contract to prevent further unauthorized billing, as well as a full refund of the charges levied for the two months, which had been incorrectly debited after the cancellation request. | R531,00 |
| 41 | MTN | The consumer's contract with the supplier expired on 28 January 2022, but the account continued to be debited even after a cancellation request. | R550,50 |
| 42 | Vodacom | The consumer was refunded and arrears reflecting on his credit profile removed. | R579,00 |
| 43 | GOLD TECH INNOVATION (PTY) LTD | In October 2024, the consumer bought a Wowtiger S1200 power backup from the supplier on condition of warranty. Because stock was unavailable, the | R600,00 |



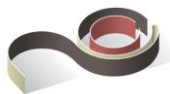
| No | Supplier | Summary | Money Saved |
|-----------|----------|---|-------------|
| Quarter 2 | | | |
| | | supplier provided a demo unit, claiming it only had cosmetic scratches. The consumer later found corrosion on the USB ports and excessive noise. The supplier admitted the noise issue but denied responsibility for the corrosion and refused to issue a refund. The consumer asked for a refund. | |
| 44 | MTN | The consumer applied for a cell phone contract on 19 February 2025, which was approved the next day. On 3 March 2025, the consumer received a delivery message, but the device never arrived and was later found to have been misplaced. The consumer cancelled the contract, yet the supplier continued billing for the undelivered device. | R607,92 |
| 45 | CELL C | The complaint relates to a late cancellation of contract . | R722,91 |
| 46 | MTN | MTN suspended the consumer's SIM instead of fully blocking it. Because a suspension still allows certain services, such as airtime-based transactions, unauthorised purchases were made. | R829,01 |
| 47 | TELKOM | The consumer contested Telkom's settlement claim of R39,627.00 related to her request to terminate her service agreement. Despite Telkom's assurances, she had experienced ongoing issues with both phone and internet services. Represented by her lawyer, the consumer asserted that Telkom's failure to provide quality services constituted a breach of her rights under the Consumer Protection Act (CPA). She maintained that this entitled her to terminate the agreement without incurring penalties. | R883,44 |



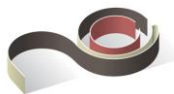
| No | Supplier | Summary | Money Saved |
|-----------|--------------------|--|-------------|
| Quarter 2 | | | |
| 48 | BLUE LABEL CONNECT | The supplier had been deducting R179 from the consumer's Game RCS account each month since February without her consent. The consumer lodged a complaint with Game and Blue Label Account but received no assistance. As redress, she sought a refund of all the money owed to her. | R895,00 |
| 49 | CELL C | In June 2024, the consumer experienced difficulties with her device and contacted the supplier's Customer Care. She was advised to submit the device to the repairs centre, as it was represented to be under warranty. Upon assessment, it was determined that the device was no longer under warranty. The consumer was consequently surprised upon receiving a repair quotation, having been previously informed that the device was still covered. | R916,00 |
| 50 | Telkom | The consumer alleged that she had taken out an online-exclusive deal with Telkom. Although the device was delivered, she did not receive the R1,000 voucher or the 20GB data that were included with the upgrade. | R917,00 |
| 51 | TELKOM | The consumer claimed that he had overpaid his Telkom account, which was handed over to a debt collector (Nudebt) in 2019. He requested a refund of the overpaid amount of R2,889.31. | R1 000,00 |
| 52 | MTN | The consumer had accepted a contract for 200GB on promotion. Upon the contract's conclusion, only 70GB were allocated. | R1 021,86 |
| 53 | MTN | The supplier terminated the consumer's contract without notice, claiming that the account was in arrears due to incorrect banking details | R1 039,10 |



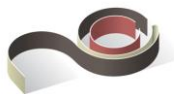
| No | Supplier | Summary | Money Saved |
|-----------|----------|--|-------------|
| Quarter 2 | | | |
| 54 | Vodacom | On 13 June 2025, the supplier contacted the consumer via direct marketing to offer an upgrade on certain contracts. The consumer consented to an upgrade for one number; however, she received an email from the supplier indicating that both of her numbers had been upgraded. She also discovered that the number agreed upon had been upgraded for a longer period than initially agreed. The consumer contacted the supplier numerous times to resolve the matter, but without success. | R1 080,00 |
| 55 | MTN | The consumer was misled into entering a month-to-month router contract with the supplier. The supplier's agent had assured the consumer that network coverage was available in her area; however, upon receiving the device and attempting to register it, she was informed that there was no network coverage. The consumer requested cancellation of the contract on 29 May 2025 and returned the device to the supplier. The supplier subsequently failed to process the cancellation, which was only completed on 23 June 2025. As a result of the delay, the supplier billed and debited the consumer's account for R2,355.98 instead of R1,515.98. The supplier had failed to refund the overcharged amount. | R1 082,40 |
| 56 | VODACOM | The consumer was billed for services she did not request. | R1 089,00 |
| 57 | Telkom | The consumer claimed that his service had been cancelled without notification during a period of unemployment. He further advised that he was now employed and requested that the matter be investigated to restore the service. | R1 150,40 |



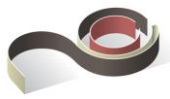
| No | Supplier | Summary | Money Saved |
|-----------|--------------------|--|-------------|
| Quarter 2 | | | |
| 58 | MTN | Cancellation dispute | R1 218,00 |
| 59 | Cell C | The consumer had held an account with the supplier for which she had not made payments for over three years. She requested that the supplier issue her a prescription letter, but her request was not fulfilled. She indicated that the supplier had informed her that her debt was still active, meaning she remained liable for payment. As redress, she sought that the supplier issue confirmation of the prescribed debt, remove her name from any listings, and refund any amounts paid in error | R1 256,00 |
| 60 | MTN | The dispute was about network coverage and cancellation of contract | R1 297,30 |
| 61 | MTN | Cancellation dispute | R1 313,86 |
| 62 | WELLE OFFICIAL | On the 20th of November 2024 the consumer purchased a pair of shoes online. The order was confirmed, but no delivery was made. | R1 433,00 |
| 63 | Voda shop The Glen | The matter was resolved by crediting the consumer's account. An updated statement was subsequently sent to the consumer. | R1 440,00 |
| 64 | MTN | The consumer downgraded a contract but was charged in excess of the newly agreed amount. Contract cancellation was requested without success. | R1 458,81 |
| 65 | TELKOM | The consumer alleged that Telkom overcharged her following an early contract upgrade, billing her R735.00 instead of the agreed-upon R315.00 per month for her new Flex On 2 deal. | R1 470,00 |
| 66 | Telkom | The consumer advised that he applied for a 10 mbps service with Telkom but was instead provided with a package containing 4x Telkom Flexon 2 devices | R1 500,00 |



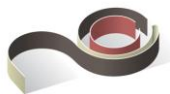
| No | Supplier | Summary | Money Saved |
|-----------|-----------|--|-------------|
| Quarter 2 | | | |
| | | and a Samsung Galaxy A25 128gb black handset. He was also billed incorrectly for these devices. | |
| 67 | TELKOM | A fraudulent contract was signed under the consumer's name, and the supplier charged him for the contract in question. Attempts to resolve the matter were unsuccessful. As redress, the consumer wanted cancellation of the contract. | R1 549,05 |
| 68 | Telkom | The consumer advised that she booked in her device for repairs on 10 December 2024. The repairs were attended to after she was requested to pay excess of R3,500.00 in February 2025. The consumer advised that she had no access to a device during this period but had been charged. | R1 552,90 |
| 69 | Telkom | The consumer alleged that she requested cancellation of contract on the 25th of April 2025, but the line remained active and the service was never cancelled. | R1 581,54 |
| 70 | TELKOM | The consumer alleged that he applied for a data contract which included a pocket router. The router was not delivered due to the address being incorrect. The contract was cancelled but Telkom continued to bill him. | R1 582,30 |
| 71 | Telkom SA | The consumer alleged that he requested the service to be cancelled, but Telkom continued to bill him. | R1 594,20 |
| 72 | MTN | Upgrade dispute | R1 647,00 |
| 73 | VODACOM | The consumer's personal details were fraudulently used to open an account, and two of the consumer's cell phones were added to the fraudulent account. | R1 754,30 |
| 74 | MTN | The consumer's contract was cancelled but the consumer was blacklisted for an outstanding account. | R1 819,92 |



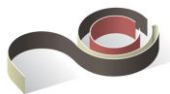
| No | Supplier | Summary | Money Saved |
|-----------|----------|--|-------------|
| Quarter 2 | | | |
| 75 | MTN | Incorrect amounts were charged. | R1 885,73 |
| 76 | MTN | The consumer was invoiced and blacklisted for a contract she did not enter into. | R2 062,18 |
| 77 | Vodacom | Customer requested cancellation of the upgrade as she did not agree to it | R2 088,00 |
| 78 | MTN | The dispute is about a defective laptop, and the consumer wants a refund. | R2 136,00 |
| 79 | TELKOM | The supplier changed the billing option of the consumer without her consent. | R2 201,06 |
| 80 | MTN | A credit of R2204 was processed for payments made between August 2024 – March 2025. | R2 204,00 |
| 81 | Telkom | The consumer stated that she had a contract with the supplier, and funds were being deducted from her business account. She requested that the account details be updated so that deductions would be made from her personal account, as she was no longer part of the business. The supplier failed to process the requested changes and continued billing the business account. As a result, the account fell into arrears due to the incorrect billing. | R2 269,22 |
| 82 | Telkom | This complaint related to Telkom Mobile services. The consumer advised that the debit order for this account had been paid from his business account. He stated that he had requested Telkom to amend the account number so that debit orders would be deducted from his private account. The consumer further stated that Telkom failed to process this request, resulting in the rejection of debit orders. | R2 269,22 |
| 83 | MTN | In September 2024, the consumer signed a 24-month router contract. Within a few days, the router lost network connectivity. In October 2024, the consumer | R2 282,00 |



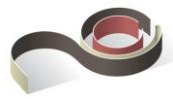
| No | Supplier | Summary | Money Saved |
|-----------|-----------|--|-------------|
| Quarter 2 | | | |
| | | returned the device to the store and was advised to contact MTN Coverage, where they were instructed to cancel the contract. On 6 November 2024, the consumer attempted to cancel the contract in-store but was informed that the store could not assist with the cancellation of a 24-month contract. The router was returned, but the contract remained active, and debits continued to be processed | |
| 84 | Telkom | The supplier closed the account, incorrectly billed and handed over the consumer to the debt collectors without any proof of debt | R2 352,22 |
| 85 | MTN | The consumer took a phone contract in February 2025 and returned it within 24 hours. However, the contract was not cancelled, and charges continued to be processed for the returned device. | R2 394,40 |
| 86 | MTN | The consumer claimed that the supplier authorised a fraudulent contract in his name. | R2 411,23 |
| 87 | MTN | The consumer agreed to a fixed contract of R420 per month. The consumer was however not informed that a mechanism was in place that could allow charges far beyond that agreed-upon amount. | R2 418,73 |
| 88 | Telkom SA | The consumer reported issues regarding her account and billing information to the supplier; however, the supplier failed to provide assistance. The supplier also did not furnish the signed contract outlining the billing options and contractual terms. As redress, the consumer requested that the supplier remove the account from her profile. | R2 423,58 |



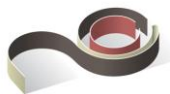
| No | Supplier | Summary | Money Saved |
|-----------|-----------------|--|-------------|
| Quarter 2 | | | |
| 89 | MTN | The dispute is about the contract upgrade. | R2 471,03 |
| 90 | Telkom SA (Ltd) | The consumer purchased a laptop on promotion, which was advertised to include a bag, router, and mouse. Upon delivery, the order did not meet the specified requirements, and the bag was damaged. The consumer contacted multiple agents without resolution, while the supplier continued to debit his account. | R2 500,00 |
| 91 | Telkom SA | The consumer alleged that her mobile data contract was cancelled in February 2023 following her dispute due to high billing and Telkom continued to bill her and blacklisted her with the credit bureau. | R2 603,07 |
| 92 | VODACOM | Contractual benefit dispute which the consumer was promised 100 voice minutes with the 5GB data but only received the data and not the voice minutes. | R2 626,00 |
| 93 | Telkom | The consumer alleged that his contract ended in 2023, but Telkom continued to bill him. | R2 879,39 |
| 94 | TELKOM | The consumer advised that Telkom billed her for services she did not agree to. She subsequently requested the contract to be cancelled. | R2 977,77 |
| 95 | Telkom | The consumer alleged that she requested cancellation of her Telkom Mobile contract as well as the insurance. Telkom cancelled the contract but not the insurance. | R3 022,83 |
| 96 | MTN | From March 2024, the consumer was billed R217.62 for insurance on a device that they had not requested. In March 2025, the consumer stopped making | R3 194,67 |



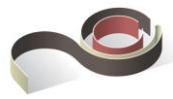
| No | Supplier | Summary | Money Saved |
|-----------|----------|---|-------------|
| Quarter 2 | | | |
| | | payments, resulting in the disconnection of their line. The consumer sought reimbursement for the amounts unduly debited. | |
| 97 | TELKOM | The supplier stopped the provision of services but continued to invoice. | R3 200,00 |
| 98 | Telkom | The consumer alleged that the supplier was billing him on a contract he did not authorise. | R3 230,00 |
| 99 | Telkom | The consumer alleged that he requested cancellation of his contract at the end of its term, but Telkom continued to invoice. | R3 392,75 |
| 100 | MTN | The consumer entered into a contract for a specific monthly instalment. The supplier debited the account in excess of the agreed amounts. | R3 405,77 |
| 101 | SEDGARS | On the 18th of July 2024, the consumer bought sneakers from the supplier. On the 09th of December consumer washed the sneakers and the colour on them faded. They did not have care instructions on them. On the 12th of December 2024, supplier collected the sneakers from consumer. They were brought back on the 27th of January 2025, with same defects, without any feedback. | R3 510,00 |
| 102 | Telkom | The consumer alleged that he requested his contract to be cancelled but Telkom continued to bill him. | R3 762,64 |
| 103 | Telkom | The consumer alleged that he requested his contract to be cancelled but Telkom continued to bill him | R3 984,51 |
| 104 | MTN | The consumer's account was debited for a subscription that was not agreed to. | R4 000,00 |



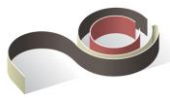
| No | Supplier | Summary | Money Saved |
|-----------|----------|--|-------------|
| Quarter 2 | | | |
| 105 | Telkom | The consumer requested his services to be moved to his new place of residence. The services could not be moved but the consumer was being billed for a service he could not use. | R4 107,00 |
| 106 | Cell C | The consumer was misled into accepting a product under the impression that it was for promotional purposes and would not be billed. Despite this assurance, they were later charged for the product without having agreed to any billing or contract. | R4 263,00 |
| 107 | Vodacom | The customer complained that he had been contacted to upgrade his service and had inquired whether his debit order would increase, for which he was assured it would not. The customer also stated that she was migrated to Home Internet but was not provided with a router. | R4 518,24 |
| 108 | MTN | Cancellation dispute | R4 531,50 |
| 109 | TELKOM | The consumer was wrongfully billed by the supplier on 8 June 2025. The supplier subsequently suspended the consumer's line, and on 8 July 2025, the incorrect billing continued, resulting in the consumer being double charged. The consumer attempted to resolve the matter with the supplier on several occasions, but without success. | R4 574,18 |
| 110 | MTN | The consumers 24-month contract ended, and it was converted to prepaid. The supplier handed the account over for debt collection claiming outstanding amount due. | R4 682,42 |



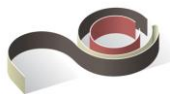
| No | Supplier | Summary | Money Saved |
|-----------|-----------|--|-------------|
| Quarter 2 | | | |
| 111 | Telkom SA | The consumer advised that he requested a single service for Telkom. He was however provided with two devices and billed for two services. Despite attempt to cancel the second contract, the consumer continued to be billed for two contracts. | R4 698,44 |
| 112 | MTN | The dispute is about a contract discount not applied. | R4 809,51 |
| 113 | TELKOM | The consumer upgraded her mobile contract on the 23rd of November 2024. A new package was incorrectly loaded, which resulted in erroneous billing and suspension of the services. As redress, the consumer wants the supplier to correct the contractual package entered into. | R4 818,28 |
| 114 | TELKOM | The consumer disputed his Telkom account and requested an investigation citing that he was billed for extra services he was not aware of. | R5 485,68 |
| 115 | MTN | Consumer had no access to the WIFI due to non-payment of fees they were not liable for. | R5 555,63 |
| 116 | MTN Mondo | The dispute is about billing. | R5 706,00 |
| 117 | MTN | Cancellation of contract dispute | R5 753,50 |
| 118 | MTN | The consumer had a month-to-month router contract and after cancellation, the consumer returned the router. The supplier demanded a claw back fee from the consumer. | R5 833,00 |
| 119 | MTN | The consumer accepted a contract, but the supplier delivered the wrong router which was returned. The consumer was blacklisted. | R5 963,02 |
| 120 | MTN | Cancellation of contract dispute | R6 157,00 |



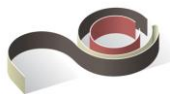
| No | Supplier | Summary | Money Saved |
|-----------|--------------------|--|-------------|
| Quarter 2 | | | |
| 121 | MTN | Cancellation of contract dispute | R6 568,76 |
| 122 | TELKOM | The consumer alleged that her Telkom landline was not working in July 2021 due to copper theft. Despite not receiving services she continued to pay her bill. She requested a refund as her service was discontinued by Telkom in July 2021. | R6 707,56 |
| 123 | TELKOM | The consumer claims that she cancelled her contract and was charged excessive cancellation fees. | R6 768,70 |
| 124 | MTN | The consumer upgraded the contract. The supplier charged more than the agreed amount. | R7 125,00 |
| 125 | Vodacom | Contract not cancelled as requested. | R7 154,47 |
| 126 | Vodacom | Consumer charged for services not rendered. | R7 577,21 |
| 127 | MTN | Cancellation of contract dispute | R7 645,11 |
| 128 | Ethiopian Airlines | The consumer flew with Ethiopian Airlines from Turkey to OR Tambo Airport on 1 October 2024. Upon receiving their luggage, one suitcase was damaged, and items were stolen. The consumer reported the incident to the supplier, who repaired the damaged suitcase and returned it. The consumer submitted a receipt for the stolen items, valued at R68,000, requesting a refund. The supplier paid R7,800, while the CSGO report indicated that the supplier's standard compensation was R2,778.89. The CSGO recommended that the supplier pay the full claimed amount, but the supplier did not respond. | R7 830,00 |



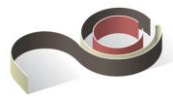
| No | Supplier | Summary | Money Saved |
|-----------|--------------------------------|---|-------------|
| Quarter 2 | | | |
| 129 | MTN | The consumer claimed that the supplier is demanding payment for a contract she did not enter into. | R7 910,25 |
| 130 | Telkom | The consumer alleged that she applied to upgrade her device at Stanger Telkom Store but after a few days the device began to overheat. Despite multiple repair attempts, the fault keep persisted, and customer requested to cancel the contract. | R7 965,40 |
| 131 | VOX TELECOM | A Vox Telecom satellite internet customer experienced significant service failures from November 2024 to May 2025, impacting their agritech business, leading them to cancel the service and request a refund for the seven months of non-delivery. | R8 295,13 |
| 132 | Telkom SA SOC limited | The consumer reported that a fraudulent account was activated in his name without his knowledge or consent. | R9 250,81 |
| 133 | TELKOM | The consumer advised that she received an incorrect device which was returned. She has however been billed for device fees of R9,450.00. | R9 450,00 |
| 134 | MTN | The was an outstanding amount owed to the consumer, which the supplier failed to refund. | R9 473,00 |
| 135 | Midas Wierda-park (Spareswise) | The consumer purchased four (4) home solar system batteries from the supplier in December 2022. In July 2023, the consumer experienced a problem with the batteries, and he returned them to the supplier. The supplier replaced one battery and indicated that they do not have stock. The same defects arose again in November, and the consumer was told about the stock not being | R11 600,00 |



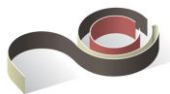
| No | Supplier | Summary | Money Saved |
|-----------|----------------------------|---|-------------|
| Quarter 2 | | | |
| | | available to replace the 3 batteries. The consumer requested that the supplier collect the batteries and provide refund. | |
| 136 | PRIMO EXECUTIVE MOTORS | A vehicle bought in February 2025, broke down within two weeks due to a pre-existing issue. The dealer failed to honour repair promises and their 30-day return policy, despite the consumer purchasing a warranty. | R14 000,00 |
| 137 | MTN | The consumer made a full payment however billing continued. | R14 000,00 |
| 138 | MTN | Consumer purchased a pre-owned cell phone on the 27th of September 2024, and the same day of the collection the device was heating up. On the 4th of October 2024, it was taken back to the store. On the 16th of October 2024 the consumer was called to deactivate find my phone settings. Supplier also demanded payment as the account was in arrears. | R14 591,00 |
| 139 | We Buy Cars | The consumer purchased a vehicle on the 04th of May 2024. The vehicle overheated during test drive and consumer was informed by the salesman that it was just due to lack of water. On the 10th of May 2024 the consumer lodged a complaint with the supplier. Following that, on the 14th of May 2024, he submitted a report to the supplier, stating that the vehicle has severe mechanical problems. | R16 145,00 |
| 140 | VACATION HUB INTERNATIONAL | The consumer entered into a transaction with the supplier, paying an initiation fee of R12,899.00 to activate a membership, which included a cashback plan. Ten years later, the consumer requested a cashback Reliance reward in terms | R16 250,00 |



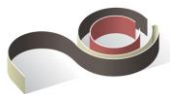
| No | Supplier | Summary | Money Saved |
|-----------|-----------|---|-------------|
| Quarter 2 | | | |
| | | of the agreement. The supplier failed to honour the request in a timely manner and did not adhere to its obligations under the agreement. | |
| 141 | Telkom SA | The consumer alleged that Telkom charged her R17 000.00 for a device which she did not authorize or is aware of. | R18 304,46 |
| 142 | Telkom | The consumer is disputing a R20 000.00 charge to her Telkom account. | R19 440,00 |
| 143 | MTN | On 1 November 2024, a device was ordered under the consumer's account. The supplier was immediately informed, and the device was scheduled to be returned on 29 November 2024. However, the contract for the device was not cancelled. As a result, the consumer's account fell into arrears, debt collectors contacted the consumer, the consumer's credit record was affected, and the consumer was unable to close a previous contract that was due to end in February 2025. | R20 745,25 |
| 144 | VODACOM | The consumer took a cell phone contract in December 2023 for an iPhone and an Apple Watch. However, he was being charged for three devices, including a red handset which he did not possess. The store assistant confirmed that this was an error on their side and advised the consumer to provide an affidavit stating that he did not have the device. No action was taken thereafter. Consequently, the consumer continued paying for a device he did not own, due to fear of being blacklisted. He requested a refund for 18 months of overcharges. | R22 269,35 |



| No | Supplier | Summary | Money Saved |
|-----------|-------------------------|---|-------------|
| Quarter 2 | | | |
| 145 | MyTravelution | The supplier had charged the consumer a R25,000-00 deposit towards a discounted holiday arrangement/ contract, and the consumer had cancelled within 5 days (cooling period) and sought a full refund. When she tested the value/ benefit of the arrangement within the “cooling off period”, she realised that the arrangement was worse off than when she arranged travel/ accommodation for herself, hence the decision to cancel. | R25 000,00 |
| 146 | MTN | The supplier delivered the wrong device, which was collected. The consumer was later blacklisted, and supplier demanded a cancellation fee | R26 194,22 |
| 147 | MTN | Cancellation of contract dispute | R26 567,56 |
| 148 | VODACOM | The consumer was defrauded and wants a refund. | R33 625,00 |
| 149 | Sable Energy (Pty) Ltd. | In April 2024 the consumer purchased a solar energy system from the supplier. The supplier failed to make the delivery and the supplier demanded a cancellation fee when the consumer requested cancellation and a refund. | R67 950,00 |
| 150 | BNA MOTORS CC | The consumer purchased a vehicle from the supplier in August 2023. The day after taking possession, the vehicle failed to start. The consumer returned the vehicle to the supplier for repairs. The supplier informed the consumer that repairs would be carried out but required a payment of R10,000.00. The consumer refused to pay and requested cancellation of the contract. The case was escalated to MIOSA, which advised that the contract be cancelled. | R95 000,00 |
| 151 | We Buy Cars | The consumer purchased a vehicle from the supplier and took possession on the 14 th of January 2023. The vehicle turned out to be defective. The consumer | R97 711,50 |



| No | Supplier | Summary | Money Saved |
|-----------|---------------------|--|-------------|
| Quarter 2 | | | |
| | | reported this to the supplier, and the battery of the vehicle was replaced twice. The vehicle was taken to Toyota on multiple occasions without any success to fix the defect. The vehicle was returned to the supplier on the 14th of October 2023; however, once the vehicle was returned, the supplier failed to process the cancellation of sale which the consumer was still paying monthly instalments for and continued to ignore the consumer's request for cancellation. | |
| 152 | MTN | The supplier authorised fraudulent contract in the consumer's name. | R117 810,20 |
| 153 | NOLLY MOTORS | On the 29th of October 2024, the consumer bought a vehicle from the supplier, and on the 6 th of December the vehicle began malfunctioning , the supplier agreed that the vehicle would be resold, and the consumer would be refunded R120 000 however the supplier did not fulfil the promise. | R120 000,00 |
| 154 | Sheron Tanya Forgas | The consumer entered into a sales agreement with the supplier and bought solar panels. She did not collect the panels as she was still waiting for the installer to become available. While she was still waiting on the availability of the installer, the heavy rain started damaging her roof. She then notified the supplier about her challenge and decided to cancel the contract, seeking a refund. The supplier rejected her request for a refund, citing price drop on the panels and further indicated that the panels have been ready for collection ever the date of purchase, but were not collected. The supplier upon the Commission making contact indicated that the consumer has since collected the panels, and | R149 354,22 |



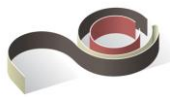
| No | Supplier | Summary | Money Saved |
|-----------|-------------|---|----------------------|
| Quarter 2 | | | |
| | | the matter has been resolved. The consumer was refunded an amount of R149 354,22. | |
| 155 | We Buy Cars | The consumer alleged that since purchasing the vehicle from the respondent, it did not meet the standards indicated in the DEKRA report. Despite additional funds being added to the finance to facilitate repairs, the vehicle remained unrepaired. The vehicle was initially brought in for a door that could not lock but was returned with the ABS and traction control systems not functioning. After several attempts over a month to have the vehicle repaired by the respondent, the faults persisted. The consumer requested cancellation of the contract and a full refund. | R371 000,00 |
| | | | R1 622 541,43 |

4.5. Success before the NCT and the Courts

The following matters were finalised during the second quarter and were in favour of the NCC:

4.5.1. Koos and Mike

The matter was referred to the NCT based on possible contravention of sections 55 and 56 of the CPA. The respondent admitted to liability and refunded the complainant the amount of R9 313.00 as result, the application was withdrawn from the Tribunal as having been resolved.



4.5.2. NCC vs Nolly Motors (Pty) Ltd

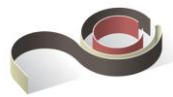
The complainant bought a 2013 Audi A4 from Nolly Motors in April 2022. the vehicle developed defects, and the supplier refused to assist, relying on an “as is” clause. The complainant cancelled the purchase within two (2) weeks after having learned that the car was previously involved in an accident. The NCT found that this violated the CPA sections 48, 51, 55, and 56, and ruled that the “no warranty” terms were unenforceable. The Tribunal ordered that the consumer be granted a full refund of R146 000 upon return of the vehicle. Claims about unfair terms were time-barred, and no fine was imposed due to the supplier’s clean record.

4.5.3. TM Cars (PTY) LTD

The NCT confirmed a settlement made between the NCC and TM Cars (PTY) Ltd, a Cape Town-based car dealership, thereby making it an order of the Tribunal. The NCC investigated the consumer’s complaint, which revealed that on 22 May 2022, the consumer purchased a 2013 3.0 D-40 Toyota Fortuner and paid R225 000.00 to the supplier. On the same day, the vehicle developed certain defects and was returned to the supplier for repairs. However, shortly after being returned to the consumer, the same defects persisted. This contravened section 55(2)(a) -(c) read with section 56(3)(b) of the CPA. The supplier agreed to refund the consumer R150,000.00.

4.5.4. Appeal – Wingfield Motors

The respondent launched an appeal with the Western Cape High court against the NCT ruling in favour of the NCC wherein the supplier was ordered to refund the consumer the purchase price of the vehicle in the amount of R568 000.00 and to pay an administration fine in the amount of R50 000.00. The high court confirmed the Tribunal ruling and dismissed the appeal with costs.



4.5.5. Lambons (Pty) Ltd vs NCC

In 2012, the consumer bought a GWM Steed for R215 000, which developed recurring defects in a short period of time. Despite repeated repairs, problems persisted, and the supplier refused to grant the consumer a refund. The NCC issued a compliance notice in 2021 ordering replacement or refund, but Lambons ignored the notice. In 2023, the Tribunal upheld the compliance notice, ordered a refund, and imposed a R200 000.00 fine. Lambons challenged the decision, but in September 2025 the High Court upheld the notice, refund, and the fine, finding that the supplier had willfully refused to comply.

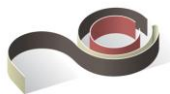
4.5.6. KIA East Rand and Motor Finance Corporation

In September 2022, the complainant bought a 2015 Audi A3 from Kia East Rand. The vehicle developed repeated engine and oil pressure defects despite several repairs. Within six (6) months, the complainant cancelled the sale and requested a refund after learning the car had previous accident damage. Kia East Rand refused, claiming wear and tear. The NCT found the vehicle was not of good quality, durable, or fit for purpose (Sections 53 and 56 of the CPA). It ruled that once repairs failed within three months, Kia East Rand was obliged under s56(3) to replace or refund. The NCT ordered a full refund of R245 075 and imposed a R50 000 administrative fine.

4.5.7. In total, administrative fines to the value of R309 313 were imposed on the suppliers in relation to the matters indicated above.

4.6. Investigation into scams and Ponzi Schemes

a) The NCC plays a vital role in promoting a fair, transparent, and competitive digital marketplace. With a strong focus on e-commerce, the NCC works to protect consumers from scams, deceptive advertising, and unfair practices that are increasingly common in the digital economy. Many scams and multiple schemes operate online through websites and social media platforms, often serving as fronts for complex money laundering and other illicit activities that harm consumers and undermine the national economy. The NCC is committed to investigating and prosecuting such schemes, ensuring that all associated networks and entities involved in unlawful operations are held accountable. Through these efforts, and by enforcing the CPA, the NCC seeks to curb online fraud, strengthen



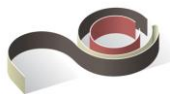
financial integrity, and build public trust thereby advancing South Africa's broader objectives of ethical business conduct and a resilient, trustworthy digital economy.

b) A preservation order granted by the Gauteng Division of the High Court of South Africa (in favour of the National Prosecuting Authority) against Trouva. The order for the amount of R 4 508 940.39 was granted on 18 September 2025. This amount is held in 19 different bank accounts. The NCC received complaints from consumers who alleged that they had fallen victim to Trouva. The investigation revealed that Trouva is a multiplication scheme masquerading as a platform offering business opportunities to participants. The matter was referred to the National Prosecuting Authority's Asset Forfeiture Unit. The scheme was promoted on various social media platforms, online platforms, and in-person events to recruit "investors". Participants were promised high returns of between 20-50% on investments in furniture products, with a tiered investment system and incentives for recruiting new members.

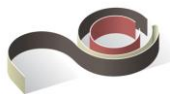
c) The NCC investigated the following seven (7) schemes involved in predicate offences as indicated below:

Table 8: Investigations into Scams and Ponzi Schemes

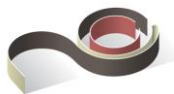
| Name of the matter | Date approved for Investigation | Date the matter was referred to NPA | Summary of the matter |
|---------------------|---------------------------------|-------------------------------------|--|
| MSC, KAPEN and HAYS | 21/07/2025 | 11/09/2025 | The scheme, primarily promoted under the disguise of (MSC,KAPEN & HAYS). The scheme is defrauding investors by promising unrealistic returns on investments and relying on new investor's funds to sustain its operations. The structure consists of three (3) levels A,B and C. The first person to join receives 9% of a new recruited members in all levels. Level A and B will |



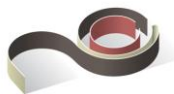
| Name of the matter | Date approved for Investigation | Date the matter was referred to NPA | Summary of the matter |
|-------------------------------|---------------------------------|-------------------------------------|---|
| | | | <p>also bring their newly recruited members and receive their bonus.</p> <p>The scheme falsely claims to be associated with a legitimate company.</p> <p>The scheme is identified to be linked with Trouva, and it is conducting a multiplication scheme which is in contravention of section 43 (2) (a).</p> |
| RSK General Trading (Pty) Ltd | 21/07/2025 | 11/09/2025 | The scheme is identified to be linked with Trouva, and it is conducting a multiplication scheme which is in contravention of section 43 (2) (a). |
| Mbuso Africa Cash and Carry | 21/07/2025 | 11/09/2025 | The scheme is identified to be linked with Trouva, and it is conducting a multiplication scheme which is in contravention of section 43 (2) (a). |
| Red Star Investment (Pty) Ltd | 21/07/2025 | 11/09/2025 | <p>Mule account opened to launder funds with inconsistent transactions.</p> <p>Members are required to recruit other individuals into the scheme with a bonus being offered for each new recruited member.</p> <p>The scheme receives proceeds of crime. The scheme is identified to be linked with Trouva, and it is conducting a multiplication scheme which is in contravention of section 43 (2) (a).</p> |



| Name of the matter | Date approved for Investigation | Date the matter was referred to NPA | Summary of the matter |
|---------------------------------|---------------------------------|-------------------------------------|--|
| Motlalepula M (Pty) Ltd | 21/07/2025 | 11/09/2025 | <p>Mule account opened to launder funds with inconsistent transactions.</p> <p>The scheme is identified to be linked with Trouva, and it is conducting a multiplication scheme which is in contravention of section 43 (2) (a).</p> |
| Gonga General Trading (Pty) Ltd | 21/07/2025 | 11/09/2025 | <p>Mule accounts opened to launder funds. The scheme used the Trouva device to move funds to different accounts.</p> <p>Investors are promised unrealistic returns of investment. Some investors did not receive their returns.</p> <p>The entity is conducting a multiplication scheme with is a contravention of section 43 (2) (a).</p> |
| Afrimakerts Capital | 12/08/2025 | 15/09/2025 | <p>Afrimarkets Capital (Pty) Ltd is conducting a trading scheme where they advertise featuring various prominent persons such as Elon Musk, Johann Rupert, and Angus Buchan.</p> <p>The system provides referral bonuses for each new member acquired by existing investors.</p> <p>The referral bonuses differ depending on the number of new members recruited by the existing investor.</p> |



| Name of the matter | Date approved for Investigation | Date the matter was referred to NPA | Summary of the matter |
|--------------------|---------------------------------|-------------------------------------|---|
| | | | <p>The investigation has uncovered a sophisticated operation involving layered transactions, the laundering of proceeds through cryptocurrency exchanges.</p> <p>The analysis reflects that client funds were misappropriated and not paid over to any other product provider but rather transferred to other Afrimarkets bank accounts and some funds paid to clients.</p> <p>Afrimarkets Capital (Pty) Ltd used deepfake advertisements that features prominent persons has contravened section 29(b) (v).</p> <p>The scheme is offering services such as Forex, Stocks, and Crypto currencies which is a contravention of Section 29(b) (v) and 43(4)(a).</p> |



4.7. High impact investigations initiated

4.7.1. Pepkor Trading (Pty) Ltd t/a “Fone Yam”

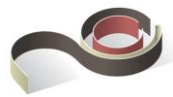
- a) It is alleged that the supplier offered contracts to consumers on terms that were unfair and unreasonable. In particular, the contract prices were reportedly exponentially higher than the actual value of the handsets supplied, potentially disadvantaging consumers.

4.7.2. Vodacom (Pty) Ltd

- a) Allegations were received against Vodacom relating to unfair contractual practices. These include the imposition of excessive cancellation penalties on fixed-term contracts, failure to notify consumers of contract expiry dates, and unilateral contract extensions without the express consent of consumers. Additional allegations include the conclusion of fraudulent contracts using consumer profiles, as well as the non-delivery or delivery of incorrect products.

4.7.3. Telkom SA SOC Ltd

- a) It is alleged that Telkom engaged in erroneous billing and failed to process contract cancellations within reasonable timeframes. Further allegations include the fraudulent conclusion of contracts using consumer profiles and the undue listing of consumers with credit bureaus, which may have caused reputational and financial harm to affected consumers.

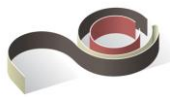


4.7.4. Dolcelume (Pty) Ltd

- a) Allegations have been made that the supplier defaced and altered product labels and trade descriptions, specifically by changing date markings. It is further alleged that foodstuffs with altered or misrepresented date markings were marketed and sold to consumers, potentially misleading them regarding the quality, and safety of the products.

4.8. High impact investigations finalised

- 4.8.1. The Elgin Fruit Juice (EFJ) matter relates to the supply of Apple Juice Concentrates to various suppliers in EFJ's value chain, which had levels of the Patulin Pathogen exceeding limits set in Regulation 2 (e) of the Foodstuffs, Cosmetics and Disinfectants (FCD) Regulation 1145 of 2004. Whilst Regulation 2 (e) of the said Regulations restricts Patulin levels in Apple Juice Concentrates to a maximum of 50 µg/l, Laboratory Test Results returned Patulin levels as high as 79 µg/l and 117 µg/l. The tests were commissioned by one of EFJ's forty-three (43) customers.
- 4.8.2. The NCC determined that, whilst the supplier was aware of the deviant Patulin levels, it had not acted in the best interests of consumers in that the supplier continued to market the product and did not inform any Regulators of the deviation. Fruit Juice with levels exceeding the threshold set in Regulation 2(e) referred to above is deemed to be contaminated, impure or decayed. The juice did not comply with Section 55(2)(b), to the extent that they were not "free from defects".
- 4.8.3. The NCC investigation confirmed "prohibited conduct" and a prosecution process has been initiated. The NCC filed its case with the NCT for an order declaring the supplier's conduct prohibited and an administrative fine.



4.9. Product Recalls administered

- 4.9.1. The NCC administered a total of 36 product recalls in terms of Section 60 of the CPA, read with *Product Safety Guidelines* issued in 2011, in the quarter under review. The guidelines are an equivalent to those applicable within the consumer protection space in other jurisdictions. These Guidelines provide suppliers with detailed steps to conduct effective recalls. Thus, alongside the CPA, suppliers have access to the guidelines.
- 4.9.2. Section 60 of the CPA applies where there is a product failure i.e. a product not performing in the intended manner or to the intended effect, or defect i.e. a material imperfection in the manufacture of a product affecting its usefulness, practicality or the safety of its users, or a hazard. Whilst there is often unique, consumer specific redress that consumer seek and obtain, there are occasions where defects in motor vehicles cut across specific manufacturers, brands, models or relate to technology and components that is shared across OEMs. The following are the instances or occasions where resort is had to general product safety recalls:
- a) The return of any goods because of a failure, defect or hazard;
 - b) Personal injury, illness or damage to property caused wholly or partially as a result of a product failure, defect or hazard; and
 - c) Other indication of failure, defect or hazard.
- 4.9.3. The NCC monitored the sources of information received, analyse the information received with the object of detecting or identifying any previously undetected or unrecognised potential risk to the public from the use of or exposure to those goods. The NCC then used, in the main, media to notify consumers of the nature, causes, extent and degree of the risk pertaining to those goods; and if the goods are unsafe, recall those goods for repair, replacement or refund.

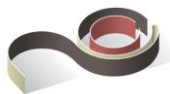


Figure 2: Product recalls categorised per products

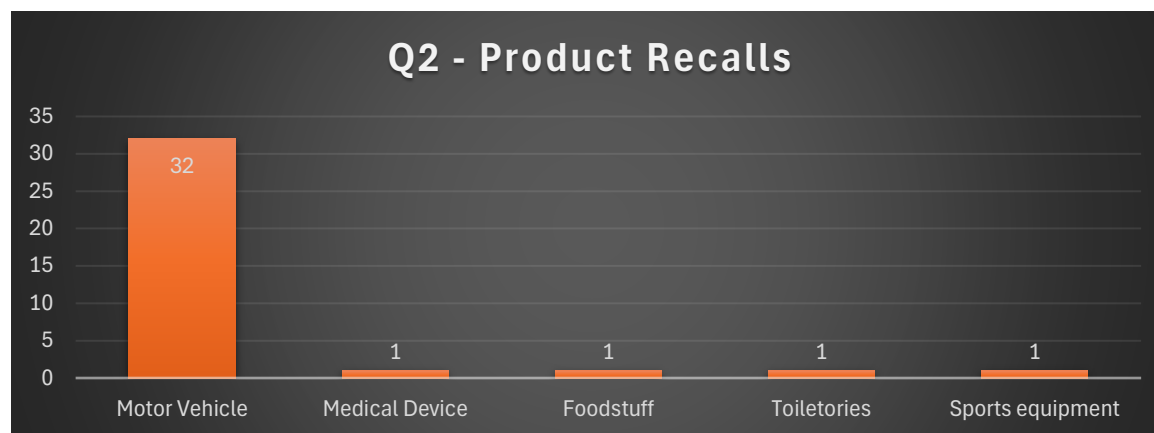
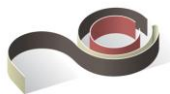
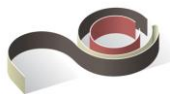


Table 9: Product recalls administered in the second quarter

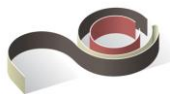
| Item | Name of Supplier | Product | Defect | Hazards |
|------|----------------------------|--|--|---|
| 1 | Toyota SA Motors Pty (Ltd) | Hino 500 CBU series Parking Brake releasing tool | Cage Bolt Spanner not supplied in the vehicle. | The parking brake will continue to operate during a vehicle failure; it will not be possible to release the parking brake as the tool is incorrect. |
| 2 | Toyota SA Motors Pty (Ltd) | Hino 500 SKD series Parking Brake releasing tool | Incorrect Cage Bolt Spanner supplied in the vehicle. | The parking brake will continue to operate during a vehicle failure; it will not be possible to release the parking brake as the tool is incorrect. |
| 3 | Volvo Car South Africa | BCM2 Software update (XC90 (plug-in hybrid) Model) | The supplier has identified that there is a risk that the vehicle's braking functionality may be | This could lead to a collision with potentially serious safety consequences for you and others. |



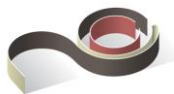
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|---|--|
| | | | temporarily disabled while using 'B' mode (in plug-in hybrid cars) or One Pedal Drive (in pure electric cars), after coasting downhill for a period. | |
| 4 | Volkswagen of South Africa (Pty) Ltd ("VWSA") | Front passenger seat belt fitted to VW Golf 8 GTI 2.0 TSI 7 speed DSG 180 kW and Golf 8 R 2.0 TSI 7 speed DSG 235 kW vehicles | There is a possibility that the seat belt on the front passenger side is not correctly attached to the lower anchoring point due to a fault in the sewing process by a supplier. | If the lower anchoring point of the belt system is not attached, then the protective effect of the seat belt is greatly restricted. In the event of an accident this could lead to significant or deadly injuries to the occupant in the front passenger seat. |
| 5 | Jaguar Land Rover Limited (N945) | Range Rover Evoque (2021 - 2025 Model Year vehicles) | A concern has been identified on the 2021 – 2024 and certain 2025 Model Year Range Rover Evoque vehicles where, during a passenger airbag deployment, the airbag may tear because of improper folding of the airbag during the airbag assembly process. | A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants. |
| 6 | Decathlon South Africa Sports (Pty) Ltd | Tarmak B900 Box NBA (Basketball hoop) | If the red height adjustment crank (pictured right) is removed while the | The post may fall vertically. |



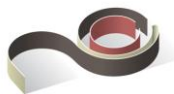
| Item | Name of Supplier | Product | Defect | Hazards |
|------|--|---|---|--|
| | | | product is being used or handled, the post may fall vertically. | |
| 7 | Mercedes-Benz South Africa Limited (8297015) | Mercedes-Benz 206-C-Class, 223-S-Class, 254-GLC, 297-EQS, 232-SL | During the monitoring process, the supplier found that a rework of the fuse box, which arises from the recall campaign "System validation (80A fuse: Replace Prefuse box)", may be required, as the fuse boxes might not have been reworked as intended. As a result, systems connected to the fuse might fail. | The motor vehicle might lose power without prior warning, restraint functions or the instrument cluster might be impaired, increasing the risk of an accident. In addition, the risk of a thermal event cannot be ruled out. |
| 8 | Mercedes-Benz South Africa Limited (8297014) | Mercedes-Benz 232-SL, 297-EQS | During the monitoring process, the supplier found that a rework of the fuse box, which arises from the recall campaign "System validation (80A fuse: Replace Prefuse box)" may be required, as the fuse boxes might not have been reworked as intended. | The systems connected to the fuse might fail. Among others, the vehicle might lose power without prior warning, restraint functions or the instrument cluster might be impaired, increasing the risk of an accident. In addition, the risk of a thermal event cannot be ruled out. |
| 9 | Volkswagen of South Africa (Pty) | Driver seat belt fitted to Polo Sedan vehicles of a specific production | Incorrect seat belts fitted to the driver side. The cause is a problem during | The restraint effect of the seat belts may be severely restricted in the event |



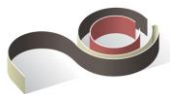
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|--|--|--|
| | Ltd (“VWSA”) (DSNA) | period. | vehicle production, which resulted in a mix-up of belt webbing. | of an accident. This can lead to significant or deadly injuries of the driver. |
| 10 | Volkswagen of South Africa (Pty) Ltd (“VWSA”) (69MH) | Seat belts fitted to Polo Sedan vehicles of a specific production period | Incorrect fitted/or faulty seat belts. The cause was both a production fault in vehicle production, in which the seat belts were mixed up, and a material fault in the production of the seat belts at a supplier. | The restraint effect of the seat belts may be severely restricted in the event of an accident. This can lead to significant or deadly injuries. |
| 11 | Jaguar Land Rover Limited (H552) | Jaguar E-PACE (2021 - 2024 Model Year vehicles) | A concern has been identified on certain 2021 to 2024 Model Year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear because of improper folding of the airbag during the airbag assembly process. | A torn airbag may reduce occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gases which may cause burns to occupants. |
| 12 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S10 : Certain Model Year 2021-2024 Puma vehicles Fuel Line Chafing Inspection and Replacement | In the affected Vehicles, a fuel line may rub against a bracket damaging the fuel line. Over time, the fuel line damage may result in a fuel leak. | A fuel leak may result in an engine stall or, in the presence of an ignition source, a fire. Owners may notice fuel odour, fuel leaking beneath the vehicle, or smoke from fuel on a hot surface. |



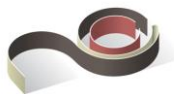
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|--|--|---|
| 13 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S12 - Certain 2021-2022 Model Year EcoSport Equipped with a 6F15 Transmission Front Half Shaft Inspection Advance Notice. | In some of the affected vehicles, the front half shafts may not have been fully inserted into the transmission during assembly creating the potential for the half shaft to disengage from the transmission. | If the half shaft disengages, there is a possibility of loss of engine power while driving. It may also result in a vehicle rollaway when the vehicle is placed in "Park" without the park brake being applied. Both conditions increase the risk of an accident. |
| 14 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S39 Certain 2022-2025 Model Year Ranger/Everest 3.0L Lion Engine Camshaft Sprocket Failure. | In the affected Vehicles, the left-hand camshaft sprocket on the engine may fracture causing the engine to stall. | An engine stall without warning increases the risk of an accident. |
| 15 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S65- Certain 2021 – 2025 Model Year Ford Mustang Mach-E vehicles with a Discharged 12V Battery Powertrain Control Module and Secondary On-Board Diagnostic Control Module C Software Update. | On the consumer's motor vehicle, if the driver or front passenger exits the front doors, using the mechanical inside release handles when the 12V battery is discharged, the doors may lock unexpectedly when they are closed. The key fob and exterior handle will not unlock or open the locked doors. | Any occupant who remains inside the unexpectedly locked vehicle and who are unable to use the inside door release handle handles are trapped inside the motor vehicle until the doors are opened through other means. This could increase the risk of injury for trapped occupants in emergencies or hot weather. |



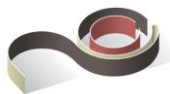
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---------------------------|--|--|---|
| 16 | Lexus SA Motors Pty (Ltd) | Lexus 24SD-071 V35A Engine Replacement | The subject vehicles are equipped with a specific V35A engine that contains crankshaft main bearings which allow the crankshaft to rotate within the engine assembly while running. During a specific production period, there is a possibility that engine machining debris of a particular size and amount may not have been cleared from the engine during manufacturing and subsequently contaminated the engine assembly during the production process. For these engines in the subject vehicles, the pressure on the main bearings due to the engine configuration is such that, if the aforementioned machining debris adheres to the bearings and operation of the engine continues at higher loads over time, failure of the | A vehicle loss of motive power while driving at higher speeds can increase the risk of an accident. |



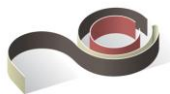
| Item | Name of Supplier | Product | Defect | Hazards |
|------|-----------------------|--|--|---|
| | | | bearings may occur. This can lead to potential engine knocking, engine rough running, engine no start and/or an engine stall. In the subject vehicles, an engine stall while driving leads to a loss of motive power. | |
| 17 | Boston Scientific | Encore™ 26 Inflation Device, Encore™ 26 Advantage Kits, NephroMax Kits and UroMax Ultra Kits | Boston Scientific is initiating a removal of certain batches of the Encore™ 26 Inflation Device and certain batches of Encore™ 26 Advantage Kits, NephroMax™ Kits and UroMax Ultra™ Kits in which the impacted Encore 26 inflation devices are a component (see Appendix 1) due to the potential presence of foreign material. | The Encore 26 Inflation Device is used with balloon dilation catheters to create and monitor pressure in the balloon and to deflate the balloon. An internal investigation determined that during use, foreign material particles could migrate from affected Encore 26 Inflation Devices into a balloon dilatation catheter. The Encore 26 Inflation Device may be used in a variety of clinical applications including interventional cardiology, neurovascular, endoscopy, urology and peripheral vascular procedures. |
| 18 | Ford Motor Company of | 25S19 - Certain 2025 Model Year Ford Ranger | In all of the affected vehicles, the transmission main valve body's | When the vehicle's gear selector is in reverse or neutral position, the vehicle may move |



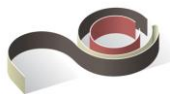
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|--|--|---|
| | Southern Africa (Manufacturing) (Pty) Ltd | Wildtrak vehicles. Transm - Transmission Main Control Valve Body Replacement. | internal dimensions do not meet the engineering print specifications, and the driver may experience no reverse motion when the vehicle is in reverse gear. | forward. When this occurs, the Malfunction Indicator Light (MIL) and Wrench light will illuminate on the instrument cluster in the vehicle. Unexpected vehicle motion can increase the risk of an accident. |
| 19 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S49: Certain Ford Model Year Vehicles (Ford Mustang, Ford Everest, Ford Ranger, Ford Transit) - Rear Camera Screen Software Updates | In some of the affected vehicles, the infotainment screen may freeze followed by a black screen and a system reboot. If this occurs while reversing the vehicle, the rear-view image may be frozen, missing or delayed. A frozen rear-view camera display image while in reverse may create a false representation of where the vehicle is relative to its surroundings, increasing the risk of an accident. | A frozen rear-view camera display image while in reverse can create a false representation of where the vehicle is relative to its surroundings, increasing the risk of an accident. |



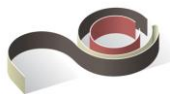
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|---|---|
| 20 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S72- Certain 2018 – 2024 Ford Model Year Various Vehicles (Ford Mustang, Ford Everest, Ford Ranger, Ford EcoSport) Update SYNC software | In the affected vehicles, repeated short ignition cycles (time between key on and key off) may, over time, result in an error in the SYNC system that could result in system instability and/or a failure to maintain certain settings between ignition cycles. | This may result in an intermittent blank image while in reverse or rear-view image remaining on display after reverse driving has ended. |
| 21 | Nissan South Africa | Nissan Qashqai (J12) - HR13 - Non-ALiS - Battery EGI Connection | Nissan has identified that the HR13 - Non-ALiS - EGI Harness Battery Connection may have been incorrectly assembled during production. In this condition the harness retaining nut may be loose. | Under specific driving conditions there may be a very significant increase in resistance. In an extreme situation, where the vehicle continues to be driven in this condition, there is a risk of excessive heat build-up. |
| 22 | Stellantis South Africa (GM3) | Citroen C4, DS4 and DS5 Takata Driver Airbag Inflator | The driver airbag inflator may rupture during airbag deployment phase. | The potential high energetic deployment of the inflator may lead to metal fragments detaching from the bursting inflator and these parts could fly in the direction of the driver / occupants in the motor vehicle, capable of causing serious injury or possible death in a worst-case scenario. |



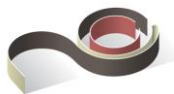
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|--|--|
| 23 | Tiger Consumer Brands Limited | Benny Beef Flavoured Stock Cubes and Benny Chicken Flavoured Stock Cubes | The nutritional labelling in respect of the declared sodium content on the packaging of the products may not accurately reflect the sodium content of the product itself, wherein the sodium content of the product may be higher than that declared on the packaging. | The inaccurate nutritional information on the label may impact a consumer's ability to make an informed decision about the consumption of the product, based on their individual dietary requirements. |
| 24 | Toyota SA Motors PTY (LTD) | Hino 66-Seater Bus Drag Link incorrect torque / Split pins missing | Drag link incorrect torque / split pins missing | There may be a loss of steering control. |
| 25 | Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd | 25S51 – Certain 2025 Model Year Transit Custom Passenger Airbag Replacement | Passenger airbags in the affected Ford Transit Customer vehicles need to be replaced as a filter within the inflator might not meet the thickness specification. | Under normal driving conditions, this issue does not affect vehicle operation. However, in the event of an accident that meets the parameters for airbag deployment, the out of specification filters may restrict gas flow out of the inflator. |
| 26 | Ford Motor Company of Southern Africa | 25S75 – Certain 2021 – 2022 Mustang – Low Pressure Fuel Pump Failure | Affected vehicles may lose fuel pressure and flow from the fuel tank due to failure of the low-pressure fuel pump. Loss of fuel pressure | This may cause a lack of fuel delivery to the engine and result in an engine stall. An engine stall while driving increases the risk of an accident. |



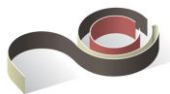
| Item | Name of Supplier | Product | Defect | Hazards |
|------|--|-------------------------------------|--|--|
| | (Manufacturing) (Pty) Ltd | | and flow from the low-pressure fuel pump can be due to internal contamination of the jet pump, specifically in low fuel conditions, and reduced fuel pump internal clearances that result in an increase of internal friction and sensitivity to vapor lock. | |
| 27 | BMW South Africa | BMW Model G45 (X3) series | It is possible that the two outer head restraints on the rear seats of the vehicles concerned were not manufactured correctly. | In an impact or accident situation, it is possible that the support function may be compromised, and the outer head restraints on the rear seat may not provide the required protection. Furthermore, parts of the head restraint could dislodge, potentially leading to additional severe injuries. |
| 28 | Volkswagen of South Africa (Pty) Ltd t/a Volkswagen Group Africa | VW Polo Rear axle bolted connection | Rear axle was not bolted to the body with the necessary torque. | This can lead to the bolts detaching and, in the worst case, dislodgement of the rear axle and loss of control when driving. |
| 29 | Toyota SA Motors Pty (Ltd) | Hino 700 Fuel pump replacement | Fuel pump housing has an inappropriate surface treatment process done during production. | Cracks may develop when repeated high load is applied to the supply pump resulting in a fuel leak. |



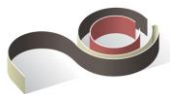
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|---|---|
| 30 | Revlon South Africa Proprietary Limited | <p>Various items:</p> <p>-Mitchum Woman Roll on 100ml 48H Shower Fresh (S25331A / S25422A)</p> <p>-Mitchum Woman Roll on 100ml 48H Powder Fresh (S25331A / S25416A)</p> <p>-Mitchum Men Roll on 100ml 48H Sport (S25328A / S25416A)</p> <p>-Mitchum Men Roll on 100ml 48H Mountain Air (S25415B)</p> | A recent change in the manufacturing process of one of the raw materials occurred, which impacted how the affected product interacts with the skin of some consumers or users, particularly those with sensitive or compromised skin. | Following a thorough assessment of all consumer reports globally, the supplier's expert independent dermatologist advised that the reported symptoms are consistent with contact dermatitis, which is generally a mild reaction which resolves within a short period of time without any long-term effects. |



| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|--|---|--|
| 31 | Ford Ranger Wildtrak, Tremor and Platinum | 25S77- Certain 2025 and 2026 Model Year Ranger Wildtrak, Tremor and Platinum vehicles Loss of Brake Boost, Anti-lock Brake System (ABS) Module software update | In affected vehicles, the customer may feel a change in pedal feel or travel with an increase in pedal efforts needed to brake the vehicle due to a loss of the brake boost feature. The Anti-lock Brake System (ABS), Electronic Stability Control (ESC), and Brake warning signals will illuminate, and informational messages will be displayed in the instrument cluster. In addition, an audible alert will sound. | The supplier has taken the decision to withdraw the products from the trade out of an abundance of caution and care for our consumers. |
| 32 | Stellantis South Africa | Jeep Wrangler and Chrysler 300C Takata Passenger Airbags (U03) | The passenger airbag inflator may rupture during airbag deployment phase. | The rupturing of the airbag inflator may lead to metal fragment(s) passing through the airbag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. |



| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|---|---|
| 33 | Mercedes-Benz South Africa Limited (4691007) | Mercedes-Benz EQE-295, GLC-254 | MBAG has determined that the bolting of the steering coupling might not meet specifications. In this case, the mechanical connection between steering wheel and steering rack might loosen over time. | This might lead to a loss of steerability of the vehicle, increasing the risk of an accident. |
| 34 | Volkswagen of South Africa (Pty) Ltd ("VWSA") | Electromechanical brake servo control unit in Amarok vehicles of a limited production period (47CW) | There is a possibility that a loss of braking assistance may be caused by the electromechanical brake servo control unit. The braking system remains functional; but requires additional effort when applying brakes. | If the issue manifests, the vehicle will require increased braking distance. |
| 35 | Stellantis South Africa | Chrysler 300C Takata Driver Airbag Inflator (R25) | The passenger airbag inflator may rupture during airbag deployment phase. | An inflator rupture during airbag deployment events, could result in metal fragment(s) striking and potentially seriously injuring the vehicle occupant(s). |



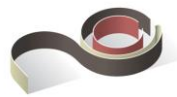
| Item | Name of Supplier | Product | Defect | Hazards |
|------|---|---|---|--|
| 36 | Audi South Africa, a Division of Volkswagen of South Africa (Pty) Ltd ("Audi SA") | Takata gas generator of the front driver airbag fitted to Audi A3 vehicles of a limited production period | The propellant in the gas generator may age due to moisture ingress and restrict the function of the driver airbag. | If the propellant ages as described above and the airbag deploys, it is possible for the gas generator housing to burst. This may result in small metal parts becoming dislodged from the housing and potentially injuring a vehicle occupant. |

4.10. Finalisation of energy related complaints

During the first quarter, the NCC approved four Investigations for energy related complaints, namely, Christian Brooks v Sable Energy, Sonette Janse Van Rensburg v Sable Energy and Ralf Schafer v Tel connect. In the second quarter, the NCC approved one¹ investigation of Sheron Tanya Forqus v Solar Sonic. In the second quarter, three investigations were concluded and resolved, and consumers were refunded at total of R219 029.22 with one matter referred for further enforcement.

4.10.1. Sonette Janse Van Rensburg v Sable Energy (Pty) Ltd

The consumer bought an 8kVa 48V Hybrid Solar Invertor, 10KWh 48V Lithium-Ion Battery Bank, Plug-and-Play system from the supplier on 3 April 2024 and paid a deposit of R10 000 and later paid R57 000.00. The delivery was meant to take place on or before the 24th of April 2024 which did not happen. Due to non-delivery of goods, the consumer cancelled the transaction and requested a refund. The consumer was informed that they would be charged a cancellation fee of R7 256. Through the intervention of the NCC, the matter was resolved, and the consumer was refunded an amount of R67 950.00.



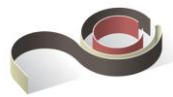
4.10.2. Christian Brooks v Sable Energy (Pty) Ltd

On the 14th of December 2023, the consumer entered into a sale agreement with the supplier and purchased 5kVa 48 Hybrid Solar Inverter, 5KWh Lithium Battery and solar panels; and paid the full amount of R85 000.00. The installation occurred during February 2024, and defects immediately manifested. The consumer granted the supplier multiple opportunities to mend the poor work, but the supplier failed to an extent that there was no certificate of compliance that was issued.

The consumer also involved a third party to independently assess the work of the supplier. It was confirmed that the work did not meet the requisite SANS standards. There was also the issue of advertising from the Advertising Regulatory Board, which looked into the adverts that the supplier issued. Through the investigation of the complaint, it was established that the supplier's advertisements misled the consumers. It was recommended that the matter be referred for further enforcement

4.10.3. Sheron Tanya Forqus v Solar Sonic

The consumer entered into a sales agreement with the supplier and bought solar panels. She did not collect the panels as she was still waiting for the installer to become available. While she was still waiting on the availability of the installer, the heavy rain started damaging her roof. She then notified the supplier about her challenge and decided to cancel the contract, seeking a refund. The supplier rejected her request for a refund, citing price drop on the panels and further indicated that the panels have been ready for collection ever the date of purchase, but were not collected. The supplier upon the NCC making contact indicated that the consumer has since collected the panels, and the matter has been resolved. The consumer was refunded an amount of R149 354.22.



4.10.4. Andre du Preez v Sable energy

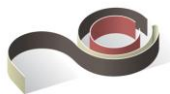
On the 22nd of March 2023, the consumer entered into a sale agreement with the supplier and purchased 8KVA inverter with 5KVA battery. After installation by the 3rd party, the consumer started losing internet connection as the Wi-Fi was affected. The consumer complained to the supplier, and he was told that the cabling installation was done incorrectly. The supplier also indicated that the battery keeps "blowing a fuse" because of overload which and the consumer disagreed with that view. When the consumer offered the supplier an opportunity to come and investigate, at his cost, the supplier refused citing that the COC is not valid.

The consumer then lodged a complaint with CGSO where it was agreed that the supplier would refund the consumer for the Wi-Fi problem. The supplier failed to honour the agreement. The consumer lodged the complaint with the NCC and through the intervention of the NCC with the supplier, the consumer was refunded R1 725.00.

4.11. Consumer and Business Education

4.11.1. Consumer Education

- a) During the reporting period, the NCC achieved notable progress in expanding its reach and strengthening partnerships to enhance consumer awareness and protection. For the first time, the NCC successfully participated in the Money Smart Week Campaign, representing a major milestone in the Commission's drive for inter-agency collaboration. This participation underscored the NCC's commitment to working closely with regulators of concurrent jurisdiction to promote financial literacy, responsible consumer decision-making, and awareness of consumer rights.
- b) The NCC exceeded its quarterly targets, delivering thirteen (13) joint initiatives in partnership with other regulatory authorities. These initiatives focused on consumer education campaigns, awareness drives, and digital outreach, made possible through a coordinated



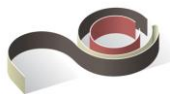
approach and the strategic expansion of outreach channels. This integrated model allowed the Commission to amplify its impact and ensure consistent consumer messaging across sectors, reinforcing the collective goal of informed and empowered consumers.

- c) Consumer engagement levels increased, supported by broader communication channels and targeted thematic messaging. Continued partnerships with peer regulators are expected to enhance the NCC's visibility, credibility, and efficiency in reaching diverse consumer segments nationwide.
- d) A total of 19 consumer education initiatives were conducted as follows:
 - Six (6) were self-initiated (with 2 in the Northern Cape and 4 in Gauteng).
 - Thirteen (13) were joint initiatives in collaboration with regulatory bodies - 3 in Gauteng and 10 in the Western Cape.

The table below provides a breakdown of the total initiatives conducted in the second quarter.

Table 10: Consumer education initiatives undertaken

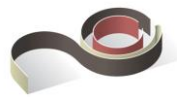
| No. | Dates | Type of Events | Province | District | Topic Shared | No. of Sessions |
|-----|---------------------|---|---------------|--|---|-----------------|
| 1. | 22 – 23 July 2025 | Consumer educations and awareness initiatives | Northern Cape | ZF Mgcawu District Municipality /Kheis Local Municipality | Unsafe/expired food and product recalls. | 2 |
| 2. | 26 – 29 August 2025 | | Gauteng | City of Johannesburg and Tshwane Metropolitan Municipality | Online Shopping and the Consumer Protection Act | 4 |
| 2. | 12 August 2025 | Joint initiatives conducted in | Gauteng | West Rand District Municipality | Unsafe/expired food and product recalls. | 1 |



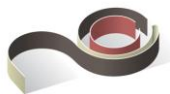
| No. | Dates | Type of Events | Province | District | Topic Shared | No. of Sessions |
|-----|-------------------------|---------------------------------------|--------------|--|--|-----------------|
| 3. | 19 – 21 August 2025 | collaboration with regulatory bodies. | Western Cape | Garden Route District Municipality | Unsafe/expired food and product recalls | 10 |
| 5. | 12 & 22 September 2025. | | Gauteng | City of Johannesburg and Tshwane Metropolitan Municipality | Unsafe/expired food and product recalls. | 2 |

4.11.2. Business Education

- a) The NCC continued to strengthen its business education and outreach efforts, with a particular focus on Small, Medium, and Micro Enterprises (SMMEs) and youth entrepreneurs. These initiatives aimed to enhance awareness of the CPA and promote compliance across various sectors of the economy.
- b) The NCC actively participated in the Spaza Shop and Informal Economy Trade Fair Indaba 2025, held at Soweto, City of Johannesburg. The event served as a platform to educate SMMEs on the provisions of the CPA, their obligations under consumer law, and the importance of fair and transparent business practices. In addition to the Indaba, the NCC participated in community engagement initiatives organized by the Spaza Association in Soweto and Soshanguve, reaching a wide range of informal traders and small business owners.
- c) The Trade Fair was a collaborative effort hosted with key stakeholders, including the Consumer Goods and Services Ombud (CGSO), the National Empowerment Fund (NEF), the Small Enterprise Development and Finance Agency (SEFDA), and the South African Bureau of Standards (SABS). This partnership-based approach strengthened alignment across regulatory and developmental bodies in promoting responsible business conduct.



- d) The NCC conducted engagements with Local Economic Development (LED) units in four (4) municipalities to promote awareness of the PA and compliance mechanisms for local businesses. The participating municipalities included:
- eThekweni Metropolitan Municipality (KwaZulu-Natal);
 - Pixley ka Seme District Municipality (Northern Cape);
 - Greater-Taung Local Municipality (North-West); and
 - Dr JS Moroka Local Municipality (Mpumalanga).
- e) These sessions facilitated dialogue between the NCC and municipal economic structures, helping to embed consumer protection principles in local business support programmes.
- f) The NCC further collaborated with the Government Communication and Information System (GCIS) and the Department of Trade, Industry and Competition (the dtic) to implement targeted education and awareness campaigns for youth and SMMEs. These initiatives sought to build sustainable business practices, encourage compliance with consumer laws, and empower entrepreneurs to operate ethically within the marketplace.



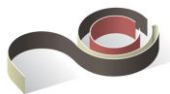
4.12. Stakeholder engagements

4.12.1. **National Women's Day Celebration**

- a) National Women's Day, observed annually on 9 August, marks a pivotal moment in South Africa's history commemorating the 1956 Women's March to the Union Buildings in protest against unjust pass laws. Beyond its historical significance, the day continues to serve as a platform for reflection, empowerment, and awareness on the ongoing journey toward gender equality. In alignment with the 2025 national theme, "***Building Resilient Economies for All***," the NCC celebrated National Women's Day on 28 August 2025. The event aimed to celebrate, recognise, and appreciate the contributions of women employees within the Commission while fostering engagement, health and wellness, and professional development.
- b) The event saw active participation from NCC women employees across departments. The sessions encouraged open dialogue, reflection, and peer learning. Employees expressed appreciation for the opportunity to engage in discussions that addressed both professional growth and personal wellbeing. Interactive activities and wellness-focused exercises further strengthened team spirit and reinforced the importance of collective empowerment.

4.12.2. **Partnerships and collaborations**

- a) Through initiatives such as the Guest Lecture Series and the Student Shadowing Programme, the NCC has contributed meaningfully to developing the next generation of consumer protection professionals while advancing the objectives of the Memorandum of Understanding (MoU) between the NCC and the University of Pretoria (UP). The NCC, through its Legal Division, facilitated a Guest Lecture at UP, designed to deepen students' understanding of consumer protection law, enforcement mechanisms, and regulatory practices. The interactive session allowed students to engage directly with legal practitioners, fostering a greater appreciation of how policy, law, and enforcement interact in protecting consumers.



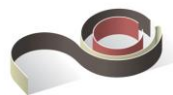
- b) In addition to the Guest Lecture, the NCC successfully implemented a Student Shadowing Programme, hosting fourteen (14) UP Law Students. The initiative provided participants with comprehensive job-shadowing experience, allowing them to observe and engage with legal professionals across various functions within the NCC. The programme culminated in a Moot Court session held at the National Consumer Tribunal (NCT), where students observed a real-life case as well as presented simulated consumer dispute case before a panel. This exercise offered a valuable, hands-on understanding of consumer protection law in practice and enhanced their analytical, advocacy, and presentation skills.
- c) On 23 September 2025, the NCC and the South African Bureau of Standards (SABS), entered into an MoU. The MoU cements the strategic partnership between consumer protection and conformity standards. Its purpose and the objectives are to:
- Strengthen consumer protection through collaboration in areas of shared interest;
 - Enable NCC access to relevant South African and international standards via preferential subscription, licensing, and other content solutions from SABS; and
 - Support testing, compliance, monitoring, and regulatory enforcement of product safety and quality standards in the marketplace.
- d) Key areas of collaboration include amongst others, joint inspections and market monitoring, laboratory testing and examination, standards development participation, and consumer awareness and outreach: Joint awareness campaigns and outreach initiatives will be conducted to educate the public about product safety, consumer rights, and compliance requirements.

5. PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

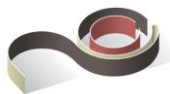
Table 11 below shows the progress made against current quarterly milestones.

Table 11: Progress towards achievement of the APP targets

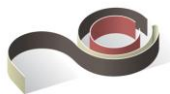
| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|--|--|--|---|--------------------------|----------------------|--------------------------------|
| 1. | Enforcement action against suppliers of illicit goods, expired goods and illegal imports. | 100% enforcement action against suppliers of illicit goods, expired goods and illegal imports. | 100% enforcement action against suppliers of illicit goods, expired goods and illegal imports. | Achieved 100% (37 out 37) enforcement action in the form of compliance notices was taken against suppliers of illicit goods, expired goods and illegal imports. | None | None | None |
| 2 | Time taken to finalize CTFL matters to ensure non-compliant CTFL is destroyed or exported to the country of origin and compliant CTFL is released to market. | Finalize CTFL matters within 40 business days. | Finalize CTFL matters within 40 business days. | Achieved 44 out of 44 CTFL matters were finalised within 40 business days. | None | None | None |



| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|--|--|---|---|--|---|---------------------------------------|
| 3 | Percentage of preferential procurement from SMME's in designated groups. | 60% of preferential procurement from SMME's in designated groups. | 60% of preferential procurement from SMME's in designated groups. | Target Exceeded 100% (4 out of 4) of preferential procurement from SMME's in designated groups. | The NCC targeted SMME's in its procurement initiatives. | None | None |
| 4 | Number of business education programs targeted at companies in industrial parks conducted to ensure compliance with the CPA. | 4 business education initiatives targeted at companies in industrial parks conducted. | 2 business education initiatives targeted at companies in industrial parks conducted. | Not Achieved 1 business education initiatives targeted at companies in industrial parks conducted | There were challenges experienced in securing business education initiatives with businesses at industrial parks | Amplify efforts to secure business education initiatives with companies at industrial parks | None |
| 5 | Number of interns placed by the NCC, accredited ombud schemes namely, MIOSA and CGSO, and other partners. | 20 interns placed by the NCC, accredited ombud schemes namely, MIOSA and CGSO, and other partners. | N/A | N/A | None | None | NCC currently has 28 interns in place |

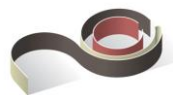


| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|---|---|---|---|--|----------------------|--------------------------------|
| 6 | Time taken to finalize the investigations into Ponzi Schemes, AI and Fake reviews on digital platforms for goods and services, and fraudulent activities to prevent exploitation of vulnerable populations. | Finalize investigations into Ponzi Schemes, AI and fake reviews on digital platforms for goods and services, and fraudulent activities within 60 business days. | Finalize investigations into Ponzi Schemes, AI and fake reviews on digital platforms for goods and services, and fraudulent activities within 60 business days. | Achieved 7 out of 7 investigations into Ponzi Schemes, AI and fake reviews on digital platforms for goods and services, and fraudulent activities were finalised in Q2 within 60 business days. | None | None | None |
| 7 | Number of high impact investigations initiated. | 4 high-impact investigation initiated. | 1 high impact investigation initiated. | Target Exceeded 4 high impact investigations initiated from July to date. | High number of complaints in areas prioritised for impact. | None | None |
| 8 | Number of high impact investigations Finalised | 4 high impact investigations finalised. | 1 high impact investigation finalised. | Achieved 1 high impact investigation finalised. | None | None | None |

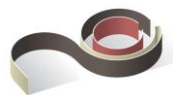


| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|--|---|---|--|---|---|---|
| 9 | Percentage of direct marketers registered on the opt-out register. | 25% of direct marketers registered on the opt-out system (measured from 1 January 2026). | N/A | N/A | None | None | There was no Quarter 2 performance targeted for this indicator. |
| 10 | Percentage of complaints in priority areas (excluding CTFL at ports of entry and scams) finalized. | 75% of complaints in priority areas (excluding CTFL at ports of entry and scams) finalized. | 75% of complaints in priority areas (excluding CTFL at ports of entry and scams) finalized. | Not Achieved 53% (796 out of 1501) of complaints in priority areas (excluding CTFL at ports of entry and scams) finalised. Bf 503 ² New 998 Total 1 501 Less 796 Total 706 | Some investigations have taken longer than anticipated due to their complexity and the difficulty in tracing certain suppliers. | To mitigate these delays, the NCC is at an advanced stage to engage tracing agents. It has also clustered multiple complaints lodged against the same supplier(s), and instead of addressing them | None |

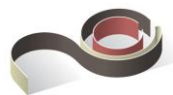
² In quarter 1, the closing balance was reported as 504. After internal audit review, this was adjusted downwards by 1 as the closing balance included a case that was resolved in 2024/25 financial year. The opening balance is therefore 503 in quarter 2.



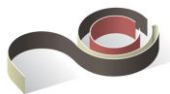
| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|--|--|--|---|-----------------------|--|--------------------------|
| | | | | | | piecemeal, the NCC is engaging such suppliers targeting permanent resolution of the root causes. | |
| 11 | Time taken to administer and issue communication on product recalls. | Administer product recalls and issue communication thereon within 40 business days of receipt of recall notice from suppliers. | Administer product recalls and issue communication within 40 business days of receipt of recall notice from suppliers. | Achieved Administered 36 out of 36 product recalls and issued communication thereon within 40 business days of receipt of recall notice from suppliers. | None | None | None |
| 12 | Percentage of energy-related complaints finalized within a specified period. | Finalize 90% of energy-related complaints within 6 months. | Finalize 90% of energy-related complaints within 6 months. | Achieved 100% (4 of 4) of Energy-related investigations were finalised to date. 1 investigation is still within the 6 months. | None | None | None |



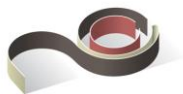
| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|---|--|--|---|---|-------------------|--------------------------|
| 13 | Number of consumer education and awareness programs conducted | 16 consumer education and awareness initiatives targeted at consumer conducted. | 4 consumer education and awareness initiatives targeted at consumer conducted. | Target Exceeded 6 Consumer education and awareness initiatives targeted at consumer conducted | There were ad-hoc campaigns and consumer education initiatives conducted | None | None |
| 14 | Number of business education and awareness programs conducted | 8 business education and awareness initiatives targeted at SMMEs, and informal business conducted. | 2 business education and awareness initiatives targeted at SMMEs, and informal business conducted. | Target Exceeded 8 business education and awareness initiatives targeted at SMMEs, and informal business conducted | Additional events were brought by initiatives organised by SMME in celebration of Women's Month | None | None |
| 15 | Advocacy interventions in municipalities. | Number of advocacy interventions in municipalities for industrial development and SMME support. | 2 advocacy interventions in municipalities. | Target Exceeded 4 advocacy interventions in municipalities. | Additional ad-hoc events were conducted in collaboration with various stakeholders, targeting Women, Youth owned SMME's | None | None |



| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|---|--|--|---|--|-------------------|--------------------------|
| | | | | | and Informal businesses | | |
| 16 | Number joint collaborative initiatives. | 6 joint initiatives conducted in collaboration with regulatory bodies. | 1 joint initiative conducted in collaboration with regulatory bodies. | Target Exceeded 13 joint initiatives conducted in collaboration with regulatory bodies | There were additional opportunities to collaborate with other regulatory bodies | None | None |
| 17 | Percentage of cases in favour of the NCC matters brought before the National Consumer Tribunal and/or Courts. | 80% success rate in cases presented before the National Consumer Tribunal and/or Courts. | 80% success rate in cases presented before the National Consumer Tribunal and/or Courts. | Target Exceeded 100% (5 out of 5) judgments were granted in favour of the NCC by the National Tribunal and the High Court | There has been an increase in matters before the Tribunal and courts relating to the Consumer Protection Act (CPA), which have tested and clarified established legal principles and their application. This has enabled the | None | None |



| Output Indicator | | Target for 2025/26 as per APP | Quarter two Target as per APP | Quarter two Actual Output | Reasons for Deviation | Corrective Action | Comments For Quarter two |
|------------------|--|--|--|---|---|-------------------|--|
| | | | | | NCC to present compelling arguments that continue to be recognised and accepted by both the courts and the Tribunal | | |
| 18 | Available complaints handling e-Service System and Website | 95% availability of complaints handling e-Service System and Website | 95% availability of complaints handling e-Service System and Website | Achieved 99.80% availability of complaints handling e-Service System and Website | None | None | Challenges experienced recently on the performance of the e-Service system |
| 19 | Number of days taken to pay suppliers. | Pay service providers within 20 business days. | Pay service providers within 20 business days. | Achieved (125 out of 125) payments to suppliers were processed within an average of 5.56 days | None | None | None |
| 20 | A functional mobile unit | A functional mobile unit | N/A | N/A | None | None | None |

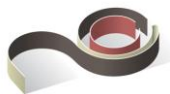


NATIONAL CONSUMER COMMISSION

SECTION C RISK MANAGEMENT

**QUARTER TWO
2025-2026**





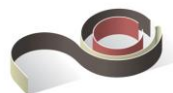
6. AUDIT AND RISK MANAGEMENT

6.1. Progress on the implementation of risk mitigation plans

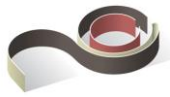
Table 12 below shows the progress made on risk register.

Table 12: Risk Register actions

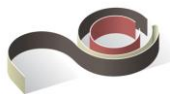
| No. | Risk Description | Risk Treatment Plan Required | Responsible Person | Planned Implementation date | Progress on Risk Treatment Plan | Residual Rating |
|--------------|--|---|--------------------|-----------------------------|---|-----------------|
| STR 1 | Limited inspection capacity. | Filling of some vacant positions on the structure. | DH:CID & CFO | Quarter 2 | Not yet implemented Interviews for two positions have been conducted, and the appointments are yet to take place. | Medium |
| | | Procurement of vehicles through the transversal contract. | DH:CID & CFO | Quarter 3 | Not yet implemented The procurement of vehicles through the transversal contract was completed awaiting delivery of vehicles. | |
| STR 2 | Lack of skill to investigate fraudulent and deceptive conduct. | Provide skills to investigate and enforce. | DH: ELS/DH EA | Quarter 4 | Not yet implemented Treatment plans are scheduled for Q4; therefore, the impact will be assessed in Q4. | Medium |



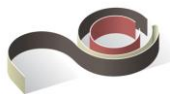
| No. | Risk Description | Risk Treatment Plan Required | Responsible Person | Planned Implementation date | Progress on Risk Treatment Plan | Residual Rating |
|--------------|---|---|--------------------|-----------------------------|--|-----------------|
| | | Conduct awareness campaigns for consumers on scams. | DH: ELS/DH EA | Quarter 4 | Not yet implemented Preparations and planning for the awareness campaign are currently in progress. | |
| STR 3 | Lack of consumer awareness on their legal rights and protections under CPA which can lead to underreporting of complaints. Businesses may fail to fully understand or adhere to legislative and regulatory requirements of CPA, either due to negligence, lack of knowledge, or deliberate non-compliance. | Self-initiated workshops | DH: EA | Quarterly | Implemented 13 Education initiatives were conducted in different provinces (7 Business education & 6 Business education) | Low |
| | | Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach. | DH: EA | Quarterly | Implemented Print and social media platforms were utilised to convey educational messages for initiatives conducted. | |
| | | Collaboration and partnerships with relevant external stakeholders | DH: EA | Quarterly | Implemented A total of 24 joint initiatives were in collaboration with regulatory bodies (11 Business education and 13 Consumer education) | |



| No. | Risk Description | Risk Treatment Plan Required | Responsible Person | Planned Implementation date | Progress on Risk Treatment Plan | Residual Rating |
|--------------|------------------|---|--------------------|-----------------------------|---|-----------------|
| STR 4 | Cyber attacks | Regular monitoring and review of cybersecurity controls. | CIO | Quarterly | Implemented Cybersecurity controls are now monitored weekly using automated tools and manual review processes. Monthly reports are generated. | Medium |
| | | Regular cybersecurity awareness training. | CIO | Quarterly | Implemented The Cybersecurity Posture Report, Mimecast, and Cybersecurity Training remain in place following the extension of the Mimecast contract by six months. Procurement for a new service provider will commence once the Terms of Reference (TOR) have been updated to ensure vendor neutrality. | |
| | | Perform network penetration testing to identify weaknesses in controls. | CIO | Quarter 4 | Network penetration testing will be conducted in quarter 4 of 2025/2026. | |
| | | Develop incident response plan | CIO | Quarter 2 | Not yet Implemented Incident response plan will be developed in Q3. | |



| No. | Risk Description | Risk Treatment Plan Required | Responsible Person | Planned Implementation date | Progress on Risk Treatment Plan | Residual Rating |
|--------------|---|---|--------------------|-----------------------------|---|-----------------|
| | | Regular review of systems and infrastructure licenses. | CIO | Quarterly | Implemented A structured schedule has been established to review all active licenses quarterly. License compliance and renewals are being tracked and documented. | |
| | | Develop data privacy policy | CIO | Quarter 1 | Implemented Data Privacy and Protection Policy has been developed and approved. | |
| | | Business systems access reviews with manual generated evidence (Finance and HR) | CIO | Quarterly | Not yet Implemented To be conducted reviewed in Q3. | |
| STR 5 | Inadequate financial resources (budget) to achieve the mandate of the organisation. | Engage the dtic and NT for additional funds to increase the baseline. | CFO | Quarter 2 & 4 | Implemented A request was made to the dtic, and feedback will be provided once the MTEF is approved. | Maximum |
| | | Partnerships with other government or/and private institution. | CFO | Quarterly | Not yet implemented There is continuous engagement with other institution | |
| | | Quarterly monitor and reprioritize available budget. | CFO | Quarterly | Implemented The budget is monitored quarterly. | |



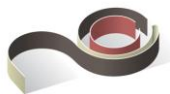
| No. | Risk Description | Risk Treatment Plan Required | Responsible Person | Planned Implementation date | Progress on Risk Treatment Plan | Residual Rating |
|-------|---|---|--------------------|-----------------------------|---|-----------------|
| STR 6 | Inadequate capacity to respond to organisational mandate. | Engage the dtic and NT for additional funds to increase the baseline. | Commissioner/CFO | Quarter 2 & 4 | Not yet implemented A request was made to the dtic, and feedback will be provided once the MTEF is approved. | Maximum |
| | | Develop Organisational redesign Framework. | Commissioner/CFO | Quarterly (2025-2030) | Corporate Services is conducting a Position Functionality Assessment to review unfunded positions and identify new functional needs, ensuring a lean, responsive, and budget-aligned structure. | |

6.2. Progress on the implementation of audit findings

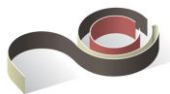
Table 13 below shows the progress made on the implementation of internal audit findings.

Table 13: Internal Audit Matrix

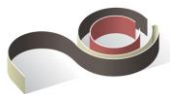
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation period | | Management Action | Responsible Manager | Progress Made | Status (Open/ closed) |
|-----|---|---------------------------|--------------------------|-----------------------|-----------------|---|---------------------|--|-----------------------|
| | | | | Due Date | Completion Date | | | | |
| 1. | Audit Findings Delayed Resolution and Documentation Deficiency of Standard Operating Procedure (Sop) | | | Quarter 1 of 2024/25 | In progress | SOPs for performance information will be reviewed by the end of | Company Secretary | The audit of pre-determined objectives for the first | Open |



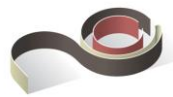
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation period | | Management Action | Responsible Manager | Progress Made | Status (Open/ closed) |
|-----|--|---------------------------|--------------------------|-----------------------|-----------------|-----------------------|---------------------|---|-----------------------|
| | | | | Due Date | Completion Date | | | | |
| | Audit Finding Description During the presentation of the 4th quarter report to the Audit and Risk Committee on April 22, 2024, management stated that the issue described below had been resolved. However, upon further review and our request for documentation to confirm the revision of the SOP, management was unable to furnish the requested materials at the outset of our audit in early May 2024. Despite management's assertion that the gaps were closed as of March 28, 2024, and their clear indication that the SOP had been reviewed and approved in March 2024, the final SOP was sent to internal auditors only on June 19, 2024, after completion of the audit work. Regrettably, it did not address the concerns raised in the Q1 internal audit report. Auditor's Recommendation Management is urged to ensure timely updating of the Standard Operating Procedure | | | | | quarter 3 of 2025/26. | | quarter was underway as at the end of September 2025. The Standard operating procedure will be reviewed pending finalisation of this audit. | |



| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation period | | Management Action | Responsible Manager | Progress Made | Status (Open/ closed) |
|-----|--|---------------------------|--------------------------|-----------------------|-----------------|--|---------------------|---|-----------------------|
| | | | | Due Date | Completion Date | | | | |
| | (SOP) as previously highlighted in the Q1 Internal Audit Report, incorporating and obtaining approval for the addressed issues outlined above. Given the critical importance of these recommendations for improving NCC's operational effectiveness and accountability, Internal Audit recommends that NCC prioritize their integration into the revised SOPs without further delay. This will not only address the findings highlighted in the Q1 audit report but also strengthen NCC's resilience and responsiveness. | | | | | | | | |
| 2. | Audit Findings Cleartext Protocols - Use of Cleartext Protocols Exposing Sensitive Data to Interception. Auditor's Recommendation It was observed that the identified hosts are transmitting data in clear text, making them susceptible to interception. This could potentially lead to the disclosure of sensitive | | | Quarter 4 of 2024/25 | In progress | Host 10.0.5.173 eService has identified SSL configuration issues and clear text data transmission vulnerabilities. A solution to address these issues is | CIO | Disabled cleartext protocols and enforce encrypted alternatives like HTTPS, SFTP, and SSH. Implement | Open |



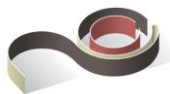
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation period | | Management Action | Responsible Manager | Progress Made | Status (Open/ closed) |
|-----|--|---------------------------|--------------------------|-----------------------|-----------------|--|---------------------|--|-----------------------|
| | | | | Due Date | Completion Date | | | | |
| | information, including credentials, during transmission. | | | | | available but requires implementation. The implementation will proceed after Change Advisory Board (CAB) approval. | | <p>TLS for secure data transmission and configure all endpoints to support encryption.</p> <p>Lead developer departure impacted the progress.</p> <p>TTM hrs depleted. ICT still have to appoint a service provider.</p> | |



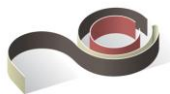
6.3. Progress on the implementation of External Audit Findings

Table 14: Progress made on the implementation of external audit findings

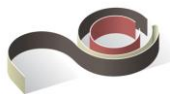
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|---|--|--------------------------|----------------------|---------------|--|---------------------|---|------------------------|
| | | | | Start | End | | | | |
| 1. | Audit Finding IT Access Management. | Audit Finding Description A list of new users created on the financial application requested was not provided. In addition, a sample of completed request form was not provided for new users created. A list of amendments / modification of users account on the financial application requested, was not provided. In addition, a sample of completed request form was not provided for amendment / modification. List of users account that were suspended / disabled / terminated on the financial application requested, was not provided. In addition, evidence of request to IT to suspend / disable / terminate account was not provided. | | 1 August 2024 | December 2024 | Management will review the ICT Security Policy and related procedures. Sage system access will be reviewed and signed off by relevant management. Audit logger evidence will be appended to the reviews where possible | CIO | Sage audit logging implemented. Access Review containing system-generated lists from Sage 300 ERP audit logger for Finance and logs from Sage 300 People was not performed. Support personnel on Sage 300 ERP use their credentials, not the system | Open |



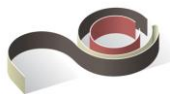
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------|--|--------------------------|----------------------|-----|--------------------|---|---------------|------------------------|
| | | | | Start | End | | | | |
| | | <p>While the IT Security policy, states that "user access reviews on SAGE 300 should be performed 'at least bi-annually by the Network Administrator, System Custodian and the Senior Manager (ICT)", evidence of such review was not provided.</p> <p>While the IT Security policy, states that "administrator/controller activities review on SAGE 300 should be performed by a supervisor", evidence of such review was not provided.</p> <p>Through inspection of the user list obtained from the application, a generic "administrator" account was identified with no valid reason provided.</p> <p>A list of new users created on the Active Directory requested was not provided. In addition, a sample of completed request forms was not provided for new users created.</p> <p>List of users account that were suspended / disabled / terminated on the Active Directory requested, was not provided. In addition, evidence of request to IT to suspend / disable / terminate account was not provided.</p> | | | | | <p>admin account. The system admin account should not be deleted as per Sage.</p> <p>Review of the ICT security policy was not finalised. SAGE ERP Implementation is still in progress.</p> | | |



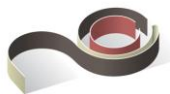
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|---------------------------|--------------------------|----------------------|-----|--------------------|---------------------|---------------|------------------------|
| | | | | Start | End | | | | |
| | <p>Two user accounts on the Active Directory were inactive for more than 60 days. The IT security policy requires that the accounts be disabled after 60 days of inactivity.</p> <p>There is misalignment between the IT Security Policy that requires that user access reviews should be performed bi-annually, while the User Access Management Procedure requires that user access reviews should be performed on an annual basis.</p> <p>Auditors' Recommendation</p> <p>Recommended that management should provide information requested for audit purposes in a timely manner.</p> <p>The generic LAR & Associates 'Administrator' account on the SAGE 300 (Finance) user list Management should be deactivated as it violates the Segregation of Duties principle. The administrative account can be used to perform changes on the SAGE application (development environment) and perform administration activities in the production environment. The risk is further exacerbated by the absence the audit logger.</p> | | | | | | | | |



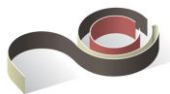
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------------|--|--------------------------|----------------------|---------------|--|---------------------|--|------------------------|
| | | | | Start | End | | | | |
| | | <p>ICT management should perform regular reviews of the AD and disable accounts that have been dormant for more than 60 days as required by the IT Security Policy.</p> <p>NCC should ensure that the SAGE environment has the ability to capture and maintain access and activity logs. The Log files should be protected from tampering, proactively analysed on a regular basis, and retained for a minimum of 12 months.</p> <p>The User Access Management Procedure should be updated and aligned with the IT Security Policy regarding the frequency of user access reviews.</p> | | | | | | | |
| 2. | Audit Finding | <p>IT Program Change Management – (Sage 300 (Finance), Sage VIP and Active Directory).</p> <p>Audit Finding Description</p> <p>While the NCC ICT Change Management Policy includes some guidance on the change management process, the policy did not provide guidance on the migration of changes from the development to the production environment, and</p> | | 1 August 2024 | December 2024 | Management to review the ICT Change Advisory Board (CAB) TOR and implement the recommendations in the ICT service desk system. | CIO | <p>Revised ICT Change Advisory Board TORs were approved on 20-09-2024.</p> <p>Members of the ICT Change Advisory Board were appointed.</p> | Open |



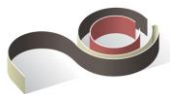
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|---------------------------|--------------------------|----------------------|-----|--------------------|---------------------|---|------------------------|
| | | | | Start | End | | | | |
| | <p>the migration of data during new system implementations.</p> <p>The adopted ICT Help desk solution does not classify changes into 'Emergency, Standard & Pre-approved' as required by the ICT Change Management policy.</p> <p>A Data Conversion Policy statement and a Standard Operating procedure that defines management of data conversion/migration to ensure the accuracy, completeness, and integrity of converted data, was not in place. Consequently, the following key minimum elements could not be determined during the review of Data Conversion process at NCC:</p> <p>- Guidelines for data conversion activities, including balancing and reconciliation.</p> <p>- The role of management in approving and monitoring the conversion process."</p> <p>Auditors' Recommendation</p> <p>Management should develop and implement an ICT Change Management Standard Operating</p> | | | | | | | <p>The Motadata Service Desk system is already configured to classify changes. Since the ICT Change Advisory Board has been constituted formally, the change control process will be followed as per policy.</p> <p>Commenced with the Draft SDLC policy which incorporates data conversion management to</p> | |



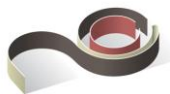
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|---|--------------------------|----------------------|---------------|--|---------------------|---|------------------------|
| | | | | Start | End | | | | |
| | | Procedure (SOP) based on the key elements outlined in the findings. The SOP should provide a standardized step-by-step process for executing Change Management procedures. Furthermore, the document should be communicated to all personnel involved in change management processes and regularly updated to reflect evolving best practices and lessons learned. Management should develop a Data Conversion Policy and a Standard Operating procedure. The Data Conversion Policy and SOP should include: 1. Guidelines for data conversion activities, including balancing and reconciliation. 2. The role of management in approving and monitoring the conversion process. | | | | | | address the finding. | |
| 3. | Audit Finding IT Service Continuity Management Audit Finding Description A documented and approved Disaster Recovery Plan (DRP) that describes how the NCC can quickly resume IT operation after an unplanned incident, was in place at NCC. However, the following key | | | 1 August 2024 | December 2024 | Once the BIA is conducted RTO and RPO for critical systems will be determined and documented. The revised DR plan is planned for finalization by quarter 3 | CIO | The procurement process for the new colocation and Disaster Recovery (DR) as a Service provider has been finalized. The | Open |



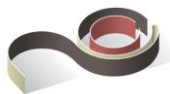
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------|---|--------------------------|----------------------|-----|---|---------------------|---|------------------------|
| | | | | Start | End | | | | |
| | | <p>minimum elements could not be determined by reviewing the DRP:</p> <ul style="list-style-type: none"> -That a business impact analysis (BIA) was performed prior to documenting the DRP. -The required individual system Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)." <p>Furthermore, it was determined through enquiry that DRP testing was not conducted during the period under review.</p> <p>Auditors' Recommendation</p> <p>Recommended that a BIA should be performed, and the results used to inform the priority of systems that should be run during the subsistence of a disaster.</p> <p>The RTO and RPO should be documented for the critical applications within the NCC.</p> <p>Conduct a comprehensive IT Disaster Recover test to validate its effectiveness and identify any gaps or areas for improvement. This testing should include simulated disaster scenarios and involve relevant</p> | | | | <p>The BIA will inform the type of DR services that ICT should look for."</p> | | <p>appointment letter has been issued to the selected service provider, and the Service Level Agreement (SLA) is currently under review by the legal team. Once the SLA is signed, the commencement for the Business Impact Analysis (BIA) of critical systems will be determined.</p> <p>NCC has appointed a new Service Provider (Doc World Media to host</p> | |



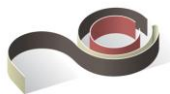
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------------|---|--------------------------|----------------------|-------------|--|---------------------|---|------------------------|
| | | | | Start | End | | | | |
| | | stakeholders to ensure readiness and familiarity with recovery procedures. | | | | | | the Website), and DR Testing will be scheduled before end 2025/2026 Financial Year. | |
| 4. | Audit Finding | | | 31-Jul-25 | In Progress | Legal confirmations will be obtained during the preparation of the AFS and before issuing to External Auditors and National Treasury. During the finalisation internal and external stakeholders will be engaged to identify matters that will have financial implications for NCC | CFO | Not yet due | Open |
| | | The events after the reporting period not disclosed | | | | | | | |
| | | Audit Finding Description | | | | | | | |
| | | There is a court judgement issued on 29 May 2025 in favour of the NCC on the case of Netshitomboni vs NCC disclosed on the financial statements as a contingent liability at an amount of R350 000. | | | | | | | |
| | | Auditors' Recommendation | | | | | | | |
| | | Management should implement appropriate means to review the financial statements for events after the reporting date on pending events and/or conditions that occur between the reporting date and the date when the financial statements are | | | | | | | |



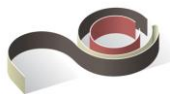
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------------|--|--------------------------|----------------------|-------------|--|---------------------|---------------|------------------------|
| | | | | Start | End | | | | |
| | | authorised for issue to ensure that appropriate disclosures are updated to comply with the requirements of the applicable Standards of GRAP prior to approval, submission to the external auditors and being authorised for issue. | | | | | | | |
| 5. | Audit Finding | <p>The balance of contingencies on the financial statements does not agree with the balance in the attorneys' external confirmations.</p> <p>Audit Finding Description</p> <p>We noted that the contingency as per the annual financial statements for audit purposes presents a balance that does not agree to the external confirmation received from the attorneys for the period ended 31 March 2025</p> <p>Auditors' Recommendation</p> <p>Management should implement appropriate means to obtain and review the annual financial statements against the best estimate of financial implications by the legal representatives of the entity on the case to ensure that the disclosure of</p> | | 31-Jul-25 | In Progress | Legal confirmations will be obtained during the preparation of AFS and before issuing to External Auditors and National Treasury. During the finalisation internal and external stakeholders will be engaged to identify matters that will have financial implications for NCC | CFO | Not yet due | Open |



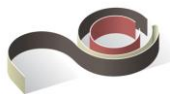
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|--|--------------------------|----------------------|-------------|--|---------------------|---------------------------|------------------------|
| | | | | Start | End | | | | |
| | | contingent liabilities is supported and evidenced by reliable information to comply with the requirements of the applicable Standards of GRAP prior to approval and submission to the external auditors. The internal auditors should conduct a GRAP review on the entity's financial statements against the supporting schedules and documents in the audit file to ensure that management address and implement their recommendations on the financial statements for the year prior to approval and submission to the external auditors. | | | | | | | |
| 6. | Audit Finding Differences Between Payables Age Analysis and the Supplier Statements Audit Finding Description During the audit of payables from exchange transactions for the year ended 31 March 2025, it was noted that the balance of R457 573,50 for the supplier, SABC on the Payables/Creditors age analysis did not agree with the balance of R411 | | | 31-Jul-25 | In Progress | Creditors reconciliation will be performed on quarterly basis to identify the correct balances owed to suppliers. Payment to suppliers will be based on amounts excluding discounts. | CFO | Continuous Implementation | Open |



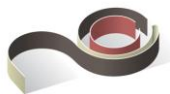
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|---|--------------------------|----------------------|-------------|---|---------------------|---------------|------------------------|
| | | | | Start | End | | | | |
| | | 671,25 on the Supplier statement received from SABC as at 31 March 2025. | | | | | | | |
| | | Auditors' Recommendation Management should apply the appropriate accounting principles for the recognition of the discounts or credit notes received from the supplier during the financial year under review by reducing the amount of expenditure incurred and the balance due to the supplier through the reconciliation process. The discounts or credit note should not be capitalised and recognised as receivables for amount paid after the reporting date. | | | | | | | |
| 7. | Audit Finding Disclosure note for Related parties not complete Audit Finding Description The South African Bureau of Standards (SABS) is disclosed as a related party payable included in the trade payables with respective balance included and further disclosed that NCC occupies the premises of the SABS through the rental agreement and receives ICT related services and telephone | | | 31-Jul-25 | In Progress | Management will continue to prepare interim financial statements and enhance the review process going forward. SABS will be included as one of the entities under common control of dtic in the current AFS. The balances and | CFO | Not yet due | Open |



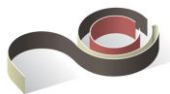
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------------------------|---|--------------------------|----------------------|-------------|--|---------------------|---------------------------|------------------------|
| | | | | Start | End | | | | |
| | | systems of the SABS for a fee. However, the related party relationship and the amount of transactions with SABS are not included in Note 24 for related parties in the financial statements for the year ended 31 March 2025. | | | | transactions will however not be included in the disclosure. | | | |
| | | Auditors' Recommendation Management should ensure that appropriate means are in place for the review of the financial statements of the entity against the requirements of the Standard of GRAP and that are supported by schedules that are accurate and complete to provide reliable information to the users | | | | | | | |
| 8. | Audit Finding | Winning bidder's Original Equipment Manufacturer (OEM) reseller accreditation letter/certificate has no expiry date . | | 31-Jul-25 | In Progress | The certificate was later confirmed to be valid; however, management will ensure certificates submitted are thoroughly authenticated prior to awards. Certificate submitted by service providers are verified during the | CFO | Continuous Implementation | Open |
| | Audit Finding Description | No evidence could be provided by management to confirm that the certificate was validated during the bid evaluation and adjudication process prior to the awarding of this tender | | | | | | | |



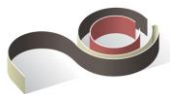
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|----------------------|---|---|----------------------|------------|---|---------------------|--|------------------------|
| | | | | Start | End | | | | |
| | | | Auditors' Recommendation Management should consider implementing controls that are effective in ensuring that the procurement process is fair, equitable and transparent and that all legislation applicable to the procurement process is complied with. | | | procurement stage to confirm validity and if there are issues, the certificate is deemed invalid the bidder is disqualified or will lose points. | | | |
| 9. | Audit Finding | Winning bidder submitted expired certificate to tender Auditor's recommendation During the audit of procurement process, it was noted that the winning bidder IOCO submitted a certificate which was expired at the bid closing date. Recommendation Management should investigate and confirm existence of irregular expenditure. Management should consider implementing controls that are effective in ensuring that the procurement process is fair, equitable and transparent and that all legislation applicable to the procurement process is complied with. | | 1 August 2025 | Continuous | The certificate was later confirmed to be valid; however, management will ensure certificates submitted are thoroughly authenticated prior to awards. Certificate submitted by service providers are verified during the procurement stage to confirm validity and if there are issues, the certificate is deemed invalid the bidder is | CFO | Continuous monitoring of compliance with bids requirements | Open |



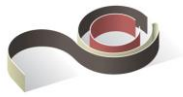
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|---|---------------------------|--|----------------------|----------------|--|--------------------------|--|------------------------|
| | | | | Start | End | | | | |
| | | | Based on management's response, the finding will only be reported in the management report as an internal control deficiency, for management to improve their tender evaluations and adjudication processes to avoid a repeat finding in the future. | | | disqualified or will lose points. | | | |
| 10. | Audit Finding SBD6 form not signed by the winning bidder | | Auditors' Recommendation Management should ensure that all required declarations are completed and submitted by the bidders during evaluations and if not submitted, this must be noted in the evaluation reports including the impact thereof | 1 August 2025 | In Progress | Management will ensure that all SBD documents are obtained and signed before the award. The SBD Documents are checked during the verification process to ensure compliance by all bidders. | CFO | Continuous implementation | Open |
| 11. | Audit Finding Computer Assisted Audit Techniques (CAATs): Interest not disclosed. | | Audit Finding Description An instance where a member of the audit and risk committee was identified as a director of a private company that does business with a state institution other than the National Consumer Commission. No | 31-Jul-25 | September 2025 | Management will ensure that members of the audit committee submit annual declarations of interest. | Acting Company Secretary | Declarations were made during Quarter 2. | Closed |



| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|--|---|--------------------------|----------------------|-------------|--|---------------------|--|------------------------|
| | | | | Start | End | | | | |
| | | proof could be obtained from management that the member had disclosed his interest, resulting in non-compliance with paragraph 15.1 and paragraphs 4.1 and 4.18 of the consolidated human resources policy, V6 of the audit and risk committee charter. | | | | | | | |
| | | Auditors' Recommendation Management should ensure that members of the audit committee submit annual declarations of interest. | | | | | | | |
| 12. | Audit Finding There was no sufficient audit evidence to confirm whether the bids of the winning suppliers were received before the closing date and time determined for the bid. | Audit finding description As part of the audit of the competitive bidding process, to confirm that the bid of the winning supplier was received on or before the closing date and time determined for the bid. | | 1 September 2025 | In Progress | Management will consider the possibility of having an official outside of the SCM unit to participate in the closing of the bid to improve on the credibility of bid closure process | CFO | The SCM team is ensuring that officials from outside SCM are invited during the opening of the bids to ensure transparency | Open |
| | | Based on management's response the finding will only be reported in the management report as an internal control deficiency, for management to | | | | | | | |



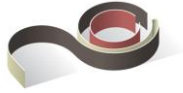
| No. | Audit Findings | Audit Finding Description | Auditors' Recommendation | Implementation dates | | Management Actions | Responsible Manager | Progress Made | Finding open or closed |
|-----|---|---|--------------------------|----------------------|------------|--|---|---------------------------|------------------------|
| | | | | Start | End | | | | |
| | | improve their internal control processes relating to record of competitive bids received before date and time of closure for bids to avoid a repeat finding in the future. | | | | | | | |
| 13. | Audit Finding Bid specifications for tender not clear | Audit finding description During the audit of competitive bids, it was noted that the terms of reference included a mandatory requirement which was not compiled and defined in a clear, unbiased manner that allows fair competition. Recommendation Management should ensure that specifications are compiled in a manner that allows fair competition and not narrowed so that a specific product can comply or drafted to promote a specific brand. Based on management's response, the finding will only be reported in the management report as an internal control deficiency, for management to improve their internal control processes relating to compilation of bid specifications. | | 1 August 2025 | Continuous | The specification committee will ensure the specifications are drafted in a manner that is easy to evaluate, and requirements are clear not ambiguous. | Specification committee, SM Manager and CFO | Continuous implementation | Open |



SECTION D FINANCIAL REPORT

QUARTER TWO
2025-2026

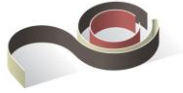


**7. FINANCIAL PERFORMANCE OF THE NATIONAL CONSUMER COMMISSION****7.1. Revenue for the Period**

- a) The NCC has an allocated budget for the financial year of R71,360,000 as per the allocation letter. R64,224,000 has been received, while the remainder of the amount of R7,136,000 is expected to be received in October 2025.
- b) Funds that were not immediately required were invested in an interest-bearing account with the South African Reserve Bank (Corporation for public deposits). As at the end of September 2025 interest income amounting to R1,648,092 has been earned.
- c) Table 15 below provides a summary of movements in revenue for the financial year against the budget.

Table 15: Summary of revenue movements for the current year

| Description of item | Annual Budget | Year to date budget | Year to date actual | Variance |
|---------------------|-------------------|---------------------|---------------------|------------------|
| Government grants | 71,360,000 | 71,360,000 | 64,224,000 | 7,136,000 |
| Interest income | 4,856,048 | 2,428,024 | 1,648,092 | 779,932 |
| Total | 76,216,048 | 73,788,024 | 65,872,092 | 7,915,932 |



7.2. Expenditure against the budget per economic classification

Table 16: Summary of expenditure against the budget per economic classification.

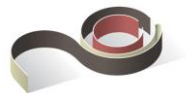
| Description | Annual Budget | YTD Budget | YTD Actual expenditure | YTD Variance | 2025-2026 Remaining Budget |
|---------------------------|-------------------|-------------------|------------------------|--------------------|----------------------------|
| Compensation of employees | 53,546,801 | 26,773,401 | 25,313,610 | 1,459,791 | 28,233,192 |
| Goods and services | 21,356,831 | 11,610,951 | 15,762,608 | (4,151,658) | 5,594,223 |
| Capital | 1,312,415 | 1,312,415 | 446,533 | 865,882 | 865,882 |
| Total | 76,216,048 | 39,696,766 | 41,522,751 | (1,825,985) | 34,693,296 |

7.2.1. Compensation of employees indicates an underspending of R1,459,791. This is attributable to savings generated by vacant positions.

7.2.2. Goods and services expenditure reflects an overspending of R4,151,658 as at 30th September 2025, while an amount of R5,594,223 remains available for the remainder of the financial year.

7.2.3. The overspending is primarily due to the following:

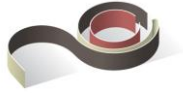
- Timing difference between the budget and the actual spending. Given the unpredictability of most activities the NCC adopts an approach of evenly distributing the budget across the financial year.
- Settlement of legal service invoices relating to court cases against NCC. Due to appeals by the service providers, the legal costs are high and regularly increasing
- Travel costs incurred for investigations into prohibited conduct by suppliers due to contravention of the CPA as well as costs incurred whilst rolling out campaigns for public awareness of the provisions of the CPA.
- The budget for the 2026 financial year is not sufficient for the operational expenses, and this has motivated the NCC to apply to retain 2025 surplus funds of R7,265,272 from the National Treasury to supplement the current financial year budget. In addition, and to address budget constraints, the NCC has requested additional funds for the MTEF to ensure that the NCC continues to meet its obligations and performance targets.



7.3. Detailed Revenue and Expenditure Variances.

Table 17: Detailed revenue and expenditure variances

| Description | Approved Annual Budget | YTD Budget | YTD Actual | Variance | YTD Variance (%) | 2025-2026 Remaining Budget | Variance explanation |
|----------------------------------|------------------------|-------------------|-------------------|------------------|------------------|----------------------------|----------------------|
| 2025/2026 | | | | | | | |
| Government grants | 71,360,000 | 71,360,000 | 64,224,000 | 7,136,000 | 10% | 7,136,000 | |
| Interest Income | 4,856,048 | 2,428,024 | 1,648,092 | 779,932 | 32% | 3,207,956 | |
| Revenue | 76,216,048 | 73,788,024 | 65,872,092 | 7,915,932 | 11% | 10,343,956 | |
| Compensation of employees | | | | | | | |
| Salary & Wages | 45,753,142 | 22,876,571 | 22,292,981 | 583,590 | 3% | 23,460,161 | |
| Social contributions | 7,793,659 | 3,896,829 | 2,613,290 | 1,283,540 | 33% | 5,180,369 | |
| Leave provision expense | 0 | | 407,339 | -407,339 | | -407,339 | |
| Total COE | 53,546,801 | 26,773,401 | 25,313,610 | 1,459,791 | 5% | 28,233,192 | 7.4.1 |
| Goods and services | | | | | | | |
| Audit Committee fees | 513,000 | 307,800 | 105,648 | 202,152 | 66% | 407,352 | |
| Advertising | 100,000 | 50,000 | 47,450 | 2,550 | 5% | 52,550 | |
| External audit fees | 1,000,000 | 1,000,000 | 1,078,903 | -78,903 | -8% | -78,903 | |
| Bank charges | 43,000 | 21,498 | 19,537 | 1,961 | 9% | 23,463 | |
| Catering and consumables | 112,000 | 56,000 | 149,447 | -93,447 | -167% | -37,447 | 7.4.2 |
| Communication costs | 843,127 | 421,564 | 347,336 | 74,227 | 18% | 495,791 | |
| Computer services | 531,635 | 265,817 | 950,973 | -685,156 | -258% | -419,338 | 7.4.3 |
| Consultants | 1,012,450 | 506,225 | 175,414 | 330,811 | 65% | 837,036 | |
| Insurance | 155,350 | 77,675 | 75,407 | 2,268 | 3% | 79,943 | |
| Internal Audit fees | 800,000 | 500,000 | 66,600 | 433,400 | 87% | 733,400 | |
| Lease payments | 324,000 | 162,000 | 93,093 | 68,907 | 43% | 230,907 | |
| Legal fees | 2,034,097 | 1,017,049 | 3,750,722 | -2,733,674 | -269% | -1,716,625 | 7.4.4 |
| Printing and publication | 90,000 | 45,000 | 91,757 | -46,757 | -104% | -1,757 | |
| Postage and courier | 44,000 | 22,000 | 16,637 | 5,363 | 24% | 27,363 | |
| Stationery | 200,000 | 150,000 | 185,335 | -35,335 | -24% | 14,665 | |
| Subscriptions and membership | 75,000 | 50,000 | 96,533 | -46,533 | -93% | -21,533 | 7.4.5 |
| Software Licenses | 2,607,635 | 1,303,818 | 1,201,173 | 102,645 | 8% | 1,406,463 | |



| Description | Approved Annual Budget | YTD Budget | YTD Actual | Variance | YTD Variance (%) | 2025-2026 Remaining Budget | Variance explanation |
|---------------------------------|------------------------|-------------------|-------------------|-------------------|------------------|----------------------------|----------------------|
| Training and staff development | 326,000 | 163,000 | 0 | 163,000 | 100% | 326,000 | |
| Travel and subsistence | 1,779,985 | 1,108,729 | 2,300,193 | -1,191,464 | -107% | -520,208 | 7.4.6 |
| Depreciation and Amortisation | 0 | 0 | 763,553 | -763,553 | -100% | -763,553 | 7.4.7 |
| Water and Electricity | 1,300,000 | 650,000 | 544,614 | 105,386 | 16% | 755,386 | |
| Facilities | 7,465,552 | 3,732,776 | 3,702,283 | 30,494 | 1% | 3,763,270 | |
| Total goods and services | 21,356,831 | 11,610,951 | 15,762,608 | -4,151,658 | -36% | 5,594,223 | |
| Total budget/expenditure | 74,903,633 | 38,384,351 | 41,076,218 | -2,691,867 | -7% | 33,827,415 | |
| CAPITAL EXPENDITURE | | | | | | | |
| Laptops | - | | 446,533 | -446,533 | | -446,533 | 7.4.8 |
| Motor vehicles | 1,312,415 | - | 0 | 0 | | 1,312,415 | |
| Total capital budget | 1,312,415 | - | 446,533 | -446,533 | 0% | 865,882 | |
| Total budget/expenditure | 76,216,048 | 38,384,351 | 41,522,751 | -3,138,400 | 0% | 34,693,296 | |

7.4. Explanations for material budget variances and remedial actions

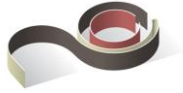
7.4.1. Cost of Employee- Underspending

The underspending is due to vacant positions that have not yet been filled. The leave provision expense of R407,339 is a non-cash accounting item, it is a provides for potential for potential leave payout in the event of employee contract being terminated.

7.4.2. Catering and consumables- Overspending

The adverse variance is linked to underbudgeting. Variance will be monitored in relation to other items of goods and services that are underspending to ensure that overall goods and services line items are kept within the available budget.

7.4.3. Computer Services- Overspending



The adverse variance is linked to underbudgeting. Variance will be monitored in relation to other items of goods and services that are underspending to ensure that overall goods and services line items are kept within the available budget.

7.4.4. Legal fees- Overspending

The adverse variance is linked to budget shortfall. A request to retain 2025 surplus funds has been submitted to National Treasury, with the anticipation that positive feedback will be received from National Treasury. One of the key line items identified by the NCC for the application of these surplus funds is Legal Services.

7.4.5. Subscriptions and membership- Overspending

The adverse variance is linked to underbudgeting. Variance will be monitored in relation to other items of goods and services that are underspending to ensure that overall goods and services line items are kept within the available budget.

7.4.6. Travel and subsistence Overspending

The adverse variance is linked to budget shortfall. A request to retain 2025 surplus funds has been submitted to Treasury, with the anticipation that positive feedback will be received from Treasury. One of the key line items identified by the NCC for the application of these surplus funds is Travel and Subsistence, particularly for inspections and investigations.

7.4.7. Depreciation



This is a non-cash item which will have a positive overall impact on the NCC's funds.

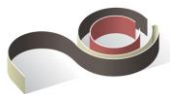
7.4.8. Laptops

The adverse variance is linked to budget shortfall. A request to retain 2025 surplus funds has been submitted to National Treasury, with the anticipation that positive feedback will be received from Treasury. One of the key line items identified by the NCC for the application of these surplus funds is Capital expenditure

7.5. Summary of actions to ensure that the projected expenditure and revenue remain within the budget.

7.5.1. The expenditure is continuously monitored against the approved budget and projections are observed.

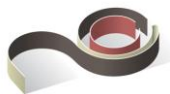
7.5.2. The implementation of the procurement plan is being monitored.



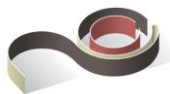
7.6. Table 18: Progress on the Implementation of the Procurement Plan

Table 18: Progress on the Implementation of the Procurement Plan

| No. | Project Description | Estimated Value (incl. taxes) | Date Service Required | Comments |
|-----|--|----------------------------------|--------------------------|---|
| 1 | Microsoft Licenses for 3 years | R 4000 000.00 | 01 April 2025 | <p><u>July 2025</u></p> <p>The bid closed on the 15th of July 2025. The Bid Adjudication Committee meeting was held on 30 July 2025.</p> <p><u>August 2025</u></p> <p>A service provider was appointed on 11 August 2025.</p> |
| 2 | VMware and HP Subscription | R 842 900 | 01 May 2025 | <p><u>April 2025</u></p> <p>The request was non-responsive, only two quotes were received. Markert has not yet been tested again in May 2025.</p> <p><u>August 2025</u></p> <p>The services were migrated to the Cloud services under the datacentre colocation, cloud hosting bid.</p> |
| 3 | Travel Management company | Time based | 06 September 2025 | <p><u>September 2025</u></p> <p>A service provider was appointed on 15 September 2025.</p> |
| 4 | Motor vehicles | R1 000 000 | Immediate | <p><u>September 2025</u></p> <p>The order has been placed and the NCC is awaiting delivery. A traffic register number certificate was obtained on 17 September 2025 and sent to Toyota for the processing of the cars.</p> |
| 5 | Procurement of 35 Laptops and related | R 750 000 | Urgently | <p><u>August 2025</u></p> <p>The procured laptops have been received.</p> |



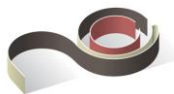
| No. | Project Description | Estimated Value (incl. taxes) | Date Service Required | Comments |
|-----|--|----------------------------------|--------------------------|---|
| | peripherals. | | | |
| 6 | Procurement of hours for the enhancements, support and maintenance services for eService and Opt-Out Registry Systems | R 950 000 | Urgently | <u>August 2025</u> An RFQ was issued on 4 August 2025 with a closing date of 13 August 2025, on closing date only 2 quotes were received. The 2 quotes received were way above the RFQ threshold. As a result, the transaction will be handled through a tender once additional funds have been identified and transferred to the project. <u>September 2025</u> Procurement will go ahead once sufficient budget has been identified and allocated. |



7.7. Table 19 Deviations and expansions of contracts as well as procurement through other means

Table 19: Deviations and expansions of contracts as well as procurement through other means

| No. | Service provider | Project Description | Reason for Deviation | Contract Value | Current year Variation/Expansion/ Procurement by other means | Cumulative value of extension |
|-----|------------------|--|---|----------------|--|-------------------------------|
| 1 | Altron | Microsoft Licenses | To allow for finalization of the procurement process- Tender had to be cancelled due to the issues on the terms of reference which could have affected the fairness of the transaction. | 1,027,258.11 | 108,066.01 | 108,066.01 |
| 2 | Datacentrix | ICT Backend infrastructure support and maintenance | To allow for business continuity while migration to cloud is underway. | 21,966,322.00 | 431,872.26 | 996,400.09 |
| 3 | TMM Tech | OORs systems support | Opt-out registry support as the lead application developer resigned. | 350,200.00 | 51,405.00 | 51,405.00 |
| 4 | Datacentrix | FortiGate Firewall Licence for 1 month | This was to ensure that the ICT Infrastructure is secured while migration to cloud is underway | 1,018,080.14 | 91,250.34 | 91,250.34 |
| 5 | Altron | Microsoft Licenses | Variation on cost and time to avoid service disruptions. | 1,027,258.11 | 107,974.28 | 216,040.29 |



| No. | Service provider | Project Description | Reason for Deviation | Contract Value | Current year Variation/Expansion/ Procurement by other means | Cumulative value of extension |
|-----|-------------------|-----------------------------------|--|----------------|--|-------------------------------|
| 6 | Matshego Ramagaga | Legal Matter (NCC vs Titan trade) | The initial estimate of the Purchase Order was not sufficient to finalise the matter | 200,000.00 | 302,347.26 | 302,347.26 |
| 7 | Galix Networking | Mimecast and DMARC Licenses | Variation on cost and time to avoid service disruptions | 888,415.26 | 82,779.18 | 175,929.18 |
| 8 | Altron | Microsoft Licenses | Variation on cost and time to avoid service disruptions | 1,027,258.11 | 103,996.40 | 320,036.69 |
| 9 | Mimecast SA | Mimecast and DMARC services | Procurement through other means | 212,716.65 | 212,716.65 | 212,716.65 |
| 10 | Okuhle | Website hosting | Variation on cost and time to avoid service disruptions | 346,605.00 | 14,724.60 | 14,724.60 |



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