



NATIONAL CONSUMER COMMISSION



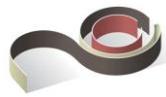
NATIONAL CONSUMER COMMISSION

NATIONAL CONSUMER COMMISSION

QUARTER THREE

2025-2026

PERFORMANCE REPORT

**Endorsement**

I hereby support the endorsement of the report.

Signature: 

Name: Mr. Lefu Nhlapo

Rank: Acting Company Secretary

Date: 29/01/2026

Approval by the Accounting Authority

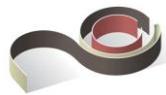
I hereby approve the report.

Signature: 

Name: Mr Hardin Ratshisusu

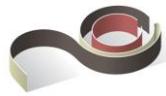
Rank: Acting Commissioner

Date: 29 January 2026



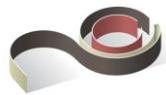
ACRONYMS

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

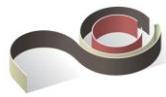


EXECUTIVE SUMMARY AND KEY HIGHLIGHTS

**QUARTER THREE
2025-2026**

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1. INTRODUCTION

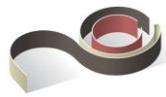
The NCC has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). In Quarter 3, 17 of the 20 performance targets were applicable. The NCC achieved 16 targets against the 17 applicable targets. Therefore, the NCC achieved a performance score of 94% against the quarter 3 APP targets.

2. KEY HIGHLIGHTS

2.1. Matters for further enforcement and their impact:

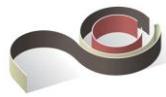
2.1.1. During the quarter under review, the National Consumer Commission (NCC) continued to strengthen its enforcement efforts to ensure compliance with the Consumer Protection Act No. 68 of 2008 (CPA) and to uphold consumer rights across all sectors. A total of **fifty-one (51)** enforcement actions were undertaken, specifically against suppliers of illicit goods, other than imported CTFL. This was achieved through the issuance of Compliance Notices.

Furthermore, **thirty-two (32)** 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 **twenty-six (26)** consignments of non-compliant CTFL products valued at **R3 233 680.97** from entering the South African market.



2.1.2. The total value of redress to consumers amounted to **R6 592 140.64**. 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 **R4 238 273.44**. Contributing significantly to the amount is the settlement agreement reached between the NCC and We Buy Cars where the company agreed to refund a total amount of **R3 419 971,83** to 31 consumers. The NCC referred the settlement agreement to the Tribunal on 3 December 2025, and after consideration, the Tribunal confirmed the settlement agreement on 19 December 2025, thereby making it a consent order in terms of Section 74(1) of the Consumer Protection Act (CPA). The settlement agreement between the NCC and We Buy Cars also entail the following:
 - (i) Revision of the terms and conditions to align with the CPA;
 - (ii) Commitment to a Consumer Awareness Programme to enhance consumer education concerning the purchasing of used motor vehicles, consumers' rights and obligations, as well as the supplier's rights and obligations under the CPA; and
 - (iii) Creation of 300 job opportunities at various levels across WBC over a period of 5 (five) years, over and above the current planned employment opportunities, to enhance customer service capacity and overall consumer experience. The total amount to be spent on jobs will be **between R180 Million and R195 Million** over a period of 5 (five) years.
- b) Furthermore, the NCC undertook enforcement action on 105 matters arising from investigation activities and the resolution of consumer complaints. These interventions resulted in financial savings for consumers amounting to **R2 329 867,20**, achieved primarily through resolution of matters, cancellation of contracts and refunds.
- c) Administrative fines to the value of **R2 850 000.00** were also imposed on the 4 suppliers where matters were decided by the NCT or Courts in favour of the NCC. Contributing significantly to the amount is the settlement agreement reached between the NCC and We



Buy Cars where the company agreed to pay an administration fine to the value of **R2 500 000** as a result of violations of the rights of 31 consumers.

- 2.1.3. On 3 December 2025, the Gauteng Division of the High Court of South Africa granted a third forfeiture order in favour of the National Prosecuting Authority in the Piggy Farm matter, which was investigated by the NCC, and enforced through the Asset Forfeiture Unit. The order relates to properties and bank accounts found to have been used or acquired with proceeds from the investment scheme. A total of four properties, valued at over **R9 Million** and purchased through layered bank accounts, were declared forfeited to the State.
- 2.1.4. These actions underscore the NCC's resolve to protect consumers within the marketplace, ensuring redress to consumers.

2.2. Product recalls

- 2.2.1. The NCC administered **21** product recalls during the second quarter. Majority of the recalls were from motor vehicles (**16**). 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 **21** product recalls per supplier:

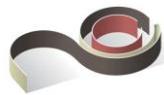
Figure 1: Product recalls per supplier



2.3. Advocacy Initiatives

2.3.1. United Nations Principles for Consumer Product Safety

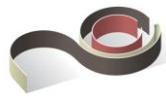
- On 15 December 2025, the United Nations General Assembly adopted by consensus a landmark resolution establishing the first-ever United Nations Principles for Consumer Product Safety. Sponsored by Brazil, Costa Rica, Peru, South Africa, Spain, and Sweden, the resolution responds to growing global risks posed by unsafe consumer products, particularly in the context of cross-border and online trade.



- b) The Principles provide a global framework to strengthen product safety governance, promote international cooperation, and enhance consumer protection across markets. Their endorsement at the 80th session of the General Assembly reflects broad support from both developing and developed countries for stronger, coordinated action on consumer product safety.
- c) The Principles will be incorporated into the work programme of UNCTAD's Intergovernmental Group of Experts on Consumer Protection Law and Policy, with further consideration planned at its 9th session in July 2026 in Geneva.
- d) With the adoption of the United Nations Principles for Consumer Product Safety, countries will have a uniform reference point on standards for product safety from a consumer protection perspective, ensuring consumers are fully protected from unsafe goods.

2.3.2. NCC G20 Webinar

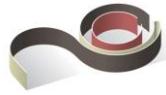
- a) On 13 November 2025, the NCC hosted a G20 webinar on developments in consumer protection, with a focus on product safety and digital markets. The webinar formed part of the NCC's international engagement and knowledge-sharing efforts, bringing together G20 regulators, international organisations, industry representatives, legal experts, and NCC officials.
- b) There were two (2) panel discussions featuring presentations and contributions from a variety of institutions, reflecting a cross-jurisdictional and multi-stakeholder approach.
- c) The institutions that participated were National Consumer Commission (NCC), European Commission (EU), Department of Trade, Industry and Competition (**the dtic**), Consumers International (CI), United Nations Conference on Trade and Development (UNCTAD), Common Market for Eastern and Southern Africa (COMESA), Consumer Goods and Services Ombud (CGSO), Proudly South African (PSA) and Localisation Support Fund (LSF).



- d) The opening address was given by Deputy Minister of Trade, Industry, and Competition, Honourable Zuko Godlimpi. The address framed the webinar within South Africa's and the G20's broader mission to strengthen consumer protection and competition regulation in the context of rapid digitalisation and expanding global trade. The address further highlighted the limits of traditional regulatory approaches and underscored the need for adaptive, technology-neutral frameworks that balance innovation with consumer welfare.
- e) A strong focus was placed on the cross-border nature of digital markets, where unsafe products and misleading advertising can spread globally at speed. This reality reinforces the importance of international cooperation, harmonised standards, and alignment with global frameworks such as emerging UN product safety guidelines.
- f) The address emphasised shared responsibility among governments, regulators, businesses, consumers, and civil society. Effective consumer protection depends on modernised regulation, responsible business conduct, informed and empowered consumers, and active civil society engagement. Ultimately, the webinar was positioned as a platform to drive collaboration, knowledge-sharing, and practical solutions that strengthen consumer trust and economic resilience.

2.4. Media highlights

During the quarter, the NCC issued media statements addressing various product recalls and decisions of the National Consumer Tribunal. Media coverage was balanced, with the NCC's perspective playing a significant role in shaping public discourse on consumer protection. The overall tone of the coverage remained positive. Key topics that generated discussion and drove traffic to the NCC website included vehicle recalls, matters involving untraceable suppliers, the recall of Domestos, and the settlement agreement between the NCC and We Buy Cars.

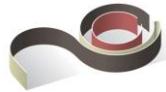


SECTION B

PERFORMANCE AGAINST APP

**QUARTER THREE
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 3, 17 of the 20 performance targets were applicable. The NCC achieved 16 targets against the 17 applicable targets. Therefore, the NCC achieved a performance score of 94% against the quarter 3 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 NCC intensified its enforcement efforts against the supply and distribution of illicit goods and illegal imports during the third quarter. A total of **fifty-one (51)** compliance notices were issued to suppliers, distributors and importers 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. 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.

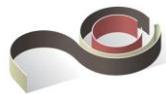
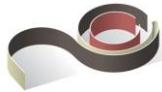
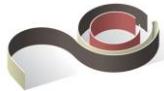


Table 1: Enforcement action against suppliers of illicit goods

No	Date of enforcement	Name of the supplier	Nature of enforcement
1	27 October 2025	KARIMA SUPER SHOP T/A SULTAN	Compliance Notice
2	27 October 2025	ALBEJO TRADING	Compliance Notice
3	27 October 2025	ABDUL MALIAK GENERAL DEALER	Compliance Notice
4	28 October 2025	THREE-STAR SUPER STORE	Compliance Notice
5	29 October 2025	SAVE MORE	Compliance Notice
6	29 October 2025	SOLEMAN SUPERMARKET	Compliance Notice
7	07 October 2025	THEMBEKA MEATS T/A POINT WHOLESALE MEATS	Compliance Notice
8	11 October 2025	JWAYELANI	Compliance Notice
9	07 October 2025	JALIN MEAT AND CHICKEN T/A ROOTS BUTCHERY	Compliance Notice
10	07 October 2025	LOW PRICE WHOLESALE BALFLOUR	Compliance Notice
11	03 November 2025	ALBEJO TRADING	Compliance Notice
12	03 November 2025	ABDUL MALIAK GENERAL DEALER	Compliance Notice
13	13 November 2025	KARIM SUPER SHOP T/A SULTAN	Compliance Notice
14	13 November 2025	BEST PRICE	Compliance Notice
15	13 November 2025	UMLAZI HOME	Compliance Notice
16	13 November 2025	BLUFF MEAT SUPPLY	Compliance Notice
17	13 November 2025	UMLAZI HOME	Compliance Notice
18	07 November 2025	BITLINE SA 473	Compliance Notice
19	07 November 2025	MAKHOMA BUTCHERY	Compliance Notice
20	07 November 2025	MALAMULELE CASH & CARRY	Compliance Notice



No	Date of enforcement	Name of the supplier	Nature of enforcement
21	07 November 2025	QUICKSAVE SUPERMARKET	Compliance Notice
22	11 November 2025	CHESTER BUTCHERIES - NCC/KZN/09-25/00149	Compliance Notice
23	11 November 2025	CHESTER BUTCHERIES - NCC/KZN/09-25/00152	Compliance Notice
24	11 November 2025	CHESTER BUTCHERIES - NCC/KZN/09-25/00150	Compliance Notice
25	13 November 2025	JAVAID TRADING CC t/a AR FURNITURE SPRINGFIELD	Compliance Notice
26	13 November 2025	WALTOO MEAT & CHICKEN	Compliance Notice
27	22 December 2025	DISCOUNT DRY ATCHAAR	Compliance Notice
28	22 December 2025	NA SUPERMARKET	Compliance Notice
29	22 December 2025	GIBELA TRADE & INVEST 136	Compliance Notice
30	22 December 2025	FRIEND CELL CITY	Compliance Notice
31	22 December 2025	DRAGON CITY V88 AND V89	Compliance Notice
32	22 December 2025	TIP TOP CASH & CARRY	Compliance Notice
33	22 December 2025	CHICKEN INN KAKAMAS	Compliance Notice
34	22 December 2025	TRY ME FRESHMARKET T/A TRY ME SUPERMARKET	Compliance Notice
35	22 December 2025	JWAELANI	Compliance Notice
36	22 December 2025	BATHU PAVILLION	Compliance Notice
37	22 December 2025	ACE ONLINE SA FLAG STORE	Compliance Notice
38	22 December 2025	B18 CROWN MINES	Compliance Notice
39	22 December 2025	WELCOME TAKEAWAY & SUPERMARKET	Compliance Notice
40	22 December 2025	BIPUL KUMAR T/A DISCOUNT SUPERMARKET	Compliance Notice
41	22 December 2025	N A SUPERMARKET T/A BD CELLFIX & ELECTRONICS	Compliance Notice



No	Date of enforcement	Name of the supplier	Nature of enforcement
42	22 December 2025	LILLIESLEAF 161 T/A SPAR RIVER CITY	Compliance Notice
43	22 December 2025	MAXJAY TRADING T/A JAYMAX	Compliance Notice
44	22 December 2025	CELL ELECTRONICS & HUBBLY	Compliance Notice
45	22 December 2025	Y & C LIGHT	Compliance Notice
46	22 December 2025	E BEST BUY	Compliance Notice
47	22 December 2025	TRY ME FURNITURE	Compliance Notice
48	22 December 2025	HNS HAMPER SHOP	Compliance Notice
49	22 December 2025	SHAZAIB ALI TRADERS	Compliance Notice
50	08 December 2025	RAINBOW LIFE TRADING	Compliance Notice
51	22 December 2025	SHIDE FASHION SHOP	Compliance Notice

4.2. Matters for further enforcement

4.2.1. A total of **eight (8)** matters were referred by the NCC to the NCT for further enforcement during quarter 3. The referral of these matters demonstrates the NCC's active enforcement of the CPA and NCC's 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.

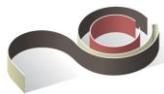
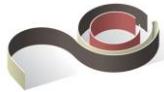
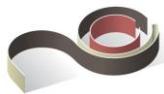


Table 2: Matters referred for further enforcement in quarter 2.

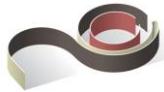
	Name of the Supplier	Alleged Contravention
1	AUTO WONDERBOOM INVESTMENTS	<p>In April 2024, the complainant purchased a 2018 Audi RS5 for R683,765 and took delivery in May 2024. Mechanical defects were identified on the day of delivery, and further inspections revealed extensive faults requiring significant repairs.</p> <p>The supplier denied liability and refused both repairs and cancellation of the sale. The vehicle later failed a roadworthy test and broke down while being returned to the supplier. The complainant seeks cancellation of the agreement and a refund of the purchase price.</p> <p>Contraventions:</p> <p>Sections 55(2)(a) -(c) read with section 56(2)(b) of the CPA</p>
2	NESTAR PTY LTD	<p>In October 2016, the complainant concluded a telephonic agreement with the respondent for a vehicle tracking service at R199 per month, which included a Recovery Service Warranty of up to R200,000 for a fixed period of three years. The warranty was said to be subject to terms and conditions, which the complainant alleges were never provided.</p> <p>In July 2023, the complainant's vehicle was stolen. The respondent declined the warranty claim, stating that the contract had expired and the account was on a month-to-month basis. The complainant disputes being informed of the expiry and contends that he would have renewed the contract to retain the warranty.</p> <p>Contraventions:</p> <p>Sections 14(2)(c) & (d) , 40(1)(a)-(c), 49,48 and section 22 of the CPA.</p>
3	C-EXCLUSIVE MOTORS (PTY) LTD	<p>On 20 July 2023, the NCC received a complaint against C-Exclusive Motors (Pty) Ltd regarding a defective 2010 Mazda BT50 purchased for R145,000 on 19 November 2022. Serious engine defects arose within two days of delivery, including knocking noises and the vehicle cutting out.</p>



	Name of the Supplier	Alleged Contravention
		<p>The supplier refused to assist, citing the absence of a warranty. Despite notifying the supplier and lodging a complaint with MIOSA, the consumer received no assistance and proceeded with repairs at his own cost, paying R45,000 for an engine rebuild and R2,442.38 for additional repairs.</p> <p>Contraventions:</p> <p>Sections 51(1)(a)(i), Section 55(2)(b) and Section 56(3)(a)(b).</p>
4	KEMPSTER SEDGEWICK (PTY) LTD T/A CMH MAHINDRA	<p>The NCC received a complaint from the consumer concerning the purchase of a new Mahindra Pik Up D/C 4x4 Karoo Edition for R493,941.55 in October 2022. Within two months of delivery, the complainant began experiencing multiple defects, including engine warning lights, loss of acceleration, steering wheel vibration, and instrument malfunction.</p> <p>Despite repeated reports to the supplier and several inspections, alignments, and assurances that no faults could be detected, the steering vibration persisted. An independent assessment by DEKRA confirmed the defects, which the supplier disputed and failed to resolve. After continued unsuccessful repairs and loss of confidence in the vehicle, the complainant requested cancellation of the sale and a refund in October 2023.</p> <p>Contraventions:</p> <p>Sections 55(2)(a) -(c) read with section 56(3)(b)the CPA.</p>
5	AUTO INVESTMENTS PRETORIA NORTH (PTY) LTD	<p>In November 2022, the complainant purchased a 2014 Audi Q5 for R296,550, financed by the second respondent, and experienced serious mechanical defects on the day of delivery, including loss of power and engine failure. Diagnostic assessments confirmed multiple defects, but the first respondent repeatedly refused responsibility, relying on an "as is" sale.</p> <p>Despite limited repairs approved by the respondent, the vehicle continued to malfunction, leading the complainant to incur further repair and towing costs at his own expense. Additional defects were later discovered, and a settlement agreement to reimburse repair costs was concluded but not honoured. The complainant cancelled the</p>



	Name of the Supplier	Alleged Contravention
		<p>sale and sought a refund of the purchase price and related costs, while continuing to service the vehicle finance agreement.</p> <p>Contraventions:</p> <p>Sections 55 (2) read with Section 56 (3) and Section 51 (1).</p>
6	NCC // WE BUY CARS	<p>The National Consumer Tribunal confirmed a settlement agreement between the National Consumer Commission (NCC) and We Buy Cars (Pty) Ltd (WBC), following constructive engagement between the parties on various prohibited conduct that WBC was engaging in. The said settlement was referred to the Tribunal on 3 December 2025 and confirmed on 19 December 2025 as a consent order in terms of section 74(1) of the Consumer Protection Act.</p> <p>In terms of the consent order, WBC agreed to pay an administrative fine of R2.5 million, refund R3 419 971.83 to 31 affected consumers, revise its terms and conditions to comply with the CPA, implement a consumer awareness programme on pre-owned vehicle purchases and consumer rights, and create 300 additional jobs over a five-year period to enhance customer service and consumer experience.</p>
7	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>
8	NCC // MID-CITY MOTORS	<p>On 28 July 2023, the complainant purchased a used 2014 Nissan Juke for R227,057.50, financed by the second respondent. Shortly after delivery, the vehicle began losing power and broke down in August 2023. Diagnostic tests revealed multiple defects, including faulty fuel injectors and battery-related issues. Despite repeated</p>



	Name of the Supplier	Alleged Contravention
		<p>notifications, repair quotations, and requests for cancellation, the defects were not resolved. The vehicle continued to malfunction, the supplier refused to cancel the sale, and the vehicle was placed in storage at the complainant's expense while she seeks cancellation and a refund.</p> <p>Contraventions:</p> <p>Sections 55 (2) read with Section 56 (3)</p>

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, **32** CTFL investigations were finalised on goods with a total custom value amounting to **R3 409 234,84**, with the following action taken:

- a) To protect consumers and ensure a fair and safe marketplace, the NCC did successfully oversee the release of **four (4)** consignments of non-compliant imported goods, with a total value of **R668 034,97**, for destruction during the third 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.

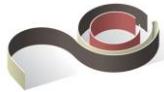


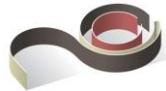
Table 3: CTFL goods that were destroyed.

No.	Importer	Date Issued	Customs Value
1	Kingsbay Capital	15/10/2025	R10 145,00
2	Yusuf and sons	07/11/2025	R584 270,64
3	Shubu Trading	17/12/2025	R65 472,00
4	Buxon Import (Pty) Ltd	19/12/2025	R8 147,33
Total			R668 034,97

b) Compliance notices or directives for exportation were issued for 3 consignments, valued at **R28 510,00**. 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	Olwethu Msomi	04/11/2025	R2 427,00
2	YADE SHOP	12/11/2025	R19 939,00
3	Soyab Ismail Hatia	Compliance notice issued 05/12/2025	R6 144,00
TOTAL			R28 510,00



c) The Commission assessed and released **six (6)** consignments with a total value of **R175 554,08** during the third 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	Chucklain Investment Company	28/10/2025	R16 425,00
2	Mercy Cargo Air Freight	03/11/2025	R2 746,00
3	Phehelo Andrew Letebele t/a Royal	07/11/2025	R7 395,00
4	Bric Supply Chain Financial Services Inc	19/12/2025	R110 785,53
5	Mahumoud Al Nakhla	18/12/2025	R9 996,55
6	Olelon (Pty) Ltd	08/12/2025	R28 206,00
TOTAL			R175 554,08

d) The issuance of PAJA letters for the **19** consignments had a direct and positive impact on the market by preventing non-compliant goods valued at **R2 537 136.00** from entering and being offered to consumers. This intervention protected consumers from potentially unsafe or substandard products and upheld fair competition by ensuring that compliant traders were not disadvantaged.

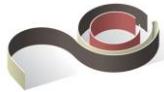
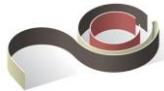


Table 6: Other CTFL prevented from entering the country through PAJA letters.

No.	Importer	Date	Customs Value
1	Silverton Ventures	14/10/2025	R57 236,00
2	Enigma Event	18/12/2025	R359 059,00
3	Orbit Import & Export	14/10/2025	R2 002,00
4	Gina Import and Export	18/12/2025	R4 366,00
5	Sweets Apples Import & Export	24/10/2025	R28 671,00
6	Sweets Apples Import & Export	27/10/2025	R45 882,00
7	Sesli textiles Pty Ltd	21/10/2025	R583 012,00
8	Gypsey Rose	20/10/2025	R37 428,00
9	Elizabeth Summers Company	28/10/2025	R4 044,00
10	Okuhle Ncengwa	06/11/2025	R7 814,00
11	Kubu Import and Trading	07/11/2025	R28 683,00
12	Xfinity Supplier	14/11/2025	R949,00
13	Optimize Import	14/11/2025	R12 009,00
14	Versailles Luxury	17/11/2025	R42 290,00
15	MK3 Group	21/11/2025	R1 311 469,00
16	Sonia Khendekar	21/11/2025	R4 014,79
17	Mia Smuts-Muller	25/11/2025	R3 755,00



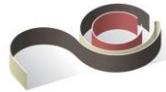
No.	Importer	Date	Customs Value
18	Beekeeping Expertise and equipment	09/12/2025	R3 369,00
19	Standout Logistics	17/12/2025	R1 083,00
TOTAL			R2 537 136.00

4.4. Redress to consumers

4.4.1. In fulfilling its mandate to protect consumer rights under the CPA, the NCC secured redress in 7 matters (further enforcements) for quarter 3 with a total value of **R4 262 273.44**. 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 7: Redress to consumers.

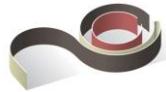
No.	Date	Name of the supplier	Nature of Enforcement	Value of redress
1	October 2025	Avura Motors	High Court Judgment	R106 088.28
2	November 2025	Sandton repo cars	High Court Judgment	R459 900.00
3	November 2025	Emerald Auto	Consent order	R232 706.53
4	November 2025	Motors and more	NCT Judgment	R4 599.30
5	December 2025	Techsun Solar South Africa	NCT Judgment	R15 007.50
6	December 2025	We Buy Cars	Consent order	R3 419 971.83
7	November 2025	Vacation Hub International	Undertaking	R24 000.00
Total				R4 262 273.44



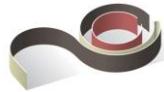
4.4.2. In addition to the above matters, the resolution of **105** complaints by the complaints management and investigation activities has led to the total amount of a total of **R2 329 867,20** which was saved for consumers in the form of actual refunds, credits to the accounts, amongst other measures.

Table 8: Money saved for consumers for the second quarter.

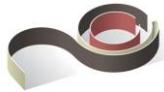
No	Supplier	Summary	Money Saved
Quarter 3			
1	MTN	<p>The consumer cancelled the contract and paid early termination fee. The supplier however failed to cancel the contract.</p> <p>Due to NCC's interventions, the supplier cancelled the contract, provided the consumer with a credit of R1,704.78 which has been applied to settle the account. The consumer's account is cancelled and closed.</p>	R1 704,78
2	MTN	<p>The consumer had challenges with the router due to network coverage and wanted to cancel the contract. The consumer returned the router, and the supplier cancelled the contract. Due to NCC's interventions, the supplier provided the consumer with a credit of R1 860 for the months that the consumer did not use the service. A refund of R1 395 was also provided.</p>	R3 255,00
3	VODACOM	<p>The supplier cancelled the contract, credited the consumer and closed the account.</p>	R2 332,54
4	CELL C	<p>The consumer was not satisfied regarding the prices or billing of data bundles.</p> <p>The supplier assisted and allocated credits towards the consumer's account.</p>	R1 018,00
5	VODACOM	<p>The consumer queried the discount on the 250-minute Monthly Recurring Voice Bundle that was purchased at 85% discount. Since Vodacom did not longer sell this package, Vodacom made an adjustment which disadvantaged the consumer. The matter was resolved and the consumer was credited R62.50</p>	R62,50



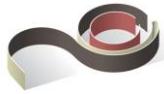
No	Supplier	Summary	Money Saved
Quarter 3			
6	MTN	<p>The consumer claimed that the supplier is demanding payment for contract into which she did not enter.</p> <p>The supplier has applied the credit to settle the outstanding amount. The contract has been deactivated</p>	R 7910,25
7	MTN	The consumers 24-month contract ended and it was converted to prepaid. The supplier handed the account over for debt collection for outstanding amounts due. The consumer's account was credited with R4 682.42	R4 682,42
8	MTN	The consumers contract ended, and the required notice period was given by the consumer to cancel. The supplier did not cancel and demanded cancellation fee and handed the account over. The supplier waived the late cancellation fees.	R1 906,00
9	MTN	In August 2022, the consumer settled the outstanding debt on an account and cancelled the contract. The supplier did not cancel and handed the account over for debt collection. The supplier cancelled the contract and settled the outstanding debt.	R1 661,00
10	MTN - South Africa	The consumer experienced fraudulent activity on a business account and requested cancellation without success. The account was cancelled and the consumer's account was credited with R67 237.70.	R67 237,70
11	Blue Label Connect	The consumer claims that the supplier misled them when they signed a phone contract in April 2023. The contract was supposed to be cancelled due to misleading information. Instead, the supplier debited them incorrectly 3 times in April. The phone is no longer in the possession of the consumer. The phone was sent for repairs, and	R6 971,00



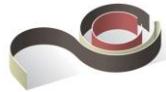
No	Supplier	Summary	Money Saved
Quarter 3			
		the consumer was told the repairs centre lost the phone. The consumer was refunded an amount of R6 971.	
12	MTN Store - Pretoria	The consumer entered into a 24-month contract for R499 p/m. The consumer was being invoiced in excess of R900 p/m. The consumer's account was credited.	R3 266,67
13	MTN	The consumer visited the store with the intention to enter into a contract. The contract could not be finalised because the contract system was offline. The router was returned and cancellation was requested. The consumer later went to another store and entered into another contract. The consumer has been invoiced for both contracts. The consumer returned the router in May, and the account was credited with R3 062.93 and refunded R269.00	R3 331,93
14	MTN South Africa	The consumer claims that her contract number was given to someone else, who incurred debt on the account and stopped making payments. The supplier acknowledged fraud on the account, settled it and closed the account. The supplier refunded the consumer.	R38 407,27
15	MTN	The consumer signed a contract with the supplier for a cell phone and data. The consumer was charged contrary to the agreed amount. The supplier passed a credit of R7 514.08 to rectify the billing dispute.	R7 514,08
16	MTN	The consumer's contract ended, but the notice to cancel the contract was not given. The supplier continued to invoice until the contract was formally cancelled. The supplier demanded arrears to be paid.	R3 780,00



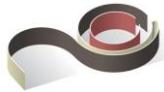
No	Supplier	Summary	Money Saved
Quarter 3			
		The supplier, as a gesture of goodwill credited the account with the arrears balance and closed the account.	
17	MTN	The consumer cancelled a contract that ended in 2022. The supplier acknowledged the cancellation. The consumer later received an invoice for outstanding fees including an insurance policy that the consumer did not formally cancel. The insurance was cancelled and the consumer was refunded.	R219, 00
18	MTN	The supplier claimed that the consumer had outstanding insurance payments that needed to be made. The supplier credited the consumers account with the insurance payments and the account was closed.	R2 999, 00
19	MTN	The supplier invoiced the consumer in excess of the agreed contract amount. The account was put into arrears and handed over for debt collection. The supplier rectified the account and passed a credit on the account.	R7 514, 08
20	MTN	The consumer cancelled a contract and returned the router. The supplier confirmed the cancellation but did not cancel and continued to debit the consumer's account. The supplier passed a credit for the April to June 2025 invoices to get the account up to date.	R6 529, 00
21	MTN	The consumer gave notice of contract cancellation in March 2024 for April 2024. The supplier debited the account again in May 2024. The consumer was also debited for an insurance policy that was not agreed to. The contract was cancelled and the supplier refunded the consumer.	R772, 50



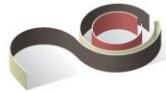
No	Supplier	Summary	Money Saved
Quarter 3			
22	Telkom	The consumer alleged that the supplier is billing for service that has been disconnected. The accounts were cancelled and a credit passed.	R220, 00
23	Telkom SA	The consumer's account fell into arrears but was settled later after a settlement amount was requested. The supplier did not cancel. The consumer's account was credited and cancelled. The consumer was also refunded.	R1 515, 22
24	Telkom	The consumer had no Wi-Fi coverage in his area and requested cancellation because he could not make use of the services for which he was paying. The supplier did not cancel. The consumer returned the router, and the supplier credited and closed the account.	R4 507, 40
25	TELKOM	The consumer requested cancellation in July 2024. The supplier sent the consumer a new device and sim card instead. The supplier credited the account.	R5 224, 02
26	Telkom	The consumer did not receive statements and was therefore unable to confirm how she was being billed. The supplier terminated the contract without providing a reason. The contract had ended in February 2021. The consumer's banking details required updating, which was subsequently done. She was refunded R1,013.50 for debit order rejection fees and R124.22 for late payment fees. The consumer settled the outstanding contract fees, after which the account was reinstated.	R1 137,77
27	Telkom Mobile	The consumer had an LTE contract, but Fibre became available in the area, and he was advised to cancel the LTE and to opt for Fibre. The supplier did not cancel the LTE contract. The supplier cancelled the LTE contract and credited the account.	R3 515,79



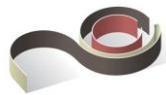
No	Supplier	Summary	Money Saved
Quarter 3			
28	Telkom	<p>The consumer returned a device for repairs but experienced difficulties in getting it back. During this period, she continued to be billed for services that she did not receive.</p> <p>The consumer received a replacement device in September 2025, and a credit of R716.00 was applied to the account. The consumer then proceeded with the early cancellation of the contract.</p>	R716. 00
29	Telkom	The consumer's contract ended on 16 th of May 2025. The consumer was invoiced in May for April's usage. The supplier refunded the consumer a portion of the fees.	R202, 00
30	Telkom	The consumer requested cancellation of a contract. The supplier did not cancel and continued to invoice the consumer. The supplier eventually cancelled the contract and waived all the associated costs. The consumer's credit profile has been updated.	R369,00
31	CELL C	The consumer requested cancellation of a contract and the supplier continued to debit her account despite the cancellation. The supplier acknowledged that there was poor network in the area and cancelled the contract and refunded the consumer.	R248,99
32	MTN	The supplier failed to cancel the consumer's contract, which the consumer cancelled in 2023. In 2024, the consumer was invoiced for R4 000. 00. The contract was cancelled and a credit passed on the account.	R2 349,00
33	Telkom SA	The consumer entered into three contracts, but the supplier debited the consumer's account in excess of the contract amount and suspended the consumer's services for outstanding payments. The supplier adjusted the account and credited the consumer's account.	R1 236,28



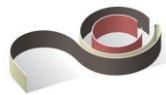
No	Supplier	Summary	Money Saved
Quarter 3			
34	MTN	<p>The consumer's contract was upgraded without her authorization, resulting in charges of approximately R1,000.00. The supplier offered R69.00 as a resolution, which the consumer did not accept. The consumer requested that the contract be cancelled and that the disputed charges be credited.</p> <p>The supplier subsequently applied a credit of R866.39 to the upgraded contract and cancelled the contract.</p>	R866,39
35	MTN	<p>The consumer requested an early contract cancellation. The router was immediately returned, and the debit order was cancelled. The supplier continued to bill the consumer. The supplier passed a credit of R2 498.99 to the consumer's account to settle the device fee.</p>	R2 498,99
36	MTN	<p>The consumer's name and identity number were fraudulently used to obtain a cell phone contract from the supplier in the KwaZulu-Natal province. The consumer had no knowledge of the cell phone or the contract.</p> <p>The supplier confirmed that the consumer was a victim of impersonation. The fraudulent contract was deactivated, a credit of R35,556.24 was applied to settle the outstanding balance, and the account was closed.</p>	R35 556,24
37	MTN	<p>The consumer requested cancellation of their contract with the supplier. The supplier failed to cancel the contract and continued to charge the consumer. The supplier refunded the consumer an amount of R799.98 debited for the router that the consumer had returned.</p>	R799,98



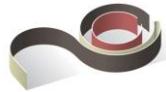
No	Supplier	Summary	Money Saved
Quarter 3			
38	MTN	<p>The consumer was contacted by the supplier and offered an unlimited Wi-Fi router for R295.00, which the consumer accepted. However, the consumer later received an SMS advising that they did not qualify for the offer. Subsequently, a supplier agent converted the consumer's existing prepaid number to a contract without the consumer's knowledge or consent.</p> <p>The supplier was notified on 29 June 2025 and informed that the call was fraudulent. The consumer paid a cancellation fee; however, the contract was not terminated at that time.</p> <p>The supplier subsequently cancelled all three of the consumer's numbers, migrated them to prepaid, and applied a credit of R935.37 to settle the outstanding balance on the account.</p>	R935,37
39	Vodacom	<p>The consumer requested cancellation of the contract and the supplier delayed in processing the cancellation which resulted in an invoice being charged to the consumer due to the late cancellation and the account being reported to debt collection agency. The supplier cancelled the contract and refunded the consumer.</p>	R579,00
40	Apex Travel Club	<p>The consumer joined the Apex Travel Club and made an on-the-spot payment of R32,000.00 after being led to believe by the presenter that he would generate income through LPA timeshare points. The consumer did not read the contract before signing.</p> <p>The consumer later discovered that the presenter had misrepresented the terms, as the contract contained a clause that contradicted what had been promised. The consumer sought to cancel the contract and requested a refund but was informed by</p>	R32 000,00



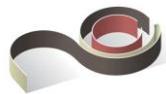
No	Supplier	Summary	Money Saved
Quarter 3			
		<p>the supplier that the R32,000.00 had been forfeited due to the failure to return the supplier's package within the required timeframe.</p> <p>The supplier subsequently refunded the consumer in full, and the matter has been resolved and closed.</p>	
41	MONDO	<p>The consumer alleges that the supplier offered her a contract, which she did not accept as she already had two existing contracts. She later discovered that the supplier had overcharged her and requested to be reverted to her previous package.</p> <p>The supplier processed a tariff migration and subsequently reversed it, restoring the consumer's number to the original package. A credit of R578.27 was applied for the difference in subscription fees charged, including the migration fee billed in July.</p>	R1 357,67
42	MTN AND MONDO	<p>The consumer cancelled the contract and returned the router as he upgraded to a home fibre. The consumer needed the supplier to refund. The supplier cancelled the contract, corrected the billing and credited the consumer R269.00.</p>	R269,00
43	APEX TRAVEL CLUB	<p>The consumer entered into a contract for travelling services with the supplier, as a result of direct marketing. They paid an amount of R45 999.00. The following day, the consumer requested cancellation of the contract via email. However, the supplier wants to charge a cancellation fee. The consumer has been refunded R45 999.00 by the supplier.</p>	R45 999,00
44	MTN	<p>The consumer accepted a contract upgrade; however, the supplier debited the consumer in excess of the agreed amount.</p> <p>The supplier credited the consumer's account for the traded-in device and adjusted the account accordingly.</p>	R4 800,00



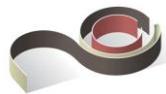
No	Supplier	Summary	Money Saved
Quarter 3			
45	MTN	<p>The consumer accepted an upgrade that included a promotional voucher valued at R3,000.00. The consumer later discovered that the voucher could only be used in-store and was limited to specific items. The consumer wished to purchase an item that was not covered by the voucher.</p> <p>The supplier credited the consumer's contract account with R3,000.00, as well as an additional R3,000.00.</p>	R6 000,00
46	MTN	<p>The supplier deducted R76.00 for a data bundle that was set to be R42.00. The consumer wants to be refunded the R34.00 they were overcharged with.</p> <p>The supplier refunded the R34.00.</p>	R34,00
47	TELKOM	<p>The supplier cancelled the consumer's contract contrary to what had been agreed. There were also disputes relating to an upgrade, free promotional items, and changes in respect of debit orders.</p> <p>The supplier amended the debit order date, credited the consumer's account, and provided the consumer with the promised promotional items.</p>	R246,58
48	TELKOM	<p>The supplier made an error and upgraded the consumers contracts. The accounts were listed as being in arrears and the services were suspended. The consumer requested cancellation of the contracts. The supplier cancelled the contracts and refunded the consumer.</p>	R974,23
49	TELKOM	<p>The consumer entered into a new contract, which the supplier failed to complete. The consumer requested that the contract be cancelled, but the supplier did not initially do so. The supplier subsequently cancelled the contract and refunded the consumer.</p>	R2 383,98



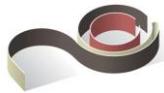
No	Supplier	Summary	Money Saved
Quarter 3			
50	TELKOM	<p>The consumer did not receive any network coverage and returned the router and cancelled the contract. The supplier continued to debit the consumer's account.</p> <p>The supplier cancelled the contract and refunded the consumer.</p>	R2 952,41
51	TELKOM	<p>The consumer submitted a request to cancel a contract, which the supplier initially failed to process.</p> <p>The supplier subsequently cancelled the contract, credited the consumer's account, and issued a paid-up letter for the ITC profile update.</p>	R873,22
52	Vodacom (Pty) Ltd	<p>The consumer entered into a restructuring contract with the supplier but was not informed of the migration charge. The consumer subsequently queried the high bill.</p> <p>The supplier credited the consumer's account with R325.98 for additional subscription charges and R2,242.50 for migration fees. The migration fees were also refunded directly to the consumer's bank account.</p>	R2 568,48
53	Vodacom (Pty) Ltd	<p>The consumer purchased a bus ticket via the Vodapay platform for travel on 8 July 2025. However, upon attempting to redeem the ticket on the specified travel day, the consumer was informed that the ticket had been cancelled.</p> <p>The consumer received a full refund for the ticket, as well as additional airtime and Vodabucks, on 14 August 2025.</p>	R700,00
54	Vodacom (Pty) Ltd	<p>The consumer's account was soft locked after exceeding the mandatory usage limit, resulting in service suspension for both numbers. The supplier determined that the soft lock was due to unusually high roaming charges. The consumer disputed these charges, reported the SIM card as missing, and lodged a fraud query.</p> <p>The supplier credited the consumer's account with R16,343.12.</p>	R16 343,12



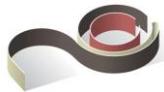
No	Supplier	Summary	Money Saved
Quarter 3			
55	Vodacom (Pty) Ltd	<p>The consumer queried the contract term, noting that it was for 36 months instead of the agreed 24 months. The supplier adjusted the contract term to 24 months, cancelled the contract at no cost, and applied a credit of R740.13 to the consumer's account on 31 October 2025.</p>	R740,13
56	Vodacom (Pty) Ltd	<p>The consumer disputed a subscription fee, which she claimed was promised to be included in the contract fee. The supplier confirmed that the subscription was not part of the signed agreement. The supplier offered the consumer a refund of R4,398 (including VAT), covering the cost of a 24-month PlayStation Plus voucher.</p>	R4 398,00
57	Wetility Energy	<p>The consumer entered into an agreement with the supplier for the installation of a solar system. The consumer alleged that the supplier overcharged him, claiming that the materials used did not align with the amount charged, and requested a refund. The supplier conducted a site inspection in September 2024, which indicated that rewiring was required prior to installation, incurring additional work and costs. The consumer was quoted R35,650.00 for the additional COC work but declined the proposed amount. The supplier and consumer later agreed on a reduced amount of R23,650.00, payable either in cash or monthly instalments of R450.00.</p> <p>After the consumer raised concerns about the cabling, the supplier investigated and found that they had failed to provide an addendum reflecting the revised pricing. It was further established that the consumer had been undercharged R450.00 monthly, and the supplier agreed to waive these charges. The consumer is currently billed R3,326.59 instead of R3,649.00, and it was confirmed that the consumer had not been charged the amount he was claiming.</p>	R35 000,00



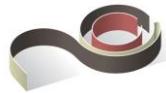
No	Supplier	Summary	Money Saved
Quarter 3			
58	TELKOM	<p>The supplier invoiced the consumer for debit order rejection fees. The consumer had sufficient funds in her account and disputed the extra fees.</p> <p>The supplier acknowledged the error, adjusted the amount, and rectified the account.</p>	R202, 70
59	TELKOM	<p>The consumer requested cancellation in July 2023 but was invoiced in August and September 2023 after the cancellation.</p> <p>The supplier credited the account, refunded the consumer and cancelled the contract. The consumer's name was removed from ITC, and a delisting letter was issued to the consumer.</p>	R2 800, 00
60	VODACOM	The consumer was charged after cancelling the contract. The supplier cancelled the contract and credited the account.	R150,00
61	Vodacom	The consumer was incorrectly charged after she did not upgrade the contract. The supplier provided a credit of R9 000.00 for the inconvenience.	R9 000,00
62	MTN	The consumer cancelled the contract with the supplier and the supplier failed to cancel. The supplier handed over the account for collection. The supplier credited the consumer's account with R1 130.50 to settle the outstanding balance.	R1 130,50
63	VODACOM	The consumer purchased a phone from the supplier which manifested defects within two weeks. The defects persisted after the repair. The supplier credited the customer for the handset and provided the consumer with a new phone.	R3 999,00
64	Telkom	The consumer is contesting the amount charged due to the inconsistency of the service provided by the supplier. The supplier waived the cancellation penalties of R29,004.83, reconnection charges of R1,357.62 and subscription charges of R1,295.87. A total credit of R31,658.32 has been provided.	R31 658,32



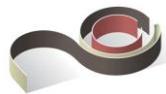
No	Supplier	Summary	Money Saved
Quarter 3			
65	WE BUY CARS	The consumer was sold a defective vehicle and the supplier refused to cover the repair costs. The supplier and the consumer signed a settlement agreement where there supplier agreed to cancel the transaction and refund the Consumer the full purchase price of the Vehicle, being R197 150.00 and take back their vehicle.	R197 150,00
66	MTN	The consumer cancelled the upgrade due to lack of disclosure of information that the contract was for 36 months. The supplier provided a credit of R357.05	R357,05
67	MTN	The consumer is being overcharged after she cancelled the contract. The supplier provided a credit of R2 304.45 to the consumer's account.	R2 304,45
68	MTN	The supplier failed to port the consumer's number and the supplier later reactivated the consumer's number after it was ported. The supplier provided a credit of R854.32 to clear the outstanding balance on the consumer's account, and a prepaid migration has been processed.	R854,32
69	MTN	The consumer cancelled the contract and the supplier continued to charge the consumer after the device was returned. The supplier confirmed the device return and provided credits for R10,385.06 and cancelled the contract for line 27605195468.	R10 385,06
70	MTN	The supplier confirmed the router was returned, and a credit of R5447.51 has been passed to settle the outstanding amount on the account.	R5 447,51
71	MTN	The consumer was being charged for insurance premiums despite the phone contract being terminated in 2021/2022 and the account being settled with a payment of R20,500.	R4 827,14



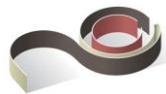
No	Supplier	Summary	Money Saved
Quarter 3			
		The supplier credited the consumer's account with an amount of R4,827.14 to settle the outstanding amount for insurance.	
72	TELKOM	The consumer was incorrectly charged contrary to the agreed amount. The consumer's account was credited with R1 715.00.	R1 715,00
73	MTN	The consumer cancelled the contract due to a damaged router. The supplier acknowledged that the device returned in order and credited the consumer.	R4 999, 00
74	MTN	The consumer received a router from the supplier that was faulty and could not be used. The router was collected and the supplier continued to invoice the consumer. The supplier passed a credit on the account in order to settle it and cancel the account.	R5 039,48
75	MTN	The consumer returned the router, but the supplier failed to refund the consumer. The supplier acknowledged receipt of the router returned by the consumer and refunded the consumer R305.00.	R305,00
76	Telkom	The consumer alleged that the supplier has been overcharging them and wants a reconciliation on the account. The account has been reconciled and settled with credits applied for WASP, rejection fees, and incorrect SIM billing; both SIMs were migrated to prepaid, the R311 monthly charge covers both devices, and a refund of R2,356.77 .	R2 356,77
77	MTN	The consumer cancelled a Wi-Fi contract and paid the early cancellation fees. The supplier continued to debit the consumer's account.	R7 980, 89



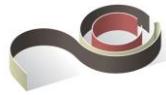
No	Supplier	Summary	Money Saved
Quarter 3			
		The supplier acknowledged that the early termination fees were paid in January 2024 and cancelled the contract and credited and refunded the consumer.	
78	MTN	<p>The supplier delivered the wrong laptop, which was returned. The supplier failed to cancel the contract.</p> <p>The supplier confirmed the return of the laptop, and the contract was cancelled and the consumer refunded R1 282.81. The account has also been credited with R13 796.84.</p>	R15 079,65
79	TELKOM	<p>The consumer cancelled the contract and the supplier continued to charge the consumer.</p> <p>The supplier cancelled the contract and refunded the consumer.</p>	R978, 00
80	TELKOM	<p>The supplier migrated the consumer's contracts without her consent.</p> <p>The supplier credited the consumer's account, and the services has been restored on the accounts.</p>	R15 560, 60
81	TELKOM	The supplier settled the account, and the consumer was issued with a paid-up letter.	R1 049, 29
82	TELKOM	<p>The supplier continued to debit the consumer after the contract was cancelled.</p> <p>The supplier refunded the consumer R1 529.00.</p>	R1 529,00
83	Telkom	<p>The supplier incorrectly billed the consumer.</p> <p>The supplier credited the account with R556.27, removed the consumer's name from the ITC credit bureau, and issued a delisting letter on 17 September 2025.</p>	R556,27



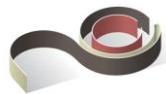
No	Supplier	Summary	Money Saved
Quarter 3			
84	MTN	<p>The consumer returned the device to the supplier; however, the supplier continued to debit the consumer's account.</p> <p>The supplier passed a credit of R4,768.59 to settle the outstanding balance and closed the account.</p>	R4 768,59
85	MTN	<p>A fraudulent account was opened using the consumer's personal details, and the consumer requested cancellation of the affected lines.</p> <p>The supplier deactivated the fraudulent lines, credited the account with R15,913.69 to settle the fraudulent charges, and submitted the consumer's details to the credit bureaus for ITC clearance.</p>	R15 913,69
86	Vodacom	<p>The dispute related to roaming bundles that were activated through self-service in 2022. The consumer did not deactivate the roaming bundle, resulting in charges when the device connected to the internet. As a once-off gesture of goodwill, the supplier refunded the consumer R1,098.00.</p>	R1 098,00
87	Cell C	<p>The consumer's contract was renewed without her consent, after which she cancelled the contract.</p> <p>The supplier cancelled the contract, credited the consumer's account with R852.25, and refunded R404.24 to the consumer's bank account for discounts not applied from March to July 2025.</p>	R404,24
88	Cell C	<p>The consumer cancelled the contract due to the delivery of an incorrect product; however, the supplier continued to debit the consumer, and the account was handed over for default payment.</p>	R851,97



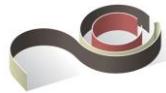
No	Supplier	Summary	Money Saved
Quarter 3			
		The consumer's account was credited, the credit profile updated, and a paid-up letter issued. A remaining credit of R851.97 will be refunded to the consumer.	
89	Cell C	<p>The consumer cancelled the contract due to delayed delivery, but the supplier charged the consumer for the contract. The consumer returned the handset.</p> <p>A credit of R2,412.07 and a refund of R1,518.00 were processed for the returned handset.</p>	R1 518,00
90	Telkom SA	<p>The consumer cancelled the contract, but the supplier failed to process the cancellation.</p> <p>The supplier cancelled the contract, and the consumer was refunded R5,139.10.</p>	R5 139,10
91	Mondo Telkom	<p>The consumer cancelled the contract, but the supplier again failed to process the cancellation.</p> <p>The supplier cancelled the contract and refunded the consumer.</p>	R2 383,98
92	MTN	<p>The supplier failed to apply the applicable promotions as stipulated in the contract.</p> <p>The supplier credited the consumer's contract for the unapplied trade-in discount and refunded the same amount to the consumer's bank account.</p>	R11 799,32
93	MTN	<p>The consumer cancelled the device insurance, but the supplier continued to debit the account.</p> <p>The supplier passed a credit in order to close the account.</p>	R1 709, 66
94	CELL C	The consumer made direct or manual payments; however, the supplier also debited the consumer's account, resulting in rejected debit order charges.	R1 003,50



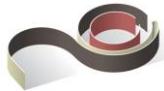
No	Supplier	Summary	Money Saved
Quarter 3			
		The supplier refunded the consumer for the bank charges incurred.	
95	TELKOM	The consumer cancelled the contract and paid the outstanding fee for the final month. The consumer was later invoiced again. The supplier indicated that an early cancellation fee was outstanding but waived the fee, subject to a payment of R49.00 to resolve the matter and close the account. The consumer agreed.	R3 152,70
96	TELKOM	The consumer entered into a contract; however, the supplier duplicated the contract and billed the consumer for two contracts. The supplier acknowledged the duplication, cancelled the duplicate contract, and credited the consumer's account accordingly.	R10 318,00
97	TELKOM	The consumer's contract expired and was migrated to a month-to-month arrangement. The subscription fee increased, and the consumer disputed the increase. The supplier credited the account and authorised an upgrade for the consumer on 5 December 2025 as a gesture of goodwill.	R1 080,00
98	TELKOM	The consumer was incorrectly billed for a Wi-Fi contract, resulting in the suspension of services. The consumer activated applications on the device but later cancelled them. The supplier cancelled the activated application services and credited the consumer's account.	R308,00
99	TELKOM	The consumer cancelled the contract, but the supplier failed to process the cancellation. The supplier subsequently cancelled the contract and credited the device fee towards the consumer's account.	R1 539, 00



No	Supplier	Summary	Money Saved
Quarter 3			
100	TELKOM	<p>The consumer cancelled the contract, but the supplier failed to process the cancellation.</p> <p>The supplier subsequently cancelled the contract and credited the device fee towards the consumer's account.</p>	R410,23
101	BNA Motors	<p>The consumer purchased a Volkswagen Polo 1.0 TSI Highline DSG (85kW), 2020 model, for R330,000.00.</p> <p>When trading in the vehicle almost two years later, the consumer discovered that the vehicle had previously been involved in an accident and was a Comfortline model instead of a Highline, which negatively affected the trade-in value.</p> <p>The parties agreed that the supplier would pay the consumer R15,000.00, representing the price difference between the Comfortline and Highline models.</p>	R15 000,00
102	BNA MOTORS	<p>The consumer purchased a used 2010 Mercedes-Benz ML 350 for R422,222.00. The vehicle leaked from the water gasket and had difficulty starting.</p> <p>Following NCC intervention, the supplier agreed to refund the purchase price less damage costs amounting to R17,263.75 caused by the consumer. The consumer agreed to the deduction.</p> <p>The supplier refunded the consumer an amount of R404,958.25 within seven days of the return of the vehicle.</p>	R404 958,25
103	Cars to Go	Consumer bought a used 2020 Mazda 2 2020 for R189, 950.00. Defects manifested, they being a dead battery (replaced on collection day), Faulty wheel alignment causing	R189 950,00



No	Supplier	Summary	Money Saved
Quarter 3			
		<p>turning noise, Missing spare key and no service book, non-functional air conditioner, right-side speakers not working, faulty charging ports, damaged door rubbers, and malfunctioning driver-side window</p> <p>Consumer also discovered that it had previously been written off in an accident. During the course of the NCC's investigation, the supplier consented to cancel the sale agreement and refund the consumer upon return of the vehicle, undertaking to effect payment within seven (7) days</p>	
104	VW Barons Bruma	<p>The consumer purchased a used 2020 Mazda 2 for R189,950.00. The vehicle manifested several defects, including a dead battery, faulty wheel alignment, missing spare key and service book, non-functional air conditioner, malfunctioning speakers and charging ports, damaged door rubbers, and a faulty driver-side window.</p> <p>The consumer later discovered that the vehicle had previously been written off in an accident.</p> <p>During the course of the NCC's investigation, the supplier agreed to cancel the sale agreement and refund the consumer upon return of the vehicle, undertaking to effect payment within seven days.</p>	R199 995,00
105	Autoworld Exotics	<p>Consumer bought Volkswagen T-ROC 2.0 TSI 2024 ("the vehicle") for R732 959-00</p> <p>Vehicle manifested defects and consumer sought cancellation and refund. The NCC initiated its investigation, supplier granted consumer cancellation and full refund.</p>	R732 959,00
			R2 329 867,20



4.5. Success before the NCT and the Courts

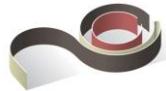
The following matters were finalised during the second quarter and were in favour of the NCC:

4.5.1. Avura Motors (High Court Appeal)

The consumer purchased a 2014 Mazda in July 2022 and experienced defects within 28 days. The supplier refused to repair the vehicle, resulting in repair costs being paid by the consumer and the insurer. The NCC referred the matter to the Tribunal, which found that the supplier contravened sections 55 and 56 of the CPA and ordered the supplier to refund the consumer R31,088.28, to reimburse the warranty provider an amount of R75,000, and pay an administrative fine of R100,000. The supplier appealed the Tribunal's decision, but the Court of Appeal upheld the order in full and awarded costs against the supplier.

4.5.2. Sandton repo cars (Appeal)

The High Court dismissed the appeal and upheld the decision of the National Consumer Tribunal. The appeal was limited to whether the consumer's complaint had prescribed under section 116 of the Consumer Protection Act (CPA). The Court found that section 116 is different from prescription under the Prescription Act and that the complaint was based on a continuing course of conduct, namely the supplier's ongoing refusal to collect the defective vehicle and refund the consumer. As this conduct had not ceased, the time-bar had not begun to run. As a result, the Tribunal was correct in rejecting the special plea. The Tribunal's findings of prohibited conduct remain in force, including the administrative fine of R100 000 and the order that Sandton Repo Cars collect the vehicle at its own cost and refund R459 900 to the consumer. The appeal was dismissed with costs.



4.5.3. Emerald Auto

The NCT confirmed a settlement made between the NCC and Emarald Auto (Pty) Ltd, thereby making it an order of the Tribunal. The NCC investigated the consumer's complaint, which revealed that the consumer purchased a Motor vehicle and paid R232 706.53 to the supplier. The vehicle portrayed certain defects and the consumer requested for a cancellation with full refund. This contravened section 55(2)(a) -(c) read with section 56(3)(b) of the CPA. The supplier agreed to refund the consumer R232 706,53.

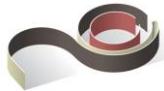
4.5.4. Motors and more

The consumer purchased an engine from the respondent in June 2022 for R12,500. The engine and two subsequent replacements supplied by the respondent were all defective and failed shortly after installation, causing the complainant to incur repeated installation and removal costs. The respondent refused further assistance, and the conduct was found to contravene sections 55 and 56 of the CPA. The conduct was declared prohibited, and the respondent was ordered to refund the complainant and amount of R4,599.30.

4.5.5. Techsun Solar South Africa

On the 18th of August 2023, the consumer contracted the respondent to supply and install solar panels and roof mounting equipment for R52,210, including installation and a Certificate of Compliance (COC). After installation, serious safety and compliance concerns were identified. Independent assessments confirmed that the installers were unqualified, the COC was invalid, and the installation did not comply with electrical regulations.

Following an NCC investigation, the Tribunal found that the respondent contravened section 54(1)(b) of the CPA. The respondent was ordered to refund 90% of the installation fee (R15,007.50) and to pay an administrative fine of R100,000, due to the safety risks and non-compliant conduct.



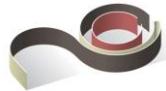
4.5.6. We Buy Cars

The NCT confirmed a settlement agreement between the NCC and We Buy Cars (Pty) Ltd (WBC), following constructive engagement between the parties on various prohibited conduct that We Buy Cars was engaging in. The said settlement was referred to the Tribunal on 3 December 2025 and confirmed on 19 December 2025 as a consent order in terms of section 74(1) of the Consumer Protection Act.

In terms of the consent order, WBC agreed to pay an administrative fine of **R2 500 000**, refund of the total sum of **R3 419 971.83** to 31 affected consumers, revise its terms and conditions to comply with the CPA, implement a consumer awareness programme on pre-owned vehicle purchases and consumer rights, and **create 300 additional jobs** over a five-year period to enhance customer service and consumer experience. The total amount to be spent on jobs will be **between R180 Million and R195 Million** over a period of 5 (five) years.

4.5.7. Vacation Hub International

The NCC received a complaint from the consumer against Vacation Hub International (Pty) Ltd arising from a membership agreement concluded on 5 December 2018. The complainant paid an upfront amount of R5 699.00, monthly service fees over 24 months, and a monthly Reliance Benefit Contribution, which he later discovered was imposed for a period of 120 months. Despite paying a total of R19 518.89, the complainant did not utilise any services, and a voucher offered by the respondent could not be used. In June 2023, the complainant requested cancellation of the agreement. Although the respondent accepted the cancellation, it imposed a 65% cancellation penalty, which the complainant disputed as excessive and contrary to the provisions of the Consumer Protection Act. Following an investigation, the NCC formed a reasonable suspicion that the respondent engaged in prohibited conduct, including imposing an unlawfully long fixed-term agreement and unfair cancellation penalties, and accordingly referred the matter to the NCT for adjudication. When the



matter was still in its infancy stage within the Tribunal, the respondent offered to settle the matter and pay a refund of **R24 000.00** to the consumer.

4.5.8. In total, administrative fines to the value of **R2 850 000.00** 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) On 3 December 2025, the Gauteng Division of the High Court of South Africa granted a third forfeiture order in favour of the National Prosecuting Authority in the Piggy Farm matter, which was investigated by the NCC and enforced through the Asset Forfeiture Unit. The order relates to properties and bank accounts found to have been used or acquired with proceeds from the investment scheme. A total of four properties, valued at over **R9 million** and purchased through layered bank accounts, were declared forfeited to the State.
- c) The NCC investigated the following seven (7) schemes involved in predicate offences as indicated below:

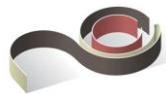
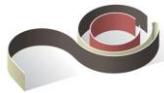
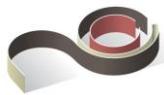


Table 9: Investigations into Scams and Ponzi Schemes

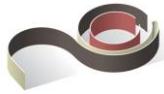
No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
1	THE GRAND TRADING (PTY) LTD	21/07/2025	14/10/2025 (Matter finalised and referred to Asset Forfeiture Unit for enforcement)	<p>The scheme, it is a trading entity which operates in Forex, Indices, Commodities, Cryptocurrencies, and Stocks to receive a guaranteed substantial return on investment. They offer referral bonuses to existing investors for each new member they recruit successfully.</p> <p>The Friend Referral Bonus allows current investors to recommend friends to The Grand Trade /TradeFT. This is intended for existing participants to receive significant rewards upon joining their VIP program, making it easier for them to expand their network.</p> <p>The scheme is registered with the name The Grand Trading (Pty) Ltd on the website, but the domain is that of TradeFT. The domain TradeFT.com is owned and operated by The Grand Trading (PTY) Ltd.</p>



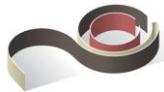
No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
				<p>The payments made by investors through the wallet app were left compromised resulting in a loss of income. This happened as the markets fell at night.</p>
2	CAPITAL40	25/09/2025	11/12/2025 Matter finalised and referred to Asset Forfeiture Unit for enforcement)	<p>The schemes have been identified as Ponzi scheme, defrauding investors by promising unrealistic returns on investments and relying on new investor funds to sustain the operation.</p> <p>The scheme is operating as an artificial intelligence (AI) trading software entity. which offers unrealistic returns and recruitment bonuses. They offer guaranteed profits up to 15-25% .</p> <p>To lure investors, the scheme offers incentives such as gift prizes of motor vehicles, branded goods, technology, and money to entice investors into believing that if they participate with the scheme, they will also enjoy the benefits.</p>



No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
				<p>The scheme operating as a multiplication scheme offering consumers returns that are above the repo rate.</p>
3	RNI AQUACULTURE	25/09/2025	17/12/2025 Matter finalised and referred to Asset Forfeiture Unit for enforcement)	<p>The entity known as the RNI Aquaculture is conducting an investment scheme in terms of which members of the public are invited to invest in an opportunity by renting products like fish and abalone, promising unrealistic returns of up to 30% per month.</p> <p>To increase the revenue as partners, by adopting corresponding aquatic products. The investment funds contributed by investors to building aquaculture centres. The company that is created by partners will earn 50% of the profits, and 50% for the individual investors will earn 50%.</p> <p>The scheme offers daily and monthly earnings, profits, and career advancement for its partners</p>
4	PHAKAMO SERVICE/INTERNATIONAL	25/09/2025	17/12/2025 Matter finalised and referred to Asset	The scheme is conducting an investment scheme that in terms of which members of the public are invited to invest in buying renewable



No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
			Forfeiture Unit for enforcement)	<p>energy (Solar, Wind, Geothermal, Biomass, Waves) and receive guaranteed substantial return on investment.</p> <p>They offer returns of 35% which is above the repo rate.</p> <p>The scheme operates in buying shares in renewable energy (Solar, Wind, Geothermal, Biomass, Waves) and sell them when they have reached their worth.</p>
5	THE SWEET TREAT HUB	25/09/2025	Non-referral / Closed	<p>The schemes, primarily promoted under the guise of " The Sweet Treat Hub," have been identified as trading scheme, defrauding investors by promising unrealistic returns on investments and relying on new investor funds to sustain the operation.</p> <p>The scheme is operated via WhatsApp and communication is also shared through emails and texts.</p> <p>Matter was close as evidence offered was insufficient to support the allegations made</p>

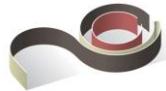


No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
				against the scheme; consequently, the request to close the matter was granted.
6	ATRAZENECA IMPERSONATOR	21/07/2025	Non-referral / Closed	The scheme was operating as an impersonator of the existing entity to defraud investors. Matter was close as evidence offered was insufficient to support the allegations made against the scheme; consequently, the request to close the matter was granted.
7	GLOBAL SHORE	25/09/2025	11/12/2025 Matter finalised and referred to Asset Forfeiture Unit for enforcement)	The entity is engaging in illicit investment scheme that in terms of which members of the public were invited by paying R2 4000 and receive guaranteed substantial return. The modus operandi employed by the scheme is to defraud investors by promising unrealistic returns on investments and relying on new investor funds to sustain the operation. The scheme solicited ambassadors and team leaders to recruit potential investors. They obtain a recruitment bonus for each recruited member.

4.7. High impact investigations initiated

4.7.1. Shein and Temu

- a) Investigations were initiated against two online platforms (E- Commerce). The proactive investigations relate to e-commerce suppliers' conduct observed during monitoring of the online consumer markets.
- b) Conduct / practices forming the scope of this investigation covers:
 - i. marketing of goods to consumers;
 - ii. terms and conditions underpinning related transactions; and
 - iii. provision of redress to consumers in case of aggrieved consumers.
- c) Particularly, the investigations are focussed on the following:
 - i. Pricing, promotional claims & advertising;
 - ii. Receipts /invoices, disclosure, returns & warranties;
 - iii. Product safety, labelling & quality;
 - iv. E-commerce controls, digital conduct & data handling;
 - v. Delivery, cross-border shipping, customs & logistics;
 - vi. Marketplace operation & third-party sellers; and
 - vii. Consumer support, redress & dispute resolution.

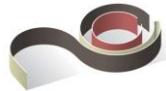


4.7.2. Massmart / Builders Warehouse / A Shak

- a) This investigation stems from alleged supplying of a Drain Cleaner, chemical solution which is unsafe. There is alleged death and extensive topical / skin and flesh injuries that arose from consumer's interaction of the chemical. The NCC neither received a Product Recall Notification nor reports of the death and injuries. There are preliminary indications of concealment or suppression of the incidents.
- b) The investigation seeks to establish if affected and potential consumers "Right to Safe, Good Quality Goods" was not violated, and whether prescribed, judicious product development protocols were complied with throughout the supply value chain.

4.7.3. Tracker (Pty) Ltd

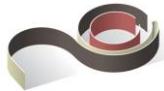
- a) The investigation focused on Terms and Conditions (Ts & Cs) of the supplier, primarily relating to cancellation. Supplier solicits consumers via direct marketing and specific Ts & Cs are inconsistent with the standards set out in the CPA. The end-result is contracts stacked against consumers, in violation of consumers' rights including:
 - i. Right to Choose;
 - ii. Rights to Fair and Responsible Marketing; and
 - iii. Right to fair, just and reasonable terms and conditions.



4.8. High impact investigations finalised.

4.8.1. Dolcelume (Pty) Ltd

- a) Allegations were made that the supplier defaced and altered product labels and trade descriptions, specifically by changing date markings. It was 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.
- b) Findings made on conclusion of the investigation confirmed that the supplier imported various foodstuffs usually consumed by vulnerable consumers such as children. These include popular biscuits brands and sweets. Supplier violated various CPA and FCDA (Foodstuffs, Cosmetics and Disinfectants Act by:
 - i. Defacing, altering and falsifying Date Markings of the above products, thus representing them as "yet to expire," when in fact the Date Markings had passed;
 - ii. Dishonestly marketing the said products to consumers, with the fictitious Date Markings (which is about quality, and safety of the products);
 - iii. Selling foodstuffs that had Labels and Trade Description in foreign language; and
 - iv. Handling and selling foodstuffs without a prescribed COA (Certificate of Acceptability).
- c) This matter will be referred to the National Consumer Tribunal for further enforcement.



4.9. Product Recalls administered

4.9.1. The NCC administered a total of 21 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

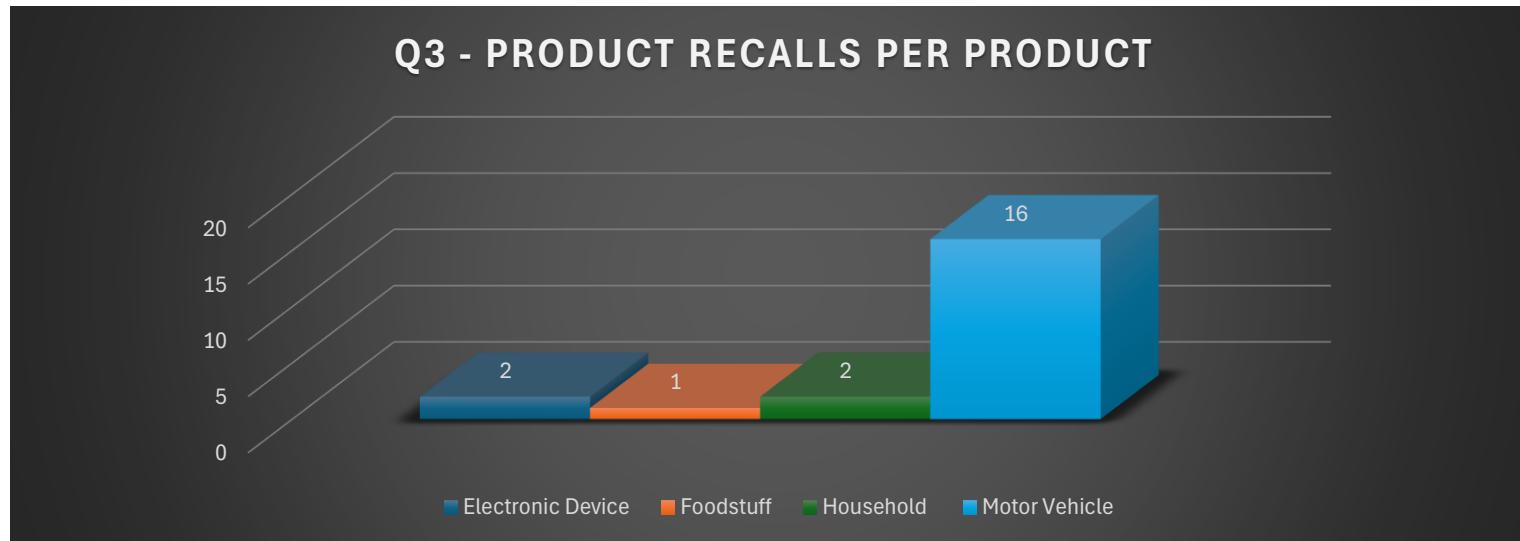
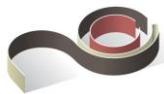
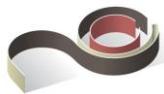


Table 10: Product recalls administered in the second quarter

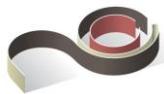
Item	Name of Supplier	Product	Defect	Hazards
1	BMW South Africa	BMW 3/4/5 Series, Z4 plus X3 and X4 Starter Motor	Product controls and customer complaints have shown that in the identified vehicles, water can enter the starter at certain points and cause corrosion, which may prevent the engine from starting.	This can lead to a short circuit and, subsequently, local overheating of the starter. In the worst case, this may result in a vehicle fire, which can occur even when the vehicle is parked.



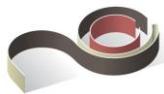
Item	Name of Supplier	Product	Defect	Hazards
2	Rust-Oleum South Africa	Cold Galvanising Spray	Preliminary investigations indicate that the affected batches may have a defective seam weld on the canister body. This appears to result from a manufacturing irregularity during the container production process at a third-party supplier. Under certain conditions, the compromised seam may fail to maintain the required internal pressure integrity, increasing the risk of an unexpected and uncontrolled discharge of the contents of the aerosol canister.	If the defective seam weld fails, the aerosol container may lose pressure integrity during normal use, causing an unexpected and forceful discharge of the product. In reported cases, this has resulted in the content being expelled uncontrollably, coating the user or surrounding circumstances. No significant injuries have been reported to date; however, the defect could present a minor physical risk – such as contact with eyes or skin – and may cause damage to nearby property or surfaces.
3	Stellantis South Africa	Peugeot – Landtrek (Electrical Wiring Harness) - MXB	The affected vehicles may face vehicle doorsill wiring harness wear due to an interference with the doorsill cover.	In a worst-case scenario, this can lead to unexpected airbag deployment without a car crash.
4	Nissan South Africa	Nissan Qashqai (J12) – Fuel Pipe	Nissan has identified that during engine operation there is potential for movement of the fuel pipe within its retaining clip within the engine bay. This movement can potentially lead to wear on the fuel pipe.	It is possible for the wear to generate a perforation condition on the fuel pipe resulting in a potential fuel leak.



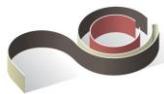
Item	Name of Supplier	Product	Defect	Hazards
5	BMW South Africa	BMW 1 and 2 Series plus X1 and X2 Seat Belt (Front/Rear)	It is possible that the front/rear left/right seat belt has not been manufactured correctly in the affected vehicles.	It is possible that the seat belt will not block in situations such as severe braking, turning or rollover of the vehicle, and therefore not hold the front/rear passengers in position. This can lead to an increased risk of injury.
6	Stellantis South Africa	Opel Astra Driver Airbag Inflator	The passenger airbag inflator may rupture during airbag deployment phase.	The rupturing of the airbag inflator may lead to metal fragment(s) detaching from the bursting inflator and these parts could fly in the direction of the driver / occupants in the vehicle, capable of causing serious injury or death or death in a worst-case scenario.
7	BMW South Africa	MINI U25 Seat Belt (Front/Rear)	It is possible that the seat belt has not been manufactured correctly in the affected vehicles.	It is possible that the seat belt will not block in situations such as severe braking, turning or rollover of the vehicle, and therefore not hold the passengers in position. This can lead to an increased risk of injury.
8	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	25S89 Certain 2015-2019 Model Year Ford Mustang Vehicles Rear-View Camera Inspection	In some of the affected vehicles, customers may experience a blank or distorted image on the center display screen when the vehicle is in reverse.	A blank or distorted rear view camera image increases the risk of an accident. If the image is lost for 10 seconds, a Diagnostic Trouble Code (DTC) is set, and the customer will receive a message that the rear-view camera is unavailable on the center display screen.



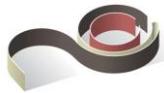
Item	Name of Supplier	Product	Defect	Hazards
9	Volvo Car South Africa	2025 Volvo EX90 vehicles Power operated tailgate (POT) unit (R10342)	Volvo Cars have identified that the POT spindle may separate during opening/closing of the tailgate.	Due to a crimp that is potentially missing between the nut and aluminium tube inside the POT. Without the crimping, the nut is not completely secured to not unscrew from the aluminium tube. This condition may cause an injury to the customer.
10	Lexus SA Motors Pty (Ltd)	Lexus UX300e Electric Heater Replacement (Campaign 25SD-026)	The subject vehicles are equipped with Heating, Ventilation, and Air Conditioning (HVAC) systems containing an electric heater. Due to insufficient heater durability, there is a possibility that the electric heater could fail when exposed to stress over time, causing heater operation to become inoperative. When the vehicles are operated in certain low temperatures, the heater and defrosting performance may reduce.	Reduced defrosting performance may not remove frost, ice, and/or fog from the windshield glass. This can reduce driver visibility and increase the risk of an accident in certain driving conditions. In addition, the defroster performance may not conform to applicable requirements of local regulations in certain countries.
11	Jaguar Land Rover Limited	Discovery Sport, Range Rover, Range Rover Evoque and Range Rover Sport	A concern has been identified about a number of vehicles where it is possible that moisture has entered the Gear Shift Module (GSM) during assembly process. Under certain conditions there is a risk that this moisture could result	Non-illumination of the LED gear indicator adjacent to the shifter would not conform to regulated requirements for automatic transmission control position indicator illumination.



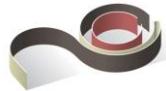
Item	Name of Supplier	Product	Defect	Hazards
			in non-illumination of the Light Emitting Diode (LED) indicating the selected gear.	
12	Lexus SA Motors Pty (Ltd)	Lexus RZ450e EX & RZ450e SE & RZ450e SE CVT	The subject vehicles are equipped with Heating, Ventilation, and Air Conditioning (HVAC) systems that, among other things, control the windshield defroster function. Due to the programming of the HVAC control ECU software, under certain conditions, such as a specific failure mode of the electrical compressor, the HVAC system will enter a failsafe mode that suspends the heater operation of the system and affects defroster function.	In some cases, when the vehicle is operated in extremely low temperatures, the defrosting performance reduces and may not remove frost, ice and/or fog from the windshield glass. This can reduce driver visibility and increase the risk of a crash in certain driving conditions.
13	Belkin Limited	BoostCharge USB-C PD Power Bank 20K	Due to a manufacturing defect, in some circumstances, the portable wireless battery charger's lithium-ion cell component may overheat, which could pose a fire hazard to consumers.	Fire hazard.
14	Belkin Limited	Auto-Tracking Stand Pro with DockKit (Portable Wireless Charging Stand)	Due to a manufacturing defect, in some circumstances, the portable wireless charging stand's lithium-ion cell	Fire Hazard.



Item	Name of Supplier	Product	Defect	Hazards
			component may overheat, which could pose a fire hazard to consumers.	
15	Isuzu Motors South Africa (Pty) Ltd	Isuzu RT66 Intermittent airbag warning light (Field Action 25FSL0076)	An intermittent airbag warning light may be triggered due to a poor electrical connection between the Supplemental Restraint System (SRS) circuits and the clock spring.	In the event of an accident, there is a risk that the airbag may not deploy.
16	Ducati South Africa, a Division of Volkswagen of South Africa (Pty) Limited	Rear wheel shaft and bearing – Ducati Panigale V4 Model Year 2018 - 2024 & Ducati Streetfighter V4 Model Year 2020 - 2025	The rear wheel shaft may lose its structural integrity.	In extreme cases, a crack may form which could lead to the rear wheel shaft's complete failure.
17	Unilever South Africa (Pty) Ltd (Trade Level Recall)	Domestos Lemon and Summer Fresh 750ml variants (Multiple bleach cleaner)	Leakage at the bottom of select bottles due to a pinhole defect associated with a single cavity of one bottle mould.	All hazards associated with Domestos Lemon and Summer Fresh 750ml variants are clearly and comprehensively conveyed on the back-of-pack label in both English and French, as required by applicable regulatory standards.
18	RCL Foods	Various Brands of Dry Pet Food (Dog and Cat)	Final product contained levels exceeding 1000 ppb (1ppm). The presence of DON in these products originated from raw materials (Maize) used during production	Elevated levels of Deoxynivalenol (DON) which is a naturally occurring mycotoxin



Item	Name of Supplier	Product	Defect	Hazards
19	Stellantis South Africa (27B)	Jeep Wrangler Airbag Clock spring	The affected vehicles may have been built with a steering column clock spring that may ingest dust if the vehicle is subjected to dusty environments.	Dust inside the clock spring could compromise airbag circuit(s), cause illumination of the airbag warning light and/or a non-deployment of the driver airbag during a crash.
20	Kia South Africa	SL Sportage) (XM Sorento) (TF Optima) (TD Cerato) (AM Soul) (KM Sportage)	ABS Fuse replacement	Malfunction of the ABS system which could result in an increase of the stopping distance to standstill and/or engine bay damage.
21	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	25SC8- Certain 2019 to 2025 Model Year Ford Ranger fitted with Ford Licensed Accessory (FLA) - ARB Solis Lights. Interim Repair – Solis Lights System Deactivation.	ARB Corporation Limited ("ARB") a supplier of Solis Lights sold as a Ford Licensed Accessory, has launched a Product Safety Recall on their Solis lights' wiring loom. ARB has identified a high resistance short between positive and negative in their wiring connector terminal pins caused by the presence of moisture and associated corrosive damage to the pins.	This may result in excessive heat damage to internal terminals of the Solis wiring connector and a prolonged high resistance short can create excessive heat leading to potential vehicle fire. As the circuit is powered at all times, fires may occur when the vehicle is attended or unattended and parked, creating the risk of fires spreading to adjacent property or structures.



4.10. Consumer and Business Education

4.10.1. Consumer Education

- a) Successful consumer education and awareness outreach programmes were conducted across all **nine (9)** provinces, ensuring the delivery of consistent consumer protection messaging to diverse audiences nationwide. Targeted education and awareness efforts prioritised vulnerable groups, including people living with disabilities, individuals with low literacy levels, youth, women, children, and communities in remote rural areas.
- b) During December, a joint initiative was undertaken with Mpumalanga Consumer Affairs to launch the Mpumalanga Festive Season Campaign under the themes “Spend Wisely, Live Securely” and “Your Money, Your Future.” The campaign focused on promoting responsible consumer behaviour during the festive period.
- c) A total of **five (5)** consumer education initiatives were implemented during the reporting period - **three (3)** in Mpumalanga and **two (2)** in the Western Cape. All initiatives were executed as joint programmes in collaboration with relevant regulatory bodies.
- d) During the third quarter, a total of **nineteen (19)** consumer education and awareness initiatives were implemented through a combination of NCC self-initiated programmes and collaborative initiatives. The activities addressed key thematic areas informed by the Consumer Protection Act, with additional focus on raising consumer awareness around potential festive season scams.
- e) The table below provides a breakdown of the total initiatives conducted in the third quarter.

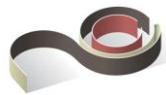
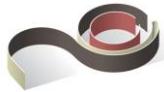


Table 11: Consumer education initiatives undertaken.

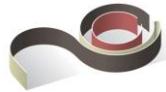
No.	Dates	Type of Events	Province	District	Topic Shared	No. of Sessions
1.	07 & 08; 28 - 31 October 2025	Consumer educations and awareness initiated by the NCC.	Limpopo	Capricorn District	The Role of the National Consumer Commission in Relation to the Circular on the Procurement of School Uniform and Related Learning-Related Goods and Services	6
2.	24 & 25 November 2025		Free State	Thabo Mofutsanyana District Municipality	Navigating Online Shopping with Confidence	1
2.	17 October 2025	Joint initiatives conducted in collaboration with regulatory bodies.	Gauteng	City of Tshwane Municipality	Educate and empower consumers by raising awareness about the role and existence of Ombud Schemes in South Africa.	3
3.	22 – 24 October 2025		Gauteng	City of Tshwane Municipality	Sustainable Consumption and the Consumer Protection Act (CPA) 68 of 2008.	3
4.			Northwest	Bojanala Platinum District Municipality	Navigating the Consumer Protection Act 68 of 2008.	2
5.	11 – 12 November 2025		Free State	Thabo Mofutsanyana District Municipality	Navigating Online Shopping with Confidence	2



No.	Dates	Type of Events	Province	District	Topic Shared	No. of Sessions
6.	03 & 04 December 2025		Mpumalanga	Ehlanzeni District Municipality	The Importance of the "Spend Wisely Campaign."	3
7.	18 & 19 December 2025		Western Cape	Cape Town Metropolitan	"Season of Smart Choices"	2

4.10.2. Business Education

- a) The NCC conducted targeted workshops at the East London Industrial Development Zone – Science and Technology Park (ELIDZ-STP) as part of its collaborative partnership initiatives. These engagements formed part of the Eastern Cape Innovation and Entrepreneurship Week, hosted at the ELIDZ-STP from 24 to 28 November 2025. The ELIDZ-STP is a premier Industrial Development Zone housing several industrial parks and hubs. The NCC specifically engaged with the Automotive Industrial Hub and the Science and Technology Park. On 25 and 26 November 2025, respectively, the NCC delivered comprehensive presentations to both sectors, providing an overview of the Consumer Protection Act (CPA) and the Commission's mandate.
- b) The Automotive Sector workshop was attended by 12 businesses and focused on key consumer rights, including safety and quality of goods, the implied warranty of quality, disclosure and information, quotes and authorisation, the return of parts, fair and honest dealing, and dispute resolution mechanisms.
- c) The Renewable Energy Sector workshop was attended by 72 businesses and covered key consumer rights, including the right to information in plain language, the right to choose, quality service and safe goods, fair and honest dealing, as well as consumer actionable steps.



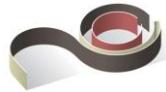
d) In addition to the ELIDZ-STP engagements, the NCC conducted a further 12 workshops targeting SMMEs. The high volume of engagement was largely attributed to the strategic alignment with Entrepreneurship Week.

e) These outreach initiatives were designed to empower SMMEs by addressing key compliance gaps, including:

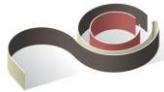
- i. **Product Standards:** Non-compliance with mandatory product labelling requirements;
- ii. **Dispute Resolution:** Ineffective handling of consumer disputes and limited awareness of available resolution channels (NCC, CGSO, and relevant Ombuds);
- iii. **Legal Literacy:** Insufficient understanding of the CPA and basic business compliance obligations;
- iv. **Operational Policy:** Uncertainty regarding mandatory return, refund, and exchange policies; and
- v. **Administrative Diligence:** Poor record-keeping practices undermining regulatory compliance.

f) **Strategic Regional Collaborations:** The NCC participated in a series of workshops and exhibitions in partnership with the Department of Trade, Industry and Competition (**the dtic**), the Mpumalanga Economic Regulator (MER), and the Bushbuckridge Local Municipality. These sessions served as a vital platform to educate SMMEs on their legal obligations under the CPA and the importance of maintaining fair and transparent business practices.

g) **Joint Regulatory Campaigns:** To bolster consumer safety during high-traffic periods (festive season), the NCC joined the Consumer Goods and Services Ombud (CGSO) and other key stakeholders including, amongst others, the National Financial Ombud Scheme (NFO), Motor Industry Ombud South Africa (MIOSA), National Credit Regulator (NCR), National Energy Regulator of South Africa (NERSA), and the Pensions Funds Adjudicator (PFA) for a festive season awareness campaign across Gauteng province. This collaborative approach strengthened alignment between consumer protection and financial compliance regulatory institutions, ensuring a unified front in promoting responsible business conduct.



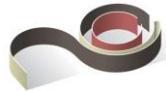
- h) **Local Economic Development and Forums:** The NCC contributed to the National Local Economic Development (NLED) Forum alongside the Department of Cooperative Governance and Traditional Affairs (COGTA), South African Local Government Association (SALGA), and the South African Bureau of Standards (SABS). These dialogues facilitated the integration of consumer protection principles into local business support programs.
- i) **Entrepreneurship and Community Engagement:** The NCC maintained a strong presence at high-profile entrepreneurship events and initiatives, including:
 - i. **Global Entrepreneurship Week:** Collaborating with the Bakwena-Ba-Mogopa Community Development Foundation and the North-West Development Corporation (NWDC), the NCC provided CPA guidance alongside South African Revenue Services (SARS), National Youth Development Agency (NYDA), and various financial institutions.
 - ii. **Alex G20 Mini Summit:** Hosted by the Alex-Sankopano Community Centre, the NCC participated in panel discussions focusing on consumer education and business empowerment.
 - iii. **Eastern Cape Innovation and Entrepreneurship Week:** The NCC engaged with SMMEs and the industrial parks sector to clarify sector-specific obligations and compliance requirements.
 - iv. **Industrial Growth and Special Economic Zones:** At the DEVAC Special Economic Zones (SEZs) and Industrial Development Zones (IDZs) Summit, the NCC joined industry leaders to discuss enhancing Africa's economic competitiveness. The two-day strategic forum enabled the NCC to explore new collaborative ventures and align its consumer protection objectives with key stakeholders in the industrial development sector.



4.11. Stakeholder engagements

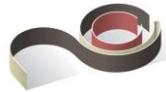
4.11.1. Partnerships and collaborations

- a) The National Consumer Commission (NCC) advanced its stakeholder management engagement and advocacy initiatives through a combination of strategic partnerships, regulatory cooperation, and public awareness activities. Quarter three (3) reflected strong progress in strengthening institutional coordination and partnerships with internal and external stakeholders as well as national and global stakeholders.
- b) In October, a Back-to-School Campaign was implemented across all five districts of Limpopo. The campaign focused on Section 13 of the Consumer Protection Act, which addresses consumer choice. Key activities included consumer education workshops aimed at empowering consumers with knowledge of their rights, as well as inspections to promote fair business practices. In addition, the campaign targeted compliance by school uniform suppliers, with particular emphasis on addressing recurring complaints related to exclusivity arrangements.
- c) Internal stakeholder initiatives were implemented to promote employee wellbeing, inclusivity, and organisational cohesion. In November, the NCC hosted a men's event in support of the Movember Campaign, a global initiative dedicated to raising awareness around men's health issues, including prostate cancer, testicular cancer, mental health, and suicide prevention. The initiative created an opportunity to spotlight men's health within the workplace, promote preventive healthcare, and encourage open dialogue. It also aimed to cultivate a culture of empathy, understanding, and mutual support among employees, reinforcing the NCC's commitment to holistic employee wellness.
- d) The Consumer Protection Forum (CPF) serves as a collaborative platform that brings together government departments, regulatory authorities, industry representatives, and consumer advocacy bodies to address consumer-related issues. Its primary purpose is to promote consumer rights, enhance consumer awareness, and strengthen coordination among stakeholders responsible for consumer



protection. Through regular engagement, the forum facilitates the sharing of information on emerging consumer risks, unfair business practices, and regulatory developments. It also supports the implementation of consumer education initiatives, promotes compliance with consumer protection legislation, and contributes to the development of responsive interventions that safeguard consumers, particularly vulnerable groups. Quarter three (3) CPF meeting was held on 26-27 November 2025, at Limpopo.

- e) The Mpumalanga Department of Economic Development and Tourism (DEDT), in partnership with the NCC jointly launched the 2025 Festive Campaign on 3 December 2025, at White River, Mpumalanga. The campaign aimed at promoting consumer education and awareness during the festive season, a period characterized by increased consumer spending and heightened exposure to unfair business practices. Its primary focus is to encourage consumers to spend wisely and borrow responsibly, thereby reducing financial vulnerability and enhancing consumer protection. The 2025 Festive Campaign represented a joint collaborative effort by DEDT and the NCC to strengthen consumer awareness and protection during the festive season, reinforcing responsible spending practices and safeguarding consumers against unfair trade practices.
- f) The NCC participated in the 16th United Nations Conference on Trade and Development (UNCTAD16), held from 20 to 23 October 2025 at the Palais des Nations in Geneva. Under the theme “Shaping the Future: Driving Economic Transformation for Equitable, Inclusive and Sustainable Development,” the Conference reaffirmed the global commitment to multilateralism and placed development firmly at the centre of international economic discussions.
- g) The NCC, the National Regulator for Compulsory Specifications (NRCS), and the South African Bureau of Standards (SABS) jointly hosted a delegation from the China Automotive Standardization Research Institute (CASRI) and the China Automotive Technology and Research Centre (CATARC) on 11 December 2025 as part of a study tour. The engagement focused on information sharing regarding compliance with applicable South African standards, compulsory specifications, and product quality requirements governing the automotive industry, as regulated by the three (3) institutions. The primary objective of CASRI and CATARC was to gain a comprehensive understanding of



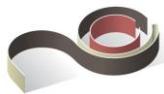
South Africa's regulatory framework in order to strengthen compliance by Chinese automotive manufacturers, particularly prior to vehicles entering the South African market.

5. PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

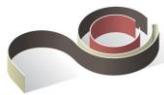
Table 12 below shows the progress made against current quarterly milestones.

Table 12: Progress towards achievement of the APP targets.

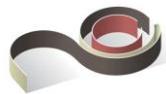
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
1.	Enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	Achieved 100% (51 out of 51) 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	Finalize CTFL matters within 40 business days.	Finalize CTFL matters within 40 business days.	Achieved 32 out of 32 CTFL matters were finalised within 40 business days.	None	None	None



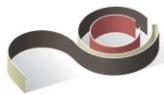
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
	CTFL is released to market.						
3	Percentage of preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	Achieved 70% (7 out 10) of preferential procurement from SMME's in designated groups.	None	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.	Achieved 2 business education initiatives targeted at companies in industrial parks conducted.	None	None	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 27 interns in place



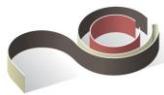
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
6	Time taken to finalize the investigations into Ponzi Schemes, AI and Fake reviews on digital platforms for goods and services, 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 Q3 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 during Quarter 3.	The complaints were 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



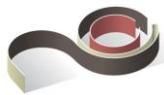
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
9	Percentage of direct marketers registered on the opt-out register.	25% of direct marketers registered on the opt-out system (measured from 1 January 2026).	N/A	N/A	None	None	There was no Quarter 3 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 32% (457 out of 1431) of complaints in priority areas (excluding CTFL at ports of entry and scams) finalised. Bf 706 New 725 Total 1 431 Less 457 Total 974	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 piecemeal, the NCC is engaging	None



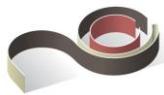
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
						such suppliers targeting permanent resolution of the root causes.	
11	Time taken to administer and issue communication on 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 21 out of 21 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 No energy related complaints have been finalised during quarter three. All Energy-related investigations are still within a period of six months.	None	None	None



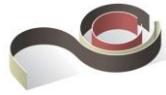
Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
13	Number of consumer education and awareness programs conducted	16 consumer education and awareness initiatives targeted at consumer conducted.	4 consumer education and awareness initiatives targeted at consumer conducted.	Target Exceeded 8 Consumer Education and Awareness initiatives were conducted and accounted for as self-initiated initiatives.	Enhanced opportunities generated by the Black Friday campaign in the Free State,	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 5 business education and awareness initiatives targeted at SMMEs, and informal business conducted	The outreach programmes were extended through SMME-led initiatives held nationwide in celebration of Global Entrepreneurship Week and the G20 summit.	None	None
15	Advocacy interventions in municipalities.	Number of advocacy interventions in municipalities for industrial	3 advocacy interventions in municipalities.	Target Exceeded 7 advocacy interventions in municipalities.	Additional outreach opportunities came through participation in	None	None



Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
		development and SMME support.			SMME-led initiatives held nationwide in celebration of Global Entrepreneurship Week and the G20 summit.		
16	Number of joint collaborative initiatives.	6 joint initiatives conducted in collaboration with regulatory bodies.	2 joint initiatives conducted in collaboration with regulatory bodies.	Target Exceeded 24 joint initiatives conducted in collaboration with regulatory bodies	The variance reflects opportunities generated by the Black Friday, Festive Season and Spend Wisely campaigns implemented during the period.	None	None



Output Indicator		Target for 2025/26 as per APP	Quarter three Target as per APP	Quarter three Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter three
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 86% (6 out of 7) judgments were granted in favour of the NCC by the National Consumer Tribunal and the High Court	The NCC won more cases before the National Consumer Tribunal and the High Court	None	None
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 98.49% availability of complaints handling e-Service System and Website	None	None	None
19	Number of days taken to pay suppliers.	Pay service providers within 20 business days.	Pay service providers within 20 business days.	Achieved (432 out of 432) invoices to suppliers were processed within an average of 7.68 days	None	None	None
20	A functional mobile unit	A functional mobile unit	N/A	N/A	None	None	None

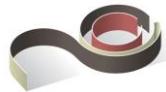


SECTION C RISK MANAGEMENT

QUARTER THREE

2025-2026

NATIONAL CONSUMER COMMISSION



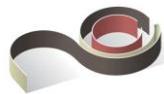
6. AUDIT AND RISK MANAGEMENT

6.1. Progress on the implementation of risk mitigation plans

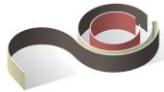
Table 13 below shows the progress made on risk register.

Table 13: Risk Register actions.

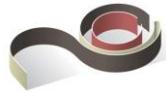
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 1	Limited inspection capacity.	Filling of some vacant positions on the structure.	DH:CID & CFO	Quarter 2	Implemented The investigation positions have been filled effective from 1 October 2025.	High
		Procurement of vehicles through the transversal contract.	DH:CID & CFO	Quarter 3	Implemented The vehicles have been procured.	
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 Necessary arrangements and logistical preparations to secure the full attendance of all inspectors at the training session are actively being implemented.	Medium



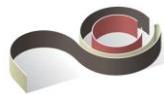
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Conduct awareness campaigns for consumers on scams.	DH: ELS/DH EA	Quarter 4	Not yet implemented Preparations are underway, in partnership with the Stakeholder Management Division, to educate consumers on scams.	
STR 3	Lack of consumer awareness on their legal rights and protections under CPA which can lead to underreporting of complaints.	Self-initiated workshops	DH: EA	Quarterly	Implemented 10 self-initiated workshops were conducted, attended by consumers and businesses, respectively	Low
		Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach.	DH: EA	Quarterly	Implemented 8 product recall messages were distributed via electronic, print, radio, and social media.	
	Businesses may fail to fully understand or adhere to legislative and regulatory requirements of CPA, either due to negligence, lack of	Collaboration and partnerships with relevant external stakeholders	DH: EA	Quarterly	Implemented 15 joint initiatives were conducted in collaboration with regulatory bodies such as the North-West Consumer Affairs Office, Goods and Services Ombud (CGSO), the Motor Industry Ombudsman of South	



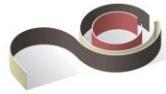
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
	knowledge, or deliberate non-compliance.				Africa (MIOSA), National Financial Ombudsman (NFO), and Financial Advisory and Intermediary Services Ombud (FAIS).	
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.	High
		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	



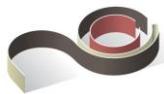
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					been updated to ensure vendor neutrality.	
		Perform network penetration testing to identify weaknesses in controls.	CIO	Quarter 4	Not yet Implemented 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 Q4.	
		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 protection and 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 and reviewed in Q4.	



No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
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 DTIC has provided additional funding of R2m to buffer the budget. The cash constraints remain.	Maximum
		Partnerships with other government or/and private institution.	CFO	Quarterly	Implemented Currently there is partnership with SETAs, and more partnership opportunities will be considered throughout the year.	
		Quarterly monitor and reprioritize available budget.	CFO	Quarterly	Implemented Budget revision was conducted and funds are continuously reprioritised to ensure optimum utilisation of available resources.	
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 The budget is being monitored on quarterly basis and resources are being utilised efficiently and effective to achieve the strategic objective. The Engagement with	High



No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Develop Organisational redesign Framework.	Commissioner/CFO	Quarterly (2025-2030)	<p>key stakeholders will be conducted in quarter 4.</p> <p>Not yet implemented</p> <p>The organisational needs in terms of human resources is being reviewed and discussed in management meeting and that will assist in the development of the framework.</p>	

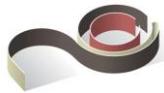


6.2. Progress on the implementation of audit findings

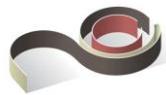
Table 14 below shows the progress made on the implementation of internal audit findings.

Table 14: Internal Audit Matrix

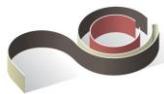
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
1.	Audit Findings Delayed Resolution and Documentation Deficiency of Standard Operating Procedure (Sop) 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	Quarter 1 of 2024/25	In progress	SOPs for performance information will be reviewed by the end of quarter 4 of 2025/26.	Company Secretary	There is a change of processes and activities in terms of performance management that is taking place at NCC and as such various SOPs, TOR's and Committees are being reviewed. All SOPs will be updated in Q4 of 2025/26,		Open	



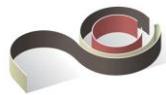
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	reviewed and approved in March 2024, the final SOP was sent to internal auditors only on June 19, 2024, 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 (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.							



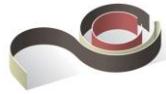
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
2.	Audit Findings Cleartext Protocols - Use of Cleartext Protocols Exposing Sensitive Data to Interception.			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 available but requires implementation. The implementation will proceed after Change Advisory Board (CAB) approval.	CIO	Disabled cleartext protocols and enforce encrypted alternatives like HTTPS, SFTP, and SSH. Implement TLS for secure data transmission and configure all endpoints to support encryption. Lead developer departure impacted the progress.	Open



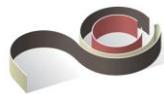
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		thorough review of network traffic to identify and eliminate any remaining instances of cleartext transmission. Additionally, train staff to recognize and avoid using insecure protocols and ensure compliance with security policies. Regularly monitor and audit network traffic to verify adherence to these standards.						ICT still have to appoint a service provider. ICT still have to appoint a service provider.	
3.	Audit Findings Incomplete details maintained in the stakeholder database	Audit Finding Description During our audit review, it was identified that incomplete information is maintained in the stakeholder database. Information such as e-mails, contact numbers, were not included.	Auditors Recommendation Management should review and update the stakeholder database as and when there are changes.	31-Oct-25	27 October 2025	The stakeholder database will be reviewed and updated.	Divisional Head Education and Advocacy	The database was updated. Stakeholder database is a living document and will be updated as and when necessary	Closed



No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
4.	Audit Findings Audience analysis and feedback review not conducted. Audit Finding Description During our audit review, we selected a sample of 5 consumer education workshops/exhibitions and noted that the audience analysis and feedback reviews were not conducted using the feedback evaluation forms for the below consumer education workshops or /exhibitions: Johannesburg Metropolitan, Cape Town Metropolitan, Sara Baartman District Municipality, Ugu District Municipality, Ugu District Municipality Auditors Recommendation Management should ensure that engagement feedback evaluation forms are duly completed per workshop/exhibition, and the audience analysis and feedback reports are prepared.	31-Oct-25	In progress	Engagement feedback evaluation forms are completed	Divisional Education and Advocacy Head	The evaluation forms were developed. Feedback evaluation forms will be analysed in Quarter 1 of the new financial year to provide a retrospective analysis of 2025/26 impact assessment			Open



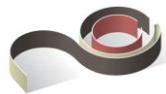
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
5.	Audit Findings Consumer education engagements are not effectively co-ordinated between the education and advocacy division and the enforcement and investigation divisions.	Audit Finding Description During our audit review, we selected a sample of 5 consumer education workshops/exhibitions and noted that the below consumer education workshops/exhibitions were not effectively co-ordinated between the education and advocacy division and the enforcement and investigation division: Johannesburg Metropolitan, Cape Town Metropolitan, Sara Baartman District Municipality, Ugu District Municipality, Ugu District Municipality.	Auditors Recommendation Management should ensure that the education and advocacy division and the	30-Nov-25	In progress	A projects implementation plan will be developed and implemented.	Manager: Consumer Education	Joint activity plan for Quarter 4 was developed. Due to already planned separate activities by both divisions in Quarter 3, the joint implementation plan will be implemented in Quarter 4	Open



No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		enforcement and investigation division improve their projects implementation plan.							
6.	Audit finding Variances noted between the annual performance plan annual target and the annual performance plan quarterly targets.	Audit Finding Description During our audit review, the below variances were noted between the annual performance plan annual target on page 62 of the approved annual performance plan and the annual performance plan quarterly targets.	Auditors Recommendation Management should ensure that the annual performance plan is adequately reviewed to ensure that annual targets are aligned to the quarterly targets.	1-Apr-26	14 Nov 2025	The annual target in the annual performance plan will be aligned to the quarterly targets.	Divisional Head: Education and Advocacy / Company Secretary	Finding has been resolved. The dtic opened a window to submit revisions to the APP for 2025/26 financial year. The NCC revised the APP to correct the misalignment and made a submission to the dtic.	Closed
7.	Audit finding Invalid achievements reported in the Quarterly Report.			Quarterly	Quarterly	Management will ensure that the quarterly reports are	HOD: Complaints and Investigations	An accurate quarterly report was submitted	Closed



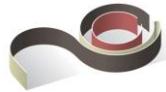
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	Audit Finding Description During our audit review, it was identified that the below achievement was reported in the incorrect period.					assessed for validity and accuracy. Valid supporting evidence will be maintained to validate the reported achievements.		with supporting evidence.	



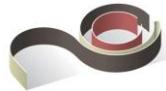
6.3. Progress on the implementation of External Audit Findings

Table 15: Progress made on the implementation of external audit findings.

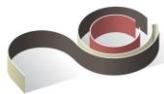
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
1.	Audit Finding IT Access Management.	Audit Finding Description A list of new users created on the financial application 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		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 admin account. The system admin account should not be deleted as per	Open



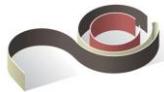
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				



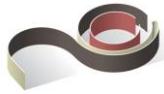
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				



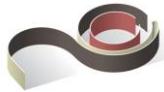
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			<p>Auditors' Recommendation</p> <p>Recommended that management should provide information requested for audit purposes 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> <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>						



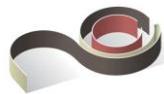
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		NCC should ensure that the SAGE environment has the ability to capture and maintain access and activity logs. The Log files should be protected from tampering, proactively analysed on a regular basis, and retained for a minimum of 12 months. The User Access Management Procedure should be updated and aligned with the IT Security Policy regarding the frequency of user access reviews.							
2.	Audit Finding IT Program Change Management – (Sage 300 (Finance), Sage VIP, and Active Directory).	Audit Finding Description 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	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	Revised ICT Change Advisory Board TORs were approved on 20-09-2024. Members of the ICT Change Advisory Board were appointed. The ICT Change Advisory Board remains active.		Closed



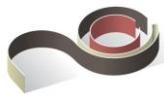
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			production environment, and the migration of data during new system implementations. The adopted ICT Help desk solution does not classify changes into 'Emergency, Standard & Pre-approved' as required by the ICT Change Management policy. 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: <ul style="list-style-type: none">• Guidelines for data conversion activities, including balancing and reconciliation.• The role of management in approving and monitoring the conversion process."						



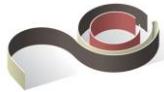
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			<p>Auditors' Recommendation</p> <p>Management should develop and implement an ICT Change Management Standard Operating 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.</p> <p>Management should develop a Data Conversion Policy and a Standard Operating procedure. The Data Conversion Policy and SOP should include:</p> <ul style="list-style-type: none">• Guidelines for data conversion activities, including balancing and reconciliation.• The role of management in approving and monitoring the conversion process.						



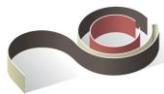
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
3.	Audit Finding IT Service Continuity Management	Audit Finding Description A documented and approved Disaster Recovery 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 minimum elements could not be determined by reviewing the DRP: -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)." Furthermore, it was determined through enquiry that DRP testing was not conducted during the period under review.	Auditors' Recommendation Recommended that a BIA should be performed, and the results used to inform the	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. The BIA will inform the type of DR services that ICT should look for."	CIO	The procurement process for the new colocation and Disaster Recovery (DR) as a Service provider has been finalized. The 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.	Open



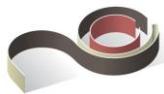
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
4.	Audit Finding The events after the reporting period not disclosed.	Audit Finding Description There is a court judgement 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.		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	CFO	Not yet due	Open



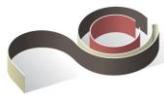
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			Auditors' Recommendation Management should implement appropriate means to review the financial statements for events after the reporting date on pending events and/or conditions that occur between the reporting date and the date when the financial statements are 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.			the finalisation internal and external stakeholders will be engaged to identify matters that will have financial implications for NCC			



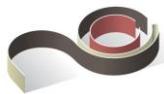
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
5.	Audit Finding The balance of contingencies on the financial statements does not agree with the balance in the attorneys' external confirmations.	Audit Finding Description 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	Auditors' Recommendation 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 contingent liabilities is supported and evidenced by reliable information to comply with the	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



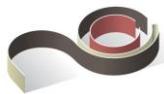
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		requirements of the applicable Standards of GRAP prior to approval and submission to the external auditors. The internal 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	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	CFO	Continuous Implementation, creditors reconciliation is performed per supplier when processing payments as well as the end of each quarter.	Open		



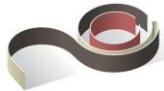
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			agree with the balance of R411 671,25 on the Supplier statement received from SABC as at 31 March 2025. Auditors' 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.			amounts excluding discounts.			
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		31-Jul-25	In Progress	Management will continue to prepare interim financial statements and enhance the review process	CFO	Not yet due	Open



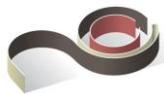
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			<p>payable included in the trade payables with respective balance included and further disclosed that NCC occupies the premises of the SABS through the rental agreement and receives ICT related services and telephone 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.</p> <p>Auditors' Recommendation</p> <p>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</p>			going forward. SABS will be included as one of the entities under common control of dtic in the current AFS. The balances and transactions will however not be included in the disclosure.			



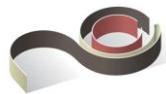
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
8.	Audit Finding Winning bidder's Original Equipment Manufacturer (OEM) reseller accreditation letter/certificate has no expiry date .	Audit Finding Description Management could provide no evidence to confirm that the certificate was validated during the bid evaluation and adjudication process prior to the awarding of this tender.	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.	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 procurement stage to confirm validity and if there are issues, the certificate is deemed invalid the bidder is	CFO	Continuous Implementation	Open



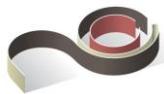
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
						disqualified or will lose points.			
9.	Audit Finding Winning bidder submitted expired certificate to tender.	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. Based on management's response, the finding will only be reported in the management report as an internal control	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	CFO	Continuous implementation	Open



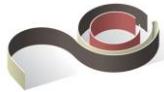
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			deficiency, for management to improve their tender evaluations and adjudication processes to avoid a repeat finding in the future.			the bidder is 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.		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 and 3.	Closed	



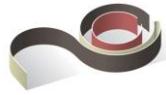
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		Audit Finding Description An instance where a member of the audit and risk committee was identified as a director of a private company that does business with a state institution other than the National Consumer Commission. No 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.	1 September 2025	In Progress	Management will consider the possibility of having an official outside of the SCM unit to	CFO	The SCM team is ensuring that officials from outside SCM are invited during the opening of the bids to ensure transparency	Open		



No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
						participate in the closing of the bid to improve on the credibility of bid closure process			
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	1 August 2025	Continuous	The specification committee will ensure the specifications are drafted in a manner that is easy to evaluate,	Specification committee, SM Manager and CFO	Continuous implementation	Open	



No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
			compiled and defined in a clear, unbiased manner that allows fair competition. Auditors' 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.			and requirements are clear not ambiguous.			



SECTION D FINANCIAL REPORT

**QUARTER THREE
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 R73,360,000 as per the allocation letter. R71,360,000 has been received, while the remainder of the amount of R2,000,000 is expected to be received in January 2026.
- 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 December 2025 interest income amounting to R2,214,432 has been earned.
- c) Table 15 below provides a summary of movements in revenue for the financial year against the budget.

Table 16: Summary of revenue movements for the current year

Description of item	Annual Budget	Adjustment	Revised Budget	Year to date budget	Year to date actual	Variance
Government grants	71,360,000	2,000,000	73,360,000	71,360,000	71,360,000	2,000,000
Interest income	4,856,048	- 1,500,000	3,356,048	2,517,036	2,214,432	1,141,616
Accumulated Surpluses	0	7,265,272	7,265,272	7,265,272	7,265,272	-
Total	76,216,048	7,765,272	83,981,320	81,142,308	80,839,704	3,141,616



7.2. Expenditure against the budget per economic classification

Table 17: Summary of expenditure against the budget per economic classification.

Description of item	Annual Budget	Adjustment	Revised Budget	YTD Budget	YTD Actual expenditure	YTD Variance	2025-2026 Remaining Budget
Compensation of employees	53,546,801	-	53,546,801	40,160,101	37,938,359	2,221,742	15,608,442
Goods and services	21,356,831	7,318,272	28,675,104	18,986,246	26,548,649	-7,562,403	2,126,454
Capital	1,312,415	447,000	1,759,415	1,312,415	446,533	865,882	1,312,882
Total	76,216,048	7,765,272	83,981,320	60,458,762	64,933,542	- 4,474,780	19,047,778

7.2.1. Compensation of employees indicates an underspending of R2,221,742. This is attributable to savings generated by vacant positions.

7.2.2. Goods and services expenditure reflects an overspending of R7,562,403 as at 31st December 2025, while an amount of R2,126,454 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.



d) The budget for the 2026 financial year is not sufficient for the operational expenses. 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 however only R2,000,000 was granted.

7.3. Detailed Revenue and Expenditure Variances.

Table 18: Detailed revenue and expenditure variances

Description	Approved Annual Budget	Adjustment	Revised Budget	YTD Budget	YTD Actual	Variance	YTD Variance (%)	2025-2026 Remaining Budget	Variance explanation
2025/2026									
Government grants	71,360,000	2,000,000	73,360,000	71,360,000	71,360,000	0	0%	2,000,000	
Interest Income	4,856,048	-1,500,000	3,356,048	2,517,036	2,214,432	302,604	12%	1,141,616	
Accumulated Surplus		7,265,272	7,265,272	7,265,272	7,265,272	0	100%	0	
Revenue	76,216,048	7,765,272	83,981,320	81,142,308	80,839,704	302,604	0%	3,141,616	
Compensation of employees									
Salary & Wages	45,753,142		45,753,142	34,314,857	33,998,733	316,124	1%	11,754,410	
Social contributions	7,793,659		7,793,659	5,845,244	3,939,627	1,905,617	33%	3,854,032	
Total COE	53,546,801	0	53,546,801	40,160,101	37,938,359	2,221,742	6%	15,608,442	7.4.1
Goods and services									
Audit Committee fees	513,000	-250,000	263,000	263,000	105,648	157,352	60%	157,352	



Description	Approved Annual Budget	Adjustment	Revised Budget	YTD Budget	YTD Actual	Variance	YTD Variance (%)	2025-2026 Remaining Budget	Variance explanation
Advertising	100,000	300,000	400,000	100,000	78,057	21,943	22%	321,943	
External audit fees	1,000,000	0	1,000,000	1,000,000	1,078,903	-78,903	-8%	-78,903	
Bank charges	43,000	0	43,000	32,247	28,976	3,272	10%	14,025	
Catering and consumables	112,000	100,000	212,000	84,000	263,710	-179,710	-214%	-51,710	7.4.2
Communication costs	843,127	0	843,127	632,345	538,059	94,286	15%	305,068	
Computer services	531,635	711,286	1,242,921	398,726	2,999,470	-2,600,744	-652%	-1,756,549	7.4.3
Consultants	1,012,450	0	1,012,450	759,337	328,629	430,709	57%	683,821	
Insurance	155,350	0	155,350	116,513	117,525	-1,013	-1%	37,825	
Internal Audit fees	800,000	0	800,000	650,000	214,760	435,240	67%	585,240	
Lease payments	324,000	-120,000	204,000	153,000	93,093	59,907	39%	110,907	
Legal fees	2,034,097	4,482,376	6,516,473	4,060,088	6,289,644	-2,229,556	-55%	226,829	7.4.4
Printing and publication	90,000	20,000	110,000	67,500	106,730	-39,230	--58%	3,270	
Postage and courier	44,000	0	44,000	33,000	22,432	10,568	32%	21,568	
Promotional Items	0	250,000	250,000	0		0	0%	250,000	
Stationery	200,000	0	200,000	100,000	185,335	-85,335	-85%	14,665	
Subscriptions and membership	75,000	0	75,000	75,000	141,260	-66,260	-88%	-66,260	7.4.5



Description	Approved Annual Budget	Adjustment	Revised Budget	YTD Budget	YTD Actual	Variance	YTD Variance (%)	2025-2026 Remaining Budget	Variance explanation
Software Licenses	2,607,635	0	2,607,635	1,955,726	1,673,657	282,069	14%	933,978	
Training and staff development	326,000	-190,000	136,000	82,000	106,321	-24,321	-30%	29,679	
Travel and subsistence	1,779,985	2,014,610	3,794,595	1,849,599	4,080,701	-2,231,103	-121%	-286,106	7.4.6
Depreciation and Amortisation	0	0	0	0	1,374,395	-1,374,395	-100%	-1,374,395	7.4.7
Water and Electricity	1,300,000	0	1,300,000	975,000	982,585	-7,585	-1%	317,415	
Property costs (property rates)	98,636	597,000	695,636	521,727	299,692	222,035	43%	395,944	
Cleaning (cleaning, garden, waste, and pest control)	321,052	0	321,052	240,789	76,862	163,927	68%	244,189	
Security	797,792	-597,000	200,792	150,594	131,342	19,252	13%	69,450	
Property rental	6,248,072	0	6,248,072	4,686,054	5,045,528	-359,474	-8%	1,202,544	
Total goods and services	21,356,831	7,318,272	28,675,104	18,986,246	26,548,649	-7,562,403	-40%	2,126,454	
Total budget/expenditure	74,903,633	7,318,272	82,221,905	59,146,347	64,487,009	-5,340,662	-9%	17,734,896	
CAPITAL EXPENDITURE									
Laptops	-	447,000	447,000		446,533	-446,533	0%	467	7.4.8
Motor vehicles	1,312,415	-	1,312,415	1,312,415	0	1,312,415	100%	1,312,415	
Total capital budget	1,312,415	447,000	1,759,415	1,312,415	446,533	865,882	0%	1,312,882	
Total budget/expenditure	76,216,048	7,765,272	83,981,320	60,458,762	64,933,542	(4,474,780)	0%	19,047,778	



7.4. Explanations for material budget variances and remedial actions

7.4.1. Cost of Employees- Underspending

The underspending is due to vacant positions that have not yet been filled.

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 the ting difference between budget and when the actual expenditure took place There is R226,829 budget available for the remainder of the year.

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. 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.

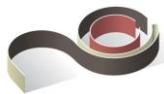
7.4.7. Depreciation

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

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.

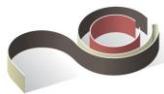
7.5.2. The implementation of the procurement plan is being monitored.



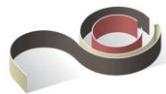
7.6. Table 19: Progress on the Implementation of the Procurement Plan

Table 19: *Progress on the Implementation of the Procurement Plan*.

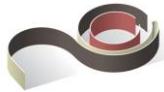
No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
1	Microsoft Licenses for 3 years	R 4000 000.00	01 April 2025	<u>July 2025</u> The bid closed on the 15 th of July 2025. The Bid Adjudication Committee meeting was held on 30 July 2025. <u>August 2025</u> A service provider was appointed on 11 August 2025.
2	VMware and HP Subscription	R 842 900	01 May 2025	<u>April 2025</u> The request was non-responsive, only two quotes were received. Markert has not yet been tested again in May 2025. <u>August 2025</u> The services were migrated to the Cloud services under the datacentre colocation, cloud hosting bid.
3	Travel Management company	Time based	06 September 2025	<u>September 2025</u> A service provider was appointed on 15 September 2025.
4	Motor vehicles	R1 000 000	Immediate	<u>September 2025</u> 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. <u>December 2025</u> The cars have been delivered to Hatfield branch, awaiting registration. Expected to be delivered second week of January 2026.
5	Procurement of 35	R 750 000	Urgently	<u>August 2025</u>



No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
	Laptops and related peripherals.			The procured laptops have been received.
6	Procurement of hours for the enhancements, support and maintenance services for eService and Opt-Out Registry Systems	R1 010 000	Urgently	<p><u>August 2025</u></p> <p>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.</p> <p><u>September 2025</u></p> <p>Procurement will go ahead once sufficient budget has been identified and allocated.</p> <p><u>December 2025</u></p> <p>The bid was advertised 08 December 2025 with a closing date of 12 January 2026.</p>
7.	Procurement of an integrated email security solution with end-user cybersecurity awareness training which includes licenses subscriptions, configuration support, and maintenance services	R3 000 000	Urgently	<p><u>December 2025</u></p> <p>The bid was evaluated on 09 December 2025, to be finalized January 2026.</p>

**7.7. Table 20 Deviations and expansions of contracts as well as procurement through other means***Table 20: 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	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



No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
6	Galix Networking	Mimecast and DMARC Licenses	Variation on cost and time to avoid service disruptions	888,415.26	82,779.18	175,929.18
7	Mimecast SA	Mimecast and DMARC services	Procurement through other means	212,716.65	212,716.65	212,716.65
8	Okuhle	Website hosting	Variation on cost and time to avoid service disruptions	346,605.00	14,724.60	14,724.60
9	Aves Cyber Security	Endpoint Security solution	Procurement through other means	0	50,149.54	50,149.54
10	Brooklyn Lodge	Catering Services	Procurement through other means	0	10,215.00	10,215.00



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