

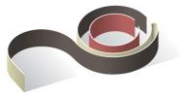


NATIONAL CONSUMER COMMISSION

NATIONAL CONSUMER COMMISSION

**QUARTER FOUR
2025-2026**

PERFORMANCE REPORT



Endorsement

I hereby support the endorsement of the report.

Signature: 

Name: Mr. Lefu Nhlapo

Rank: Acting Company Secretary

Date: 29/04/2026

Recommendation for the approval of the report

I hereby recommend the approval of the report.

Signature: 


Name: Mr. Pfarelo Mukwevho

Rank: Chairperson of Audit and Risk Committee

Date: 29.04.2026

Approval by the Accounting Authority

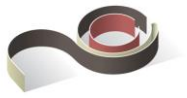
I hereby approve the report.

Signature: 

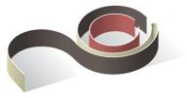
Name: Mr Hardin Ratshisusu

Rank: Acting Commissioner

Date: 29/04/2026

**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
WCRD	World Consumer Rights Day



EXECUTIVE SUMMARY AND KEY HIGHLIGHTS

QUARTER FOUR
2025-2026



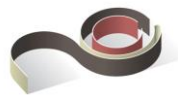


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1. INTRODUCTION

The National Consumer Commission (NCC) has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). In quarter 4, 19 of the 20 performance targets were applicable. The NCC achieved 16 targets against the 19 applicable targets. Therefore, the NCC achieved a performance score of 84% against the quarter 4 APP targets.

2. KEY HIGHLIGHTS

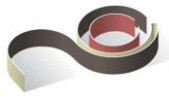
2.1. Matters for further enforcement and their impact:

2.1.1. During the quarter under review, the NCC continued to strengthen its enforcement efforts to ensure compliance with the Consumer Protection Act No. 68 of 2008 (CPA) and to uphold consumer rights across all sectors. A total of **thirty-three (33)** enforcement actions were undertaken, specifically against suppliers of illicit goods, other than imported CTFL. This was achieved through the issuance of Compliance Notices.

2.1.2. Furthermore, **thirty-seven (37)** 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-three (23)** consignments of non-compliant CTFL products valued at **R2 025 250.24** from entering the South African market.

2.1.3. The total value of redress to consumers amounted to **R7 710 330.74**. This is comprised of the following:

- a) The National Consumer Tribunal (NCT) and the courts granted **five (5)** judgments, and **four (4)** were in favour of the NCC which resulted in redress to consumers to the value of **R5 368 151.67**. Contributing significantly to the amount is the settlement agreement

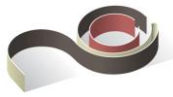


reached between the NCC and Cartrack, under which the company agreed to refund a total of **R5 101 225.00** to **82 consumers**. The NCC referred the settlement agreement to the Tribunal on 2 March 2026, and after consideration, the Tribunal confirmed the settlement agreement on the 27th of March 2025, thereby making it a consent order in terms of Section 74(1) of the CPA.

- b) The settlement agreement between the NCC and Cartrack also entails the following:
- i) Payment of an administrative fine for an amount of R5 000 000 (five million Rands);
 - ii) Cancellation of 66 (sixty-six) contracts without charging a cancellation fee;
 - iii) Refund a total sum of R5 101 225 (five million, one hundred and one thousand, two hundred and twenty-five Rands) to 82 (eighty-two) consumers;
 - iv) Resolution or cancellation of 19 (nineteen) complaints related to billing without charging a cancellation fee;
 - v) Alignment of the billing model with the renewed billing methodology to comply with the CPA within six months;
 - vi) Reward programmes shall not be advertised to non-CarTrack clients;
 - vii) Amendments of terms and conditions to ensure alignment with the provisions of the CPA;
- c) Furthermore, the NCC undertook enforcement action on **152** matters arising from investigation activities and the resolution of consumer complaints. These interventions resulted in financial savings for consumers amounting to **R2 342 179,07**, achieved primarily through resolution of matters, cancellation of contracts and refunds.
- d) In total, administrative fines to the value of **R5 000 000.00** were imposed on one supplier as a result of the settlement reached with the NCC.¹

2.1.4. These actions underscore the NCC's resolve to protect consumers within the marketplace, ensuring redress to consumers.

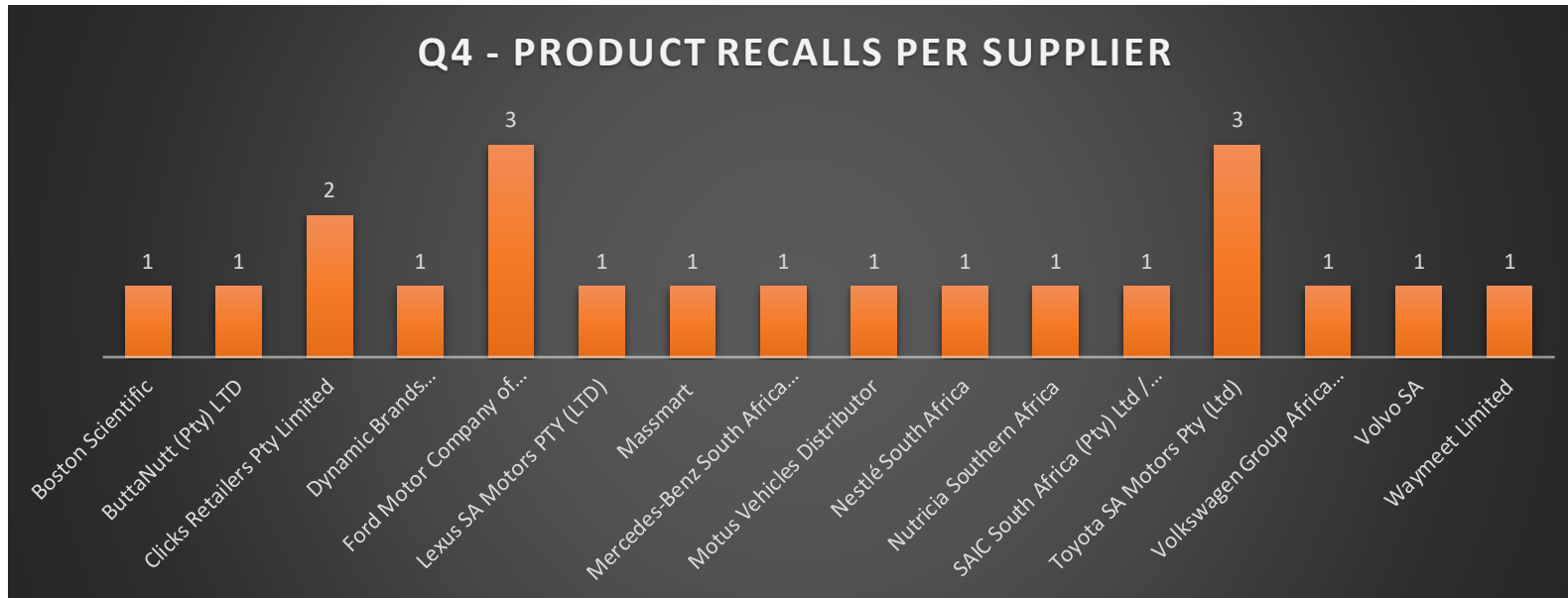
¹ In the previous quarter, the total amount reported for administrative fines was an amount of R2 850 000. The correct amount has been confirmed to be R2 800 000.

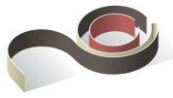


2.2. Product recalls

2.2.1. The NCC administered **21** product recalls during the fourth 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 assesses 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:

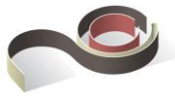
Figure 1: Product recalls per supplier





2.3. Advocacy Initiatives

- 2.3.1. The NCC, in partnership with the Limpopo Department of Economic Development, Environment and Tourism (LEDET) and the University of Limpopo (UL), hosted the 2026 World Consumer Rights Day (WCRD) commemoration on 13 March 2026 at the University of Limpopo in Polokwane. The event was held on this date as 15 March 2026, the internationally observed date for WCRD, fell on a Sunday. Held under the theme "Turning the Tide Against Unfair Business Practices", the commemoration served as a platform to promote consumer protection, raise awareness of consumer rights and responsibilities, and strengthen collaboration among regulators, industry stakeholders, and civil society. In the lead-up to the main event, a series of consumer education and awareness initiatives were conducted from 09 to 11 March 2026 across Polokwane, running parallel to investigation and enforcement activities. On 12 March 2026, a symposium targeting university students was held. The main celebration on 13 March 2026 was addressed by Deputy Minister Godlimpi, who delivered the keynote address, and the MEC of Economic Development, Environment and Tourism in Limpopo, Mr. Tshitereke Matibe, who provided an overview of the consumer protection landscape in South Africa.
- 2.3.2. On 27 February 2026, the NCC and the SARS entered into a Memorandum of Understanding (MoU) to strengthen inter-agency cooperation in matters relating to consumer protection, regulatory compliance, and the enforcement of applicable legislation within South Africa's marketplace. The MoU establishes a formal framework for collaboration between the two institutions, with a focus on information sharing, coordinated investigations, and joint enforcement initiatives aimed at addressing unfair business practices, illicit trade, customs-related consumer risks, and non-compliance affecting consumers and the national economy. This strategic partnership is intended to enhance regulatory oversight across domestic and cross-border trade environments, improve the detection and prevention of prohibited conduct, and promote compliance with consumer protection and revenue legislation. The agreement further supports a coordinated approach to market surveillance, data exchange, and capacity building between the parties. The signing of the MoU marks a significant step in advancing government-wide collaboration to protect consumer rights, safeguard fair market conduct, and strengthen public confidence in the regulatory system.



2.4. Media highlights

- 2.4.1. The NCC's media coverage during the reporting period was predominantly positive and balanced. The NCC featured prominently in consumer protection discourse, with its voice consistently leading discussions through targeted media interviews and engagements. This ensured that the NCC's perspectives were well represented and influential in shaping public understanding of consumer protection issues.
- 2.4.2. According to Newsclip Media Monitoring and Analysis, online media remained the primary platform for coverage of the NCC's, followed by broadcast media, with print media accounting for a smaller share. Key consumer protection issues that dominated media attention included the Cartrack settlement, the issuance of compliance notices against non-compliant suppliers, various product safety recalls, and the NCC's activities in support of WCRD.

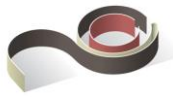


SECTION B

PERFORMANCE AGAINST APP

QUARTER FOUR
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 4, 19 of the 20 performance targets were applicable. The NCC achieved 16 targets against the 19 applicable targets. Therefore, the NCC achieved a performance score of 84% against the quarter 4 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 fourth quarter. A total of **thirty-three (33)** 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.

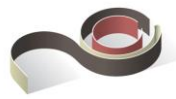
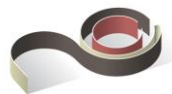


Table 1: Enforcement action against suppliers of illicit goods

No	Date of enforcement	Name of the supplier	Nature of enforcement
1	21/01/2026	NAHOME SUPERMARKET	Compliance Notice
2	21/01/2026	GRENADA TRADING	Compliance Notice
3	21/01/2026	HAPPY FURNITURE & CELLULAR	Compliance Notice
4	21/01/2026	OPPI DRAAI SLAGHUIS	Compliance Notice
5	21/01/2026	NEW FEELING CLOTHING & FASHION	Compliance Notice
6	21/01/2026	ISHTYAQ TRADING ACHAAR KING	Compliance Notice
7	21/01/2026	HA SUPERMARKET / ALI NOOR TRADING	Compliance Notice
8	21/01/2026	SA GIFT TRADING T/A BLESSING	Compliance Notice
9	17/02/2026	5R STORE	Compliance Notice
10	17/02/2026	MONAY LINEN SHOP	Compliance Notice
11	26/02/2026	TEYE HARDWARE	Compliance Notice
12	27/02/2026	AR DISCOUNT WORLD	Compliance Notice
13	27/02/2026	GABRIEL BAKO	Compliance Notice
14	27/02/2026	KHAM A RINGO TRADING T/A ROBIN & PURNO	Compliance Notice
15	27/02/2026	MADIBA FINE LINEN SHOP	Compliance Notice
16	27/02/2026	MD ARIF TRADING	Compliance Notice
17	23/02/2026	MZANSI HARDWARE AND ELECTRICAL	Compliance Notice
18	23/02/2026	PATEL SUPERMARKET AND ELECTRONICS (PTY) LTD	Compliance Notice
19	27/02/2026	HASHIR FASHION (PTY) LTD T/A SMART FASHION	Compliance Notice
20	27/02/2026	ZIM HAWKERS ELECTRONICS (PTY) LTD	Compliance Notice



No	Date of enforcement	Name of the supplier	Nature of enforcement
21	27/02/2026	AKOTA TRADING ENTERPRISE (PTY) LTD	Compliance Notice
22	27/02/2026	AFGAN CLOTHING AND ELECTRONICS FACTORY SHOP	Compliance Notice
23	17/02/2026	ACTIVATE ROYA TRADING	Compliance Notice
24	30/03/2026	MUJAHID GENERAL TRADING (PTY) LTD	Compliance Notice
25	30/03/2026	MUSINA CASH AND CARRY	Compliance Notice
26	30/03/2026	SUMON ELECTRONICS	Compliance Notice
27	05/3/2026	ALIVIA SUPERMARKET (PTY) LTD	Compliance Notice
28	30/03/2026	WYNEBERG GENERAL TRADING	Compliance Notice
29	30/03/2026	UDDIH DISCOUNT WORLD	Compliance Notice
30	05/03/2026	TENDAI GENERAL TRADING CC	Compliance Notice
31	27/03/2026	ANSHEBO GENERAL	Compliance Notice
32	27/03/2026	EMRAN SAIEM TRADING	Compliance Notice
33	27/03/2026	HANNAN RAHAMNYA	Compliance Notice

4.2. Matters for further enforcement

4.2.1. A total of **fifteen (15)** matters were referred by the NCC to the NCT for further enforcement during quarter 4. The referral of these matters demonstrates the NCC's active enforcement of the CPA and the 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.

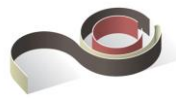
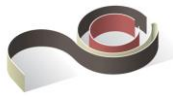
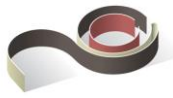


Table 2: Matters referred for further enforcement in quarter 4.

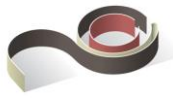
	Name of the Supplier	Alleged Contravention
1.	NCC // AFFORDABLE INVESTMENTS T/A USED CAR CENTRE	<p>The NCC’s case is based on a consumer complaint that the Respondent sold a defective vehicle and failed to remedy the defect within the six-month implied warranty period, in contravention of sections 55 and 56 of the CPA. The Respondent allegedly refused to repair, replace, or refund the vehicle, and may have misrepresented its condition, prompting the NCC to seek a declaration of prohibited conduct and appropriate redress.</p> <p>Contraventions: Sections 55(2)(a) -(c) read with section 56(2)(b) of the CPA</p>
2	NCC // BI RITE MOTORS T/A DIAL A MILE	<p>The NCC’s case arises from a consumer complaint relating to a vehicle purchased on 28 May 2022, which experienced its first breakdown on 24 July 2022, prompting the consumer to request cancellation on 30 September 2022, which was refused by the supplier. Following intervention by MIOSA, the vehicle was collected for repairs on 19 April 2023 and returned on 13 March 2024, but further defects emerged shortly thereafter, leading the consumer to again request collection on 18 March 2024, which the supplier failed to do. The NCC contends that the Respondent contravened section 56 of the CPA by failing to properly remedy defects and refusing to refund or replace the vehicle despite recurring issues within the statutory period and accordingly seeks a declaration of prohibited conduct and the imposition of an administrative fine.</p> <p>Contravention: Section 56 of the CPA.</p>
3	NCC // DOLCELUME	<p>The NCC’s case arises from an investigation initiated on 1 September 2025 following a joint law enforcement operation at a residence in Rosebank, where large quantities of expired and altered perishable food products were discovered, with the Respondent admitting that goods were transported there to alter date markings and extend shelf life. A further inspection on 4 September 2025 at the Respondent’s premises revealed additional expired, altered, and improperly labelled products, as well as machinery used to falsify date markings. The NCC contends that this conduct contravenes multiple provisions of the CPA, including, by</p>



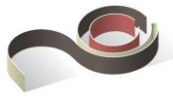
	Name of the Supplier	Alleged Contravention
		<p>misleading consumers and exposing them to unsafe goods, and accordingly seeks a declaration of prohibited conduct and the imposition of an administrative fine.</p> <p>Contraventions: Sections 24, 29, 40, 41, 55 and 110 of the CPA and related regulations</p>
4	NCC // ABILIA TRADING 207	<p>The matter arises from proactive market monitoring conducted by the NCC in the Western Cape, where the NCC initiated the complaint in its own name in terms of section 71(2) of the CPA after identifying ongoing non-compliant conduct by the Respondent. On 13 November 2025, NCC inspectors conducted an inspection and found that the Respondent issued sales records lacking mandatory details such as trading name, VAT number, CIPC number and contact information, and imposed a “No Cash Refund” policy. Despite being advised to rectify these issues, a follow-up inspection on 02 December 2025 revealed that the Respondent persisted with the same conduct. The NCC alleges that this conduct contravenes sections 26(2) and 26(3) (failure to provide proper sales records), sections 20(2) and 56(2) (unlawful limitation of consumer rights to return and refund goods), and section 24(3) of the CPA, thereby constituting prohibited conduct.</p> <p>Contraventions: Sections 26(2) and 26(3) (failure to provide proper sales records), sections 20(2) and 56(2) (unlawful limitation of consumer rights to return and refund goods), and section 24(3) of the CPA.</p>
5	NCC // CHINA TAI TRADING	<p>The matter arises from an investigation initiated by the NCC following inspections conducted at the Respondent’s premises, where non-compliant goods were identified. The investigation revealed that the Respondent was involved in the sale and distribution of goods that did not comply with applicable labelling, trade description, and consumer protection requirements. Inspectors discovered that certain products were either incorrectly labelled, lacked required information, or were presented in a manner that could mislead consumers. Despite regulatory intervention, the Respondent’s conduct indicated ongoing non-compliance with statutory obligations.</p>



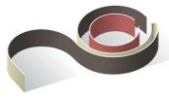
	Name of the Supplier	Alleged Contravention
		<p>Contraventions:</p> <p>Section 24 of the CPA (relating to misleading or altered trade descriptions), section 29 (prohibition of misleading marketing), section 41 (false, misleading or deceptive representations), and section 55 (failure to supply safe and good quality goods), thereby engaging in prohibited conduct under the Act.</p>
6	NCC // SEEMAY TRADING	<p>The matter arises from inspections conducted by the NCC at the Respondent's premises, during which various goods were found to be non-compliant with the CPA. The investigation revealed that the Respondent was selling products that were either improperly labelled, lacked required trade descriptions, or were presented in a manner likely to mislead consumers. The findings indicated systemic non-compliance, exposing consumers to potential prejudice and undermining their ability to make informed purchasing decisions.</p> <p>Contraventions:</p> <p>section 24 of the CPA (defective or misleading trade descriptions), section 29 (misleading marketing), section 41 (false or deceptive representations), and section 55 (failure to supply goods that are safe and of good quality), thereby constituting prohibited conduct under the Act.</p>
7	NCC // FUGUI TRADING	<p>The matter stems from compliance inspections conducted by the NCC, starting with an inspection on 13 November 2025, during which the Respondent was found to be selling blankets without the required labelling, including the absence of country of origin, care instructions, and composition. The Respondent also failed to issue sales records and displayed "no refund" and "no warranty" policies. Although the Respondent was advised to correct these non-compliances, a follow-up inspection on 02 December 2025 revealed that the same practices persisted, indicating continued non-compliance despite being given an opportunity to remedy the defects.</p>



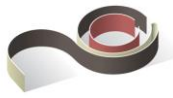
	Name of the Supplier	Alleged Contravention
		<p>Contravention: section 24(1) (lack of proper trade descriptions), section 26(2) (failure to provide sales records), sections 20 and 56 (unlawful restriction of consumers’ rights to return defective goods and the implied warranty of quality), and sections 48 and 51 (imposition of unfair, unreasonable, and unjust terms such as “no refund/no return” policies), thereby engaging in prohibited conduct under the CPA.</p>
8	NCC // B29 SHOP	<p>The matter arises from proactive market monitoring conducted by the NCC in the Western Cape, where the NCC initiated a complaint following an inspection on 13 November 2025. During this inspection, it was found that the Respondent failed to issue sales records or till slips to consumers and displayed a “no refund” notice. The Respondent acknowledged the non-compliance and was advised to rectify it. However, a follow-up inspection on 02 December 2025 revealed that the Respondent continued to sell goods without issuing sales records, demonstrating ongoing non-compliance despite regulatory intervention.</p> <p>Contravention: Sections 26(2) and 26(3) of the CPA by failing to provide consumers with written records of transactions containing the prescribed information, thereby engaging in prohibited conduct.</p>
9	NCC // TRIBECA	<p>The matter was filed following a consumer tip-off received by the NCC alleging that the Respondent was automatically adding a 10% “service charge” to customers’ bills at its restaurant. The charge, although described as “discretionary” on the menu, was in practice applied by default and only brought to the consumer’s attention at the point of payment, with consumers required to request its removal. An investigation confirmed that this charge was systematically included on menus and receipts and formed part of the Respondent’s standard business practice, affecting a significant number of transactions daily.</p> <p>Contravention: section 23(6) of the CPA by requiring consumers to pay a price higher than the displayed price, as well as sections 48 and 51 by imposing unfair, unreasonable, and unjust terms and effectively undermining</p>



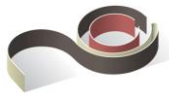
	Name of the Supplier	Alleged Contravention
		consumers' rights through the automatic inclusion of the service charge, thereby constituting prohibited conduct.
10	NCC // CARTRACK	<p>The NCT confirmed a settlement agreement between the NCC and Cartrack, following constructive engagement between the parties. The said settlement was referred to the Tribunal on 2 March 2026 and confirmed on 27 March 2026 as a consent order in terms of section 74(1) of the CPA.</p> <ul style="list-style-type: none"> • In terms of the consent order, Cartrack agreed to pay an administrative fine of R5 million, refund R5 101 225.00 to 82 affected consumers, • Cancel 66 (sixty-six) contracts without charging a cancellation fee, Resolve or cancel 19 (nineteen) complaints related to billing without charging a cancellation fee; • Align its billing model with the renewed billing methodology to comply with the CPA within six months; • Shall not advertise their rewards programme to non-CarTrack clients; • Amend their terms and conditions to ensure alignment with the provisions of the CPA;
11	NCC // SUNWARD MOTORS	<p>The NCC received a complaint on 26 October 2023 regarding a vehicle purchased on 9 February 2023 from the 1st Respondent and financed by the 2nd Respondent. The vehicle was found to have material defects shortly after delivery, including engine-related issues, and subsequently broke down on 16 May 2023. Although the 1st Respondent attempted repairs, the vehicle broke down again on 4 February 2024 after being returned to the consumer. The Respondent failed to adequately remedy the defects or cancel the agreement, resulting in ongoing financial prejudice to the consumer.</p> <p>Contravention: Section 55(2) and section 56(3) of the CPA by supplying defective goods and failing to replace or refund the vehicle after unsuccessful repairs, thereby engaging in prohibited conduct.</p>



	Name of the Supplier	Alleged Contravention
12	NCC // BM FOODS	<p>The matter arises from a product recall initiated on 16 September 2024 after the detection of <i>Listeria monocytogenes</i> in the Respondent's ready-to-eat hummus products. An investigation by the NCC, supported by audit findings and laboratory results, confirmed contamination of products and production environments, as well as significant deficiencies in hygiene, labelling, and traceability systems. The Respondent's processes were found to be non-compliant, including mislabelling of ingredients and failure to maintain proper batch identification, thereby exposing consumers to health risks</p> <p>Contraventions: Sections 55(2)(a)–(d) of the CPA by supplying unsafe and non-compliant goods, read with Regulation 10(18) of R638 of 2018 (failure to maintain traceability systems) and Regulation 5(a) of GN R490 of 2001 (supplying food containing harmful pathogens), thereby engaging in prohibited conduct.</p>
13	NCC // TSHIRUFU EMPIRE PTY LTD	<p>A complaint was received from the consumer on 09 October 2023 concerning repair services rendered by the Respondent. The consumer delivered a vehicle for repairs on 25 May 2023, initially quoted R6,500, which was later increased to R15,000, with the consumer ultimately paying R18,000 in instalments. Despite payment, the Respondent failed to complete the repairs or return the vehicle, and instead charged excessive storage fees, which escalated significantly over time. The investigation further revealed that the vehicle was partially dismantled without the consumer's consent and remained in the Respondent's possession, resulting in ongoing prejudice to the consumer.</p> <p>Contravention: Section 19(2)(a)–(c) of the CPA by failing to perform services within a reasonable time and failing to return the vehicle, and section 40 by imposing unfair and coercive charges (storage fees) and shifting risk to the consumer, thereby engaging in prohibited conduct.</p>



	Name of the Supplier	Alleged Contravention
14	NCC // DIAL-A-MILE CC T/A BI-RITE MOTORS	<p>The NCC's case arises from a consumer complaint relating to a vehicle purchased on 28 May 2022, which experienced its first breakdown on 24 July 2022, prompting the consumer to request cancellation on 30 September 2022, which was refused by the supplier. Following intervention by MIOSA, the vehicle was collected for repairs on 19 April 2023 and returned on 13 March 2024, but further defects emerged shortly thereafter, leading the consumer to again request collection on 18 March 2024, which the supplier failed to do.</p> <p>Contraventions: Sections 56 (3)</p>
15	NCC // FASHION WILD PTY LTD	<p>The matter arises from proactive market monitoring conducted by the NCC, which led to an inspection on 13 November 2025 at the Respondent's premises. During the inspection, it was found that the Respondent issued incomplete sales records lacking key details such as trading name, VAT, and CIPC numbers, sold goods labelled in a foreign language, and displayed a "no refund/no warranty" policy. Despite being advised to rectify these non-compliances, a follow-up inspection on 02 December 2025 confirmed that the Respondent continued issuing non-compliant sales records and maintained its "no refund" policy, demonstrating ongoing non-compliance.</p> <p>Contraventions: Section 26(3) of the CPA by failing to provide compliant sales records, as well as sections 20 and 56(2) by unlawfully limiting consumers' rights to return goods and obtain refunds, thereby engaging in prohibited conduct.</p>



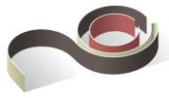
4.3. Enforcement action against the importation of non-compliant CTFL goods

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 export 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 fourth quarter, **37** CTFL investigations were finalised on goods with a total custom value amounting to **R5 812 475,54** with the following action taken:

- a) To protect consumers and ensure a fair and safe marketplace, the NCC did successfully oversee the release of **six (6)** consignments of non-compliant imported goods, with a total value of **R63 705.00**, for destruction during the fourth 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	PANGEA LOGISTICS CC	27/01/2026	R13 225.00
2	CHANGJIANG TRADING SOLUTION	09/02/2026	R14 975.00
3	CHANGJIANG TRADING SA	19/03/2026	R16 420.00
4	NASEER	23/03/2026	R6 066.00
5	BAIYE SA	19/03/2026	R9 247.00
6	MASS CARGO FREIGHT SERVICES	27/02/2026	R3 772.00
Total			R63 705.00



- b) Compliance notices or directives for exportation were issued for **six (6)** consignments, valued at **R1 240 167.24**. 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 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	PARA CARPETS	14/01/2026	R1 083 326.24
2	MARTIN KIWANUKA AMINA	14/01/2026	R1 309,00
3	FREE SPIRIT DISTRIBUTORS	09/02/2026	R48 253,00
4	FREDDY TRUCK HIRE HOLDINGS	16/02/2026	R1 043,00
5	JIREH UNLIMITED	16/03/2026	R51 339.00
6	BELLA CASA DÉCOR	19/02/2026	R54 897.00
	TOTAL		R1 240 167.24

- c) The NCC assessed and released **fourteen (14)** consignments with a total value of **R3 787 225.30** during the fourth 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.

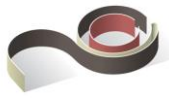
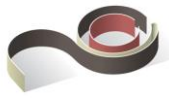


Table 5: CTFL goods released to the market.

No	Importer	Date Issued	Customs Value
1.	BLUE PANDA TRADING PTY LTD	16/01/2026	R46 888.00
2	JIMBU MEDIA	27/01/2026	R195 488,74
3	SCAN DISPLAY SOLUTION	23/01/2026	R491 448.00
4	BECK TRADING	04/02/2026	R1 389 667.00
5	SAMUEL RAMOSOEU C/O 90 MIMS PLUS	13/02/2026	R2 433.00
6	MITA MANGA	16/02/2026	R3 333,28
7	MNS MEGA STORE	27/02/2026	R361 090,00
8	SILVER DEALS TRADING	09/03/2026	R38 756,00
9	GLOBAL VILLAGE LOGISTICS	24/03/2026	R6 136,00
10	HLADINI GROUP	30/03/2026	R97 519,00
11	LOCALLY BORN TOYS	30/03/2026	R55 726,28
12	FAVOURITE FASHION	30/03/2026	R1 078 234,00
13	ORBIT	02/02/2026	R10 513,00
14	MTB IMPORT AND EXPORT	24/03/2026	R9 993,00
TOTAL			R3 787 225.30



- d) The issuance of PAJA letters for the **twelve (12)** consignments had a direct and positive impact on the market by preventing non-compliant goods valued at **R721 378,00** 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	CIDMA SYSTEMS	22/01/2026	R179 808,00
2	GERT-JOHAN COETZEE PTY LTD	30/01/2026	R11 767,00
3	JOHNNY PHOTOGRAPHY EQUIPMENT	27/01/2026	R5 833,00
4	BEAUTY BAR LIMITED	23/01/2026	R28 173,00
5	AZANIA TEXTILE	02/02/2026	R6 829,00
6	DEE HOLDINGS	16/02/2026	R21 039,00
7	MATROPOLITAN GROUP	16/03/2026	R256 168,00
8	AL TANGWA ENTERPRISE	18/03/2026	R8 304,00
9	AS SALAAM TRADING	26/03/2026	R42 539,00
10	KBAC FLOORING	31/03/2026	R55 273,00
11	PARROT PRODUCTS (PTY) LTD	27/03/2026	R105 645,00
TOTAL			R721 378



4.4. Redress to consumers

4.4.1. In fulfilling its mandate to protect consumer rights under the CPA, the NCC secured redress in **4 matters** (further enforcements) for quarter 3 with a total value of **R5 368 151.67**. 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	25 February 2026	Reboot Retreat (Pty) Ltd	NCT Judgement	R9 500.00
2	23 March 2026	Kempster Sedgewick (Pty) Ltd trading as CMH Mahindra	NCT Judgement	R257,426.67
3	27 March 2026	Cartrack (Pty) Ltd (Consent order)	Consent order	R5 101 225.00
4	20 March 2026	Amorentia Estate and Nursery	NCT Judgement	No monetary redress
Total				R5 368 151.67

4.4.2. In addition to the above matters, the resolution of **152** complaints by the complaints management and investigation activities has led to the total amount of a total of **R2 342 179,07** which was saved for consumers in the form of actual refunds, credits to the accounts, amongst other measures.

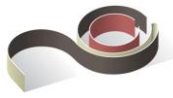
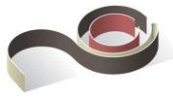
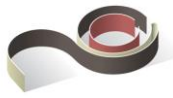


Table 8: Money saved for consumers for the fourth quarter.

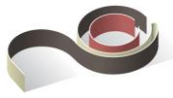
No	Supplier	Summary	Money Saved
Quarter 3			
1.	Telkom	The dispute was about an upgrade of a contract without the consumer's consent. The supplier cancelled the contract and credited the consumer.	R173,80
2.	E,Cars (Pty) Ltd	The dispute is about the damage that was caused by the supplier when repairing the vehicle and removing the vehicle components. The supplier agreed to replace the missing components and refunded the consumer.	R28 000,00
3.	Vodacom	The dispute was about the activation a new service for the consumer instead of upgrading the consumer promotional online deal, this resulted in the consumer being overcharged. The supplier cancelled the incorrectly activated account, refunded the consumer, and corrected the incorrect billing.	R2 530,92
4.	Vodacom	The dispute was a bout a fraudulent upgrade of consumer's contract, failure to cancel and continuous billing. The supplier continued to debit their account even after fraud was confirmed. The supplier cancelled the fraudulent accounts and credited the consumer.	R8 083,49
5.	Telkom	The dispute was about network connection and cancellation of the contract. The consumer's account was cancelled and a credit offered.	R599,00
6.	Blue Label Connect	The supplier continued to charge the consumer after the account was cancelled. The supplier refunded the consumer.	R8 616,00
7.	Blue Label Connect	The dispute was about the failure to cancel the contract after the supplier after the consumer's device was replaced 4 times and continuous billing after cancellation of contract. The supplier cancelled the contract and refunded the consumer.	R9 658,00



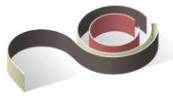
No	Supplier	Summary	Money Saved
Quarter 3			
8.	Blue Label Connect	The consumer was charged more than the agreed amount. The consumer cancelled the contract and requested a refund. The supplier cancelled the contract and refunded the consumer.	R777,00
9.	Blue Label Connect	The consumer was charged more than the agreed amount. The consumer cancelled the contract and requested a refund. The supplier cancelled the contract and refunded the consumer.	R11 997,00
10.	Blue Label Connect	The consumer used the device for two months and returned it to the supplier due to defects; however, the supplier failed to assist with the repairs. The supplier cancelled the contract and refunded the consumer.	R1 487,00
11.	Blue Label Connect	The dispute was about the supplier failing to repair the device within the required period and continued to charge the consumer. The supplier refunded the consumer for the device.	R3 321,00
12.	Blue Label Connect	The consumer cancelled the subscription fee and the supplier continued to charge the consumer. The consumer was refunded for the subscription fees charged after the cancellation.	R358,00
13.	East Coast Motorlink Durban	The dispute was about cancellation of a defective vehicle sold to the consumer. The supplier cancelled the transaction and refunded the consumer the purchase price for the vehicle.	R466 507,00
14.	Express Autohaus	The dispute was about the defective vehicle sold to the consumer and the supplier could not repair the vehicle. the supplier has replaced the defective vehicle	R189 999,00



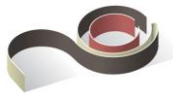
No	Supplier	Summary	Money Saved
Quarter 3			
15.	F & J Car Sales	The dispute was about the defective vehicle sold to the consumer and the supplier could not repair the vehicle. the supplier has replaced the defective vehicle. The supplier settled the consumer's outstanding loan with the financing bank	R299 813,00
16.	Gold-wagen Brakpan	The dispute was about the consumer being sold defective product and failure to refund the by the supplier. The consumer returned the fuel injectors to the supplier and was refunded the full purchase price of R1 920.00,	R1 920,00
17.	Icar Gezina	The dispute was about a defective vehicle sold to the consumer and which was repaired by the supplier, but the defects persisted. The supplier cancelled the consumer's contract.	R171 050,00,
18.	NLC Cars (Pty) LTD	The dispute was about the supplier refusing to repair the consumer's vehicle and the consumer repaired the vehicle. The supplier refunded the consumer for the repairs incurred by the consumer.	R10 000,00
19.	Inclusion South Africa (Pty) Ltd	The dispute was about the supplier refusing to repair the consumer's defective vehicle wanting the consumer to use their own warranty. The supplier refunded the consumer for the repairs.	R23 400,00,
20.	Signature Motors	The dispute was about a defective vehicle sold to a consumer. The supplier and the consumer reached a settlement agreement and the matter was resolved.	R149 570,00
21.	Vodacom	The dispute was about incorrect billing and consumer not receiving statements. The supplier refunded the consumer and rectified the billing issue.	R4 304,20



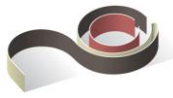
No	Supplier	Summary	Money Saved
Quarter 3			
22.	Weelee (Pty) Ltd	The dispute was about a defective vehicle sold to the consumer and the supplier could not repair the vehicle to satisfactory standards. The supplier cancelled the account and settled the outstanding finance fees.	R144 160,68
23.	Blue Label Connect	The consumer was debited more than the agreed amount in terms of the agreement. The supplier refunded the consumer and corrected the billing.	R6 299,00
24.	Telkom	The supplier incorrectly suspended the service of the consumer and the consumer wanted to be migrated to prepaid. The supplier migrated the consumer's number to prepaid and the account was credited with R1379.22 and a delisting letter was provided.	R1379,22
25.	Vodacom	The dispute was about incorrect billing charged by the supplier. The supplier credited the consumer and corrected the billing.	R4 963,56
26.	Vodacom	The consumer cancelled the account and the supplier continued to debit the consumer's account. The supplier refunded the consumer.	R498,00
27.	Telkom	The dispute was about cancellation of the contract and incorrect billing. The supplier cancelled the contract and credited the consumer's account.	R1 157,24
28.	Telkom	The dispute was about a rejection debit order charged to consumer. The supplier credited the consumer's account.	R212,70
29.	Mtn	The dispute was about an fraudulent contract opened without the consumer's consent. The fraudulent account was cancelled and the consumer refunded. .	R4 849,54
30.	123net	The dispute was about the penalty charged for relocation to new address and cancellation of contract. The supplier agreed to waive a clawback and cancel the old address account without penalty fees.	R2 500,00



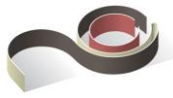
No	Supplier	Summary	Money Saved
Quarter 3			
31.	A & Z Manufacturers	The dispute is about non-delivery of goods and refusal to refund. The supplier refunded the consumer.	R8 000,00
32.	Vodacom	The dispute was about debiting the consumer's account after the cancellation of the contract. The supplier cancelled the contract and refunded the consumer.	R2 781,90
33.	Telkom	The dispute was about the cancellation of the contract and early cancellation penalty and billing of the router. The supplier cancelled the contract and refunded the consumer.	R1 280,00
34.	Vodacom	The dispute was about the network and cancellation of contract. The supplier cancelled the contract and refunded the consumer.	R3 060,00
35.	Vodacom	The dispute was about the cancellation of the fraudulent contract. The supplier cancelled the contract and credited the consumer.	R1 576,81
36.	Vodacom	The dispute was about purchased SMS bundles which could not be used by the consumer. The consumer was refunded.	R200,00
37.	Telkom	The dispute was about the erroneous charging e for the failed debit order by the supplier. The consumer was refunded.	R17,70
38.	Vodacom	The dispute was about the supplier erroneously handing over the consumer's account for debt collection, while they could not provide the service. The consumer's account was cancelled and the consumer was refunded.	R17 000,00
39.	Vodacom	The dispute was about the supplier using the incorrect account to charge the consumer and handing over the account for debt collection. The supplier has written off the consumer's outstanding amount and updated the credit profile.	R12 000,00



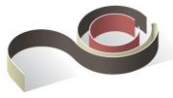
No	Supplier	Summary	Money Saved
Quarter 3			
40.	Vodacom	The consumer was charged more than the agreed amount in terms of the contract. The contract was cancelled and the consumer refunded.	R6 723,09
41.	Vodacom	The supplier continued to debit the consumer's account after the fibre services had already been cancelled. The consumer's credit profile was updated, and the consumer's account was credited.	R10 974,85
42.	Vodacom	The consumer was handed over for collection, months after the contract was cancelled. The account was closed, account credited and credit profile updated.	R751,00
43.	Vodacom	The consumer cancelled the contract however the supplier continued to bill the consumer. The supplier migrated the account to pre-paid and reversed all the charges.	R6 722,69
44.	Vodacom	The consumer was not notified of the expiry of the contract as stipulated in their contractual terms. The contract was migrated to pre-paid and the account credited.	R9 295,00
45.	Vodacom	The dispute was about failure to cancel the contract by the supplier. The contracts were cancelled and the consumer's account was credited.	R1 932,57
46.	Vodacom	The consumer was paying for the service that was never provided. The supplier cancelled the contract and the account credited.	R191,00
47.	Telkom	The dispute was about the supplier failing to debit the account on the agreed date and cancellation of contract. The accounts were cancelled and credited.	R3 600,29
48.	Telkom	The supplier has been deducting incorrect money from the consumer. The consumer's account was credited.	R276,00
49.	Telkom	The consumer requested the cancellation of the contract for being charged for the service that was not provided. The consumer's account was credited.	R1 219,25



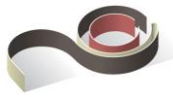
No	Supplier	Summary	Money Saved
Quarter 3			
50.	Telkom	The consumer's service was prematurely disconnected despite a cancellation of the contract. The consumer was refunded and contract cancelled	R295,79
51.	Telkom Ferndale Express	The dispute was about non deliver of a voucher. The consumer was given the voucher.	R500,00
52.	Telkom SA	The dispute was bout incorrect billing which led to unfair listing. The consumer's account was credited and the credit profile updated and cleared.	R1 049,29
53.	Telkom SA	The dispute was about being charged after the cancellation of the contract. The account was cancelled and the consumer refunded.	R202,70
54.	Telkom Sa Soc Ltd	The dispute was about the account being incorrectly handed over to debt collectors despite cancellation of the contract. The supplier refunded the consumer.	R295,79
55.	Telkom	The dispute was about connectivity issues and an additional unauthorised contract under the consumer's name without their authorisation. The contract was cancelled, charges waived, and credit profile updated.	R1 998,93
56.	Telkom	The dispute was about a fraudulent account opened without the consumer's consent. The supplier cancelled the contract and refunded the consumer's account.	R2 685,71
57.	Telkom & Nu Debt Collection Agency	The dispute was about unfair listing after the account was settled. The consumer's account was credited, and supplier sent the paid-up letter.	R952,36
58.	Telkom	The dispute was about incorrect billing and blocking of consumer's account. The account was reinstated and the credit provided.	R120,61
59.	Telkom Prepaid Store	The dispute was about billing despite cancellation of contract. The consumer's account was closed, account credited and credit profile updated.	R203,00
60.	Telkom SA	The dispute was about the consumer being charged for the service not delivered. The consumer's account was credited.	R17 818,35



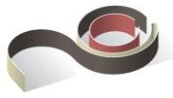
No	Supplier	Summary	Money Saved
Quarter 3			
61.	Telkom Sa Soc Limited	The consumer was charged after the contract had expired. The consumer's account was credited.	R790,00
62.	Mtn	The dispute was about the automatic renewal of the contract which the consumer disputed. The supplier refunded the consumer.	R1 749,61
63.	Mtn	The dispute was about a fraudulent account being opened using the consumer's details without her consent. The fraudulent account was reversed.	R1 449,58
64.	Cell C	The dispute was about unpaid refund after the service was terminated. The consumer's account was credited.	R226,98
65.	Mtn	The dispute was about cancellation of contact. The supplier cancelled the contract and refunded the consumer.	R263,00
66.	Mtn	The dispute was about cancellation of contact. The consumer's account was credited and cancelled.	R5 079,50
67.	Vodacom	The dispute was about the consumer being handed over for collection unfairly. The contract was cancelled and the account credited.	R891, 06
68.	Intercape	The dispute was about a refund for the lost items. The consumer was refunded.	R10 000,00
69.	Mtn	The dispute was about failure to cancel the contract by the supplier. The supplier cancelled the contract and refunded the consumer.	R6 985,00
70.	Mtn	MTN unlawfully extended a fixed-term contract of the consumer after its expiration without providing required notices or obtaining consent, then refused to honour cancellation requests while charging disputed fees. The supplier cancelled the contract and credited the consumer.	R2 986,06
71.	Mtn	The dispute was about a refund for overpayment by the consumer. The supplier refunded the consumer.	R7 518,00



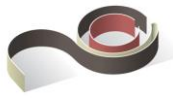
No	Supplier	Summary	Money Saved
Quarter 3			
72.	Mtn	The consumer returned a router and cancelled the contract that was confirmed by the supplier. The supplier settled the outstanding balance and cancelled the contract.	R614, 00
73.	Mtn	The consumer requested cancellations and the supplier did not perform the cancellations as requested. The contract was cancelled and credited the consumer's account.	R167, 00
74.	Mtn	The dispute was about a consumer being provided and charged for two routers, while they were meant to receive one router and cancellation of contract. The router was returned and the consumer was refunded.	R2 202,80
75.	Mtn	The dispute was about cancellation of an additional line opened on the consumer's account without her knowledge. The consumer's account was credited.	R1 075,94
76.	Weelee Cars	The dispute was about s consumer being sold a defective vehicle and the supplier refusing to cancel the contract. The supplier settled the bank.	R153 965,98
77.	Telkom	The dispute was about incorrect debit order dates, which led to consumer incurring costs. The supplier has credited the consumer's account.	R115,00
78.	CMH Volvo Fourways	The dispute was about the consumer being sold a defective vehicle and supplier refusing to cancel the contract. The supplier refunded the consumer.	R65 000,00
79.	Cell C	The dispute was about the supplier upgrading of a consumer's contract while they were under debt review. The consumer account was reduced and the credits were provided.	R1 054,07
80.	Telkom	The dispute was about the consumer being charged for the goods not delivered after entering into a contract with eh supplier. The contract was cancelled and the consumer refunded.	R3 294,00
81.	BMW Menlyn	The dispute was about the charges for the repairs of a defective vehicle while the vehicle was still within the repair warranty. The supplier performed the second repair and issued another invoice, charging the consumer The consumer was refunded.	R15 033,00



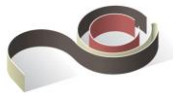
No	Supplier	Summary	Money Saved
Quarter 3			
82.	Phendukane Builders (Pty) Ltd	The dispute was about the poor workmanship and adherence to the warranty by the supplier. The supplier agreed to refund the consumer.	R41 561,00
83.	Soma Workshop	The dispute was about the failure to repair a defective vehicle. The supplier refunded the consumer for the repairs.	R15 000,00
84.	Vodacom	The dispute was about the supplier cancelling the consumer's account and billing. The supplier credited the consumer's account.	R241,69
85.	Telkom Sa	The dispute was about cancellation of contract. The account was cancelled and the consumer credited.	R1 052, 33
86.	Cartrack	The dispute was about cancellation of contract and billing after cancellation The supplier cancelled the contract and refunded the consumer.	R180,00
87.	Mtn	The dispute was about supplier handing over the account for debt collection while the consumer was paying and unfair listing. The consumer was refunded and account closed.	R22 022,80
88.	Vodacom	The dispute was about failure to refund the consumer by the supplier monies owed. The consumer's account was credited.	R967,08
89.	Mtn	The dispute was about cancellation of contract and unfair listing by the supplier. The supplier credited the consumer's account and updated the credit profile.	R3 691,22
90.	Mtn	The dispute was bout non-delivery of order by the supplier. The consumer was refunded.	R424,00
91.	Mtn	A fraudulent account was opened with the supplier using the consumer's personal details without the consumer's knowledge or consent. The consumer's account was credited refunded and the account closed.	R9 367,69
92.	Mtn	The dispute was about continuous billing after cancellation of contract. The consumer was refunded.	R2 750,34



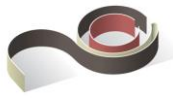
No	Supplier	Summary	Money Saved
Quarter 3			
93.	Mtn	The dispute was about a defective router and cancellation of contract. The supplier refunded the consumer.	R4 153,50
94.	Cell C	The dispute was about early cancelation penalty charged to a consumer when cancelling the contract and returning the router. The supplier credited the consumer's account.	R1 624,82
95.	Mtn	The dispute was about failure to cancel the contract and continued billing. The supplier cancelled the contract and refunded the consumer.	R7 396,00
96.	Share tracking	The dispute was about failure to cancel the contract by the supplier. The supplier cancelled the contract and the consumer was refunded.	R39 000,00
97.	Vodacom	The consumer cancelled her three-year contract ; however, the supplier upgraded her contract without her consent. The supplier migrated the account to prepaid and credited the consumer.	R1 078,47
98.	Cell C	The dispute was about incorrect billing. The supplier refunded the consumer.	R1 412,11
99.	Cell C	A dispute was about a fraudulent account which fell into arrears, which was due to be paid by the consumer. The supplier credited the consumer's account.	R1 466,80
100.	Cell C	The consumer requested cancellation due to persistent network issues. The supplier cancelled the contract and refunded the consumer.	R1 066,45
101.	Cell C	The dispute was about unfair reversal charges the consumer incurred. The supplier credited the consumer's account.	R210,00
102.	Cell C	The dispute was about failure to cancel the contract and unfair listing. The debt collectors closed the consumer's account and the consumer was refunded.	R1 370,00



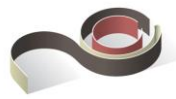
No	Supplier	Summary	Money Saved
Quarter 3			
103.	Metro fibre	The dispute was about incorrect billing and unfair listing. The supplier credited the consumer's account and removed the consumer profile from the creditors.	R385,84
104.	Mtn	The dispute is about the supplier charging the consumer more than the agreed amount. The supplier reinstated the consumer to their initial package and credited her account.	R260,23
105.	Mtn	In September 2025, the dispute is about the upgrade and the incorrect amount billed. The consumer's account was corrected and credited.	R949,99
106.	Mtn	On 24 May 2024, the supplier, issued a letter confirming that the consumer's account was fully paid and closed; however, the supplier continued to demand payment from the consumer. The supplier settled the outstanding balance and closed the account.	R2 215,81
107.	Mtn	The dispute was about the misrepresentation about the upgrade package offered by the supplier. The consumer cancelled the upgrade contract. The consumer was returned to the initial package and the account closed. The consumer was credited.	R4 141,89
108.	Mtn	The consumer disputed an upgrade and the amounts due as a result of the upgrade. The consumer's account was credited.	R1 839, 94
109.	Mtn	The supplier failed to refund the consumer for a contract that she had with the supplier. The supplier refunded the consumer.	R2 608,00
110.	Mtn	The supplier authorised a fraudulent upgrade in the consumer's name and demanded payment from the consumer. The supplier confirmed fraudulent account, closed and refunded the consumer.	R9 374,76



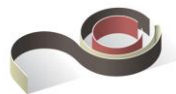
No	Supplier	Summary	Money Saved
Quarter 3			
111.	Telkom	The dispute was about the supplier charging the consumer for a product they never received. consumer had been being billed for a mobile phone that they never received. The contract was cancelled and account credited.	R928,65
112.	Telkom	The dispute was about the poor signal and connectivity, and the consumer was incorrectly charged. The consumer's contract was cancelled and the account was credited.	R7 126,00
113.	Telkom	The dispute was about an incorrect amount debited by the supplier. The consumer was credited for the incorrect debit order.	R896, 00
114.	Telkom	The dispute was about the payment method used by the consumer to pay the supplier, which reflected as unpaid from the supplier's side and charged the consumer. The supplier credited the consumer's account.	R275,82
115.	Telkom	The dispute was about the supplier's incorrect billing which led to arrears. The consumer requested a final statement of the arrears that given to her. The consumer was refunded.	R21 276, 31
116.	Telkom	The consumer's account was cancelled without her knowledge, and the consumer requested a refund for the amount that were charged. The supplier refunded the consumer.	R1 497,00
117.	Tracker	The supplier's installation error caused damage to the consumer's vehicle and created a serious fire hazard. The supplier refunded the consumer.	R4 500,00



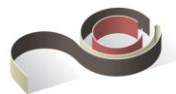
No	Supplier	Summary	Money Saved
Quarter 3			
118.	Vodacom	The consumer cancelled the contract, but the supplier continued to debit the account. The contract was cancelled and the consumer credited.	R262,99
119.	Vodacom	The dispute was about the term of the contract and the consumer requested cancellation. The contract was cancelled and the consumer's account was credited.	R6 395,71
120.	Vodacom	The dispute was about charging the consumer after the contract was cancelled. The supplier cancelled the contract and credited the consumer.	R410,00
121.	Vodacom	The dispute was about cancellation of contract and an upgrade which was not authorised. The supplier cancelled the contract and credited the consumer.	R520,95
122.	Vodacom	The dispute was about the consumer being charged after the contract was terminated. The supplier credited the consumer's account.	R883,92
123.	Vodacom	The dispute was about the consumer being charged after the contract was terminated. The supplier credited the consumer's account. and updated the consumer's credit profile and closed the account.	R13 049,60
124.	Vodacom	The dispute was about being the consumer being billed after the contract was cancelled. The supplier cancelled the contract and migrated the consumer to prepaid and refunded the consumer.	R463,35
125.	Vodacom	The dispute is about the supplier extending the consumer's contract without their consent. The supplier cancelled and credited the consumer's account.	R1 507,06



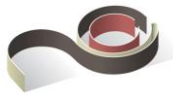
No	Supplier	Summary	Money Saved
Quarter 3			
126.	Telkom	The consumer indicated that the supplier suspended her service despite her having paid the account. The supplier restored the consumer's account and refunded the consumer.	R9 485,07
127.	Amazon	The dispute was about the repair of a bicycle which was returned to the consumer with missing parts. The supplier refunded the consumer.	R7 487, 66
128.	Takealot Online (Pty) Ltd	The dispute was about a defective stove. The consumer confirmed that the supplier refunded her the purchase price.	R14 699,00
129.	Mtn	The dispute was about the billing which continued after the contract was cancelled. The contract was cancelled and a credit was issued.	R288,24
130.	Vodacom Shop Midlands	The dispute was about the cancellation of the contract. The contract was cancelled and the credit bureaus updated and refunded.	R1 420,00
131.	Telkom	The dispute was about non-delivery of the voucher which was part of the package offered to the consumer. The consumer was provided with a voucher.	R1 500,00
132.	Telkom	The dispute was about non-delivery of products offered to the consumer on their package. The supplier provided the consumer with a voucher and the mouse was delivered.	R1 000,00
133.	Telkom Mobile Sa	The dispute was about incorrect billing charged by the supplier. The consumer was credited.	R566,92
134.	Telkom SA	The dispute was about the consumer being charged more the agreed amount in terms of the contract. The consumer was refunded and the account migrated to prepaid.	R411,00



No	Supplier	Summary	Money Saved
Quarter 3			
135.	Vodacom/Vodacom Rewards Co	The dispute was about an unauthorised upgrade of the consumer's contract. The unauthorised upgrade was reversed and the consumer refunded.	R1 343,77
136.	Vodacom	The dispute was about a Voda pay Max airtime machine which malfunctioned when the consumer purchased the airtime. The consumer was refunded.	R1 300,00
137.	Vodacom	The dispute was about debiting the consumer after the contract was cancelled and failure to cancel the contract. The contract was cancelled and the consumer refunded.	R1 049,43
138.	Vodacom SA	The dispute was about the failure to cancel the consumer's account after cancellation of the contract. The supplier confirmed closure of account and refunded the consumer.	R21 108,57
139.	Builders Warehouse	The dispute was about a fraudulent transaction which took place in the consumer's account without their knowledge. The consumer was refunded.	R7 000,00
140.	Telkom Sa Soc Ltd	The consumer paid his account but later in the month his account was suspended. The consumer 's account was credited	R202,70
141.	Vodacom	The dispute was about fraudulent contracts opened without the consumer's consent The contracts were cancelled and the consumer refunded.	R59 215,18
142.	Vodacom	The dispute was about connectivity issues and cancellation of contract. The consumer's account was cancelled and was refunded.	R4 430,64
143.	We Buy Cars	The dispute was about the refund for the upliftment fee for the license plate charged by the supplier. The supplier refunded the consumer.	R1 500,00



No	Supplier	Summary	Money Saved
Quarter 3			
144.	Mtn	The dispute is about a fraudulent account opened without the consumer's consent. The consumer was credited.	R6 089,73
145.	Telkom	The dispute was about a defective device which could not be repaired. The consumer device was defrayed.	R689,00
146.	Telkom SA	The dispute was about communication channels between consumer and supplier, which caused problems for the consumer. The supplier corrected the communication to the consumer and credited the consumer's account.	R1 225,68
147.	Telkom	The dispute was about the settlement of account and updating of the consumer's credit profile. The consumer's account was cancelled and migrated to pre-paid and the consumer refunded. The credit profile was updated.	R1 368,55
148.	Telkom	The dispute was about unauthorized contract cancellation, suspension of contracts, unauthorised reinstatement of settled and cancelled contract, unauthorized deductions, refusal to cancel data sims and excessive billing & threats. The account has been corrected and the consumer credited.	R6 116,87
149.	Edgars	The dispute was about the consumer's signature being forged by the supplier's agent to activate a subscription. The supplier reversed the debit order which was charged.	R100,00
150.	EBK Auto Dealers Rossettenville	The dispute was about a defective vehicle which was repaired and the defects persisted after repairs were conducted. The supplier paid for the repairs.	R4 217,00



No	Supplier	Summary	Money Saved
Quarter 3			
151.	Vodacom	The dispute was about the continued billing after the contract was cancelled. The supplier cancelled the contract and refunded the consumer.	R2 438,33
152.	Vodacom	The dispute was about the amount that was charged to the consumer which was outside the agreement entered into between the parties. The consumer was migrated to a lower package and the supplier paid to bring the account up to date.	R1 250,00
			R2 342 179,07

4.5. Success before the NCT and the Courts

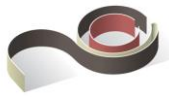
The following matters were finalised during the fourth quarter and were in favour of the NCC:

4.5.1. Reboot Retreat (Pty) Ltd

The NCT considered an application by the NCC after a consumer cancelled a retreat booking and was denied a refund of her **R9 500 deposit** based on a 60-day forfeiture policy. The Tribunal found that the supplier failed to disclose its cancellation policy as required, unlawfully imposed a blanket non-refundable deposit without considering the reasonableness factors in section 17(4) of the CPA, and included terms that effectively avoided statutory obligations.

4.5.2. Amorentia Estate and Nursery

The Tribunal dismissed the application by Amorentia Estate and Nursery (Pty) Ltd to review a Compliance Notice issued by the NCC, finding that the supplier failed to deliver avocado seedlings within the agreed or reasonable period (around March 2022) and only



attempted delivery seven months later, entitling the consumer to cancel and receive a refund. The Tribunal rejected arguments relating to prescription, lack of a fixed delivery date, and uncontrollable delays, holding that the conduct breached sections 19 and 47(3) of the CPA and that the supplier's contractual terms unlawfully excluded liability in contravention of section 51. It further found that the NCC acted lawfully and within its mandate, confirmed the Compliance Notice, and ordered the supplier to comply within 30 business days, with no order as to costs.

4.5.3. Kempster Sedgewick (Pty) Ltd trading as CMH Mahindra

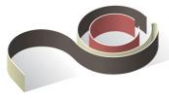
The Tribunal found that Kempster Sedgewick (Pty) Ltd supplied a new vehicle with a defective steering vibration, constituting a breach of section 55(2) of the CPA, despite multiple repair attempts after the consumer's purchase. Although the defect persisted and justified a finding of prohibited conduct, the Tribunal held that the requirements of section 56(3) were not met because the consumer did not report the recurrence of the defect within three months after the initial repair and therefore was not entitled to a full refund or replacement under that provision. Instead, the Tribunal ordered a partial refund of R257,426.67 (after deducting usage), found no basis to impose an administrative fine, and made no costs order. In a dissenting judgment, however, it was argued that the seriousness of the defect, the prolonged prejudice to the consumer, and the need for deterrence justified the imposition of a R1 million administrative penalty. The NCC will appeal the matter, especially around the non-imposition of the administrative fine.

4.5.4. Cartrack (Pty) Ltd (Consent order)

The NCT confirmed a settlement between the NCC and Cartrack. Cartrack agreed to pay a R5 million fine, refund over R5.1 million to affected consumers, cancel contracts without charging fees, and correct its terms and conditions to follow the CPA.

4.5.5. Two-a-day (Pty) Ltd t/a Elgin Fruit Juice

The Tribunal dismissed the case brought by the NCC against Two-A-Day (Pty) Ltd concerning contaminated fruit juice, without considering the merits, on the basis that it was time-barred under section 116 of the CPA. It found that the NCC referred the matter more than three



years after becoming aware of the conduct in 2021, and that section 116 is an absolute bar not subject to condonation. The NCT also refused a postponement to allow a condonation application and dismissed the matter with no costs order.

4.5.6. In total, administrative fines to the value of **R5 000 000.00** were imposed on the suppliers in relation to the matters indicated above.

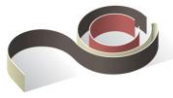
4.6. Investigation into Scams and Ponzi Schemes

4.6.1. 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.

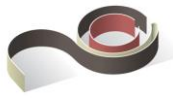
4.6.2. The NCC has three (3) investigations that are ongoing as indicated below:

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	BTM Investments and Projects	12/02/2026	In Progress	Defrauding members of the public by luring them into investing in his business and later using the funds for his personal gain.



No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
2	Success Burial Scheme.	12/02/2026	In Progress	SBS is a burial stokvel that provides various services, including burial plans, grocery assistance, meat plans, and after-tears support. Members of the public were contributing amounts ranging from R100 to R300 and selecting the products that best suit their needs. The consumers were not rendered the services they paid for.
3	Brilliant Global Media (BGM).	12/02/2026	In Progress	BGM falsely claims to be affiliated with well-known companies, and they provide flexible online job opportunities for their investors. The Investors are invited to invest amounts ranging from R450 to R840,000, and in return, they are assigned tasks to complete in order to receive significant returns. BGM offers a recruitment bonus for each new member that is recruited. The scheme collapsed and none of the investors were able to claim their investments.



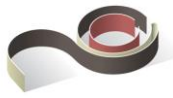
4.7. High impact investigations initiated

4.7.1. **Sanitary Wear Investigations**

- a) The NCC initiated investigations against 9 suppliers of sanitary wear. The investigations stems from the outcry following the publication of the study conducted by the University of Free State on the possible harm to consumers caused by the effect of the endocrine disrupting chemicals on the human body especially those of women and girls using sanitary wear. The study went on to make conclusions that repeated dermal contact raising concern for potential adverse health outcomes such as hormonal imbalance, reproductive toxicity as well as cancer.

- b) The following suppliers were identified:
 - (i) Kimberly-Clark of SA (PTY) Ltd (Kotex);
 - (ii) Procter and Gamble (PTY) Ltd (Always);
 - (iii) Anna Organics;
 - (iv) The Lion Match Company (PTY) Ltd trading as Comfitex;
 - (v) Here We Flo trading as Flo;
 - (vi) Johnson & Johnson (PTY) Ltd trading as Stay Free;
 - (vii) Premier Group of Companies trading as Lil-lets;
 - (viii) Essity Hygiene and Health AB trading as Libresse South Africa; and
 - (ix) My Time

- c) The investigation is ongoing and will be finalised in quarter 1 of 2026-2027. Preliminary investigations revealed that my time and Here We Flo may no longer be supplying the products in South Africa. Furthermore, the Department of Health as well as other regulatory authorities issued a statement dispelling the notion of the causal link between exposure to endocrine disrupting chemical and adverse health outcome on the human body.

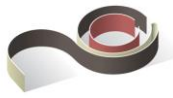


4.7.2. **Massmart**

- a) The NCC was notified by the Department of Agriculture regarding Massmart Holdings' marketing and distribution of pesticides that are alleged to be illegal. There is a prima facie indication that Massmart's conduct may constitute a contravention of applicable agricultural regulatory frameworks governing the sale and distribution of pesticides as well as the CPA. The investigation is aimed at, amongst other things, to determine whether the conduct of Massmart constitutes a violation of the CPA as such conduct may amount to a violation of consumer's right to safe and good quality goods and the strict liability provisions relating to harm caused by unsafe goods or inadequate instructions or warnings as contemplated in section 61 of the Act.
- b) The NCC received a notification from the supplier on 02 March 2026, following an investigation conducted by the National Regulator for Compulsory Specifications (NRCS), into variants of Logik Kettles ("the Goods"). The above-mentioned goods were found to be non-compliant and/or conformance to two (02) clauses of the Compulsory Specifications and/or Standards, SANS/IEC 60335, i.e., failed testing. The investigation is aimed at, amongst other things, to determine whether the conduct of Massmart constitutes a violation of the CPA as such conduct may amount to a violation of consumer's right to safe and good quality goods and the strict liability provisions relating to harm caused by unsafe goods or inadequate instructions or warnings as contemplated in section 61 of the Act.

4.7.3. **RS Imports**

- a) It was noted during engagements with Massmart that RS Imports may have supplied similar goods to other suppliers. The investigation is aimed at, amongst other things, to determine whether the conduct of RS Imports constitutes a violation of the CPA as such conduct may amount to a violation of consumer's right to safe and good quality goods and the strict liability provisions relating to harm caused by unsafe goods or inadequate instructions or warnings as contemplated in section 61 of the Act.



4.8. High impact investigations finalised.

4.8.1. FlySafair

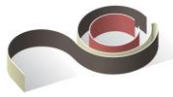
- a) The investigation against FlySafair arose out of allegations of overbooking and overselling of plane tickets and other systemic practices surrounding bookings. The investigation aimed at reviewing policies and procedures of bookings, the extent and scale of the overselling and overbooking, soliciting explanations or justification for the practice, whether the supplier mitigates such prejudice, measure the conduct and explanation(s) / justification, objectively against the provisions of the CPA. The investigation was finalised during the quarter under review. The matter will be referred to the NCT for prosecution.

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

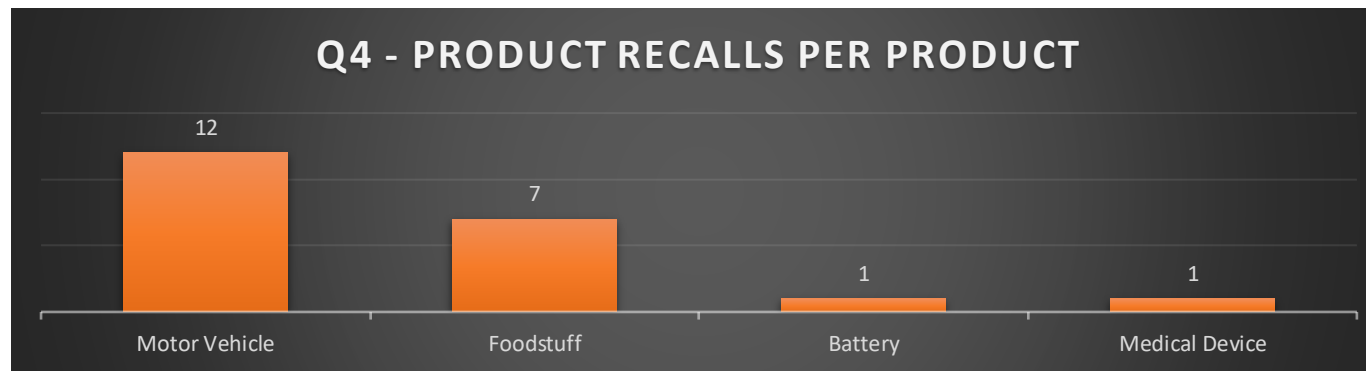


c) Other indication of failure, defect or hazard.

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.

4.9.4. Communication on two of the recalls, Boston Scientific and Waymeet Limited as indicated in table 10 below took place during April 2026.

Figure 2: Product recalls categorised per products



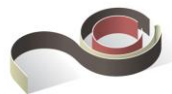
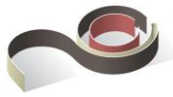
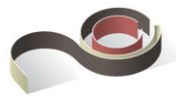


Table 10: Product recalls administered in the fourth quarter

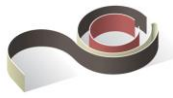
Item	Name of Supplier	Product	Defect	Hazards
1.	Volvo Car South Africa	2024-2026 Volvo EX30 HV Battery - Safety Notice (R10355)	Volvo Cars has launched a safety recall for certain EX30 Single Motor Extended Range and Twin Motor Performance vehicles due to a potential issue with the high-voltage battery.	In rare cases, the battery may overheat when charged to a high level, which could potentially cause a thermal event.
2.	Nestlé South Africa	NAN Special pro HA (Instant formula 0-12 months)	Potential presence of cereulide, toxin produced by Bacillus cereus	Food Safety
3.	Toyota SA Motors Pty (Ltd)	Toyota Hino 700 series Fuel pump replacement	Fuel pump housing has an inappropriate surface treatment process done during production.	Cracks may develop when repeatedly high load is applied to the supply pump resulting in a fuel leak.
4.	SAIC South Africa (Pty) Ltd / MG Motor South Africa	MG3 model Passenger vehicle – compact hatchback (B segment)	During formal Euro NCAP testing of the MG3, it was observed that inertia forces generated during a collision may cause the driver’s seat cushion frame to contact the seat adjustment unlocking mechanism, which could result in minor movement of the seat along its rail.	This movement may increase risk of injury during a collision.
5.	Boston Scientific	AXIOS™ Stent and Electrocautery Enhanced Delivery System	The supplier has initiated removal of certain AXIOS™ Stent and Electrocautery Enhanced Delivery	The most common outcome reasonably foreseeable resulting from difficulty deploying the stent is



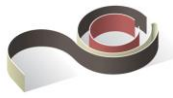
Item	Name of Supplier	Product	Defect	Hazards
			Systems (6 mm × 8 mm, 8 mm × 8 mm, and 20 mm × 10 mm), detailed in Attachment 1. This action is being taken due to increased reports of stent deployment and expansion issues with these configurations. This issue only occurs at the time of delivery of the stent and is expected to be noticed by the physician. Successfully implanted stents are not affected by this issue.	prolongation of the procedure to exchange the device for a new one. The most serious reasonably foreseeable outcome in cases where the first flange is unable to deploy or expand would be a cascade of events resulting in additional intervention, either endoscopic or surgical, to remove the stent and close the puncture site.
6.	Motus Vehicles Distributor	Renault Kwid ABS ECU Reprogramming (5-seater passenger vehicle)	Illumination of dashboard warning light.	Velocity calculation sensitivity.
7.	Waymeet Limited	ESR HaloLock Kickstand Wireless Power Bank Model 2G505B	The product presents a risk of fire as the lithium-ion batteries can overheat whilst in use.	The lithium-ion batteries in the recalled power banks may overheat and ignite, posing risks of fire and burns to consumers.
8.	Mercedes-Benz South Africa Limited	Mercedes-Benz Model 214- E-Class AMG E 53 Hybrid 4MATIC+	The transmission wiring harness could chafe on the front drive shaft. This could damage the wiring harness, which could	This might increase the risk of an accident. Additionally, due to a potential impairment of the boost-/recuperation function, an impact on



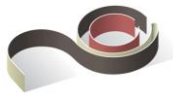
Item	Name of Supplier	Product	Defect	Hazards
			potentially result in a loss of propulsion without prior warning.	exhaust emissions cannot be ruled out.
9.	ButtaNutt (Pty) LTD	100% Peanut Butter (1kg) Chocolate Peanut Butter (250g)	Out of Specification Aflatoxin Result.	Acute exposure is unlikely to cause health effects. Chronic long-term ingestion could lead to health effects.
10.	Massmart	Logik Kettles - Automatic cordless and corded kettle	Logik Kettles - Automatic cordless and corded kettle "Product failed 2 clauses of SANS/ IEC 60335: Clause 25.8: Conductors of supply cords & Clause 19: Abnormal Operation.	Clause 25.8 – Overheating of supply cord. Clause 19 – Exposure to live electrical parts due to abnormal failure.
11.	Volkswagen Group Africa (Pty) Ltd ("VWGA")	Handbrake lever fitted to Volkswagen Polo Vivo vehicles of a specific production period.	The rivet height on the handbrake lever may be outside the required specification.	If the rivet height is out of specification, the handbrake may not engage properly or could, in rare cases, disengage unexpectedly. This may pose a safety risk, particularly when the vehicle is parked on an incline.
12.	Nutricia Southern Africa	Nutricia Aptamil Nutribiotik 2 800g & Nutricia Aptajunior Nutribiotik 3 800g	A raw material used in the product carrying traces of cereulide. None of our additional tests, using highly sensitive, internationally recognized analytical methods, have identified any levels of	High levels of exposure to cereulide, much higher than the trace presence found in this batch, can cause symptoms like nausea, vomiting and abdominal cramps.



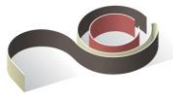
Item	Name of Supplier	Product	Defect	Hazards
			health concern. This is linked to an update in the guidance of EU authorities around cereulide threshold (decrease by more than 2 levels).	
13.	RCL FOODS	Various Brands of Dry Pet Food (Dry Dog and Cat Food)	Certain condemned batches linked to potential Salmonella contamination have been found retail channels	Salmonella in pet food poses health risks to pets and humans through ingestion or handling, and any detection is considered unsafe.
14.	Clicks Retailers Pty Limited	Made 4 Tots Corn Puffs Chicken 12g	Confirmed non-pathogenic Listeria contamination.	Multiple authoritative references agree that the following species do not cause disease in humans: <ul style="list-style-type: none"> • Listeria innocua • Listeria seeligeri • Listeria welshimeri • Listeria grayi • Listeria marthii • Listeria rocourtiae • Listeria fleischmannii • Listeria weihenstephanensis.



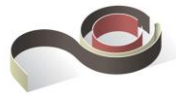
Item	Name of Supplier	Product	Defect	Hazards
				<p>Some species like <i>L. seeligeri</i> and <i>L. ivanovii</i> are generally non- pathogenic to humans but have rare, isolated reports of human disease— usually considered low-pathogenic or opportunistic, not major human pathogens.</p>
15.	Lexus SA Motors PTY (LTD)	Lexus LX500d (26SD-023 – Transmission ECU Reprogram)	<p>The subject vehicles are equipped with a 10-speed automatic transmission that contains linear solenoids to control the shifting of gears. If a solenoid failure occurs under certain driving conditions, the Transmission Electronic Control Unit (T-ECU) and the Engine ECU may not communicate the failure, resulting in the transmission over-revving in certain gears. This could result in damage to the transmission and a loss of motive power while driving at higher speeds. If certain damage occurs to the transmission housing, there is also the possibility for</p>	<p>These conditions can lead to an increased risk of a crash, or a fire in the presence of an ignition source.</p>



Item	Name of Supplier	Product	Defect	Hazards
			transmission fluid to leak from the housing.	
16.	Toyota SA Motors PTY (LTD)	Toyota LC300 (26SD-023 – LC300 Transmission ECU Reprogramming)	The subject vehicles are equipped with a 10-speed automatic transmission that contains linear solenoids to control the shifting of gears. If a solenoid failure occurs under certain driving conditions, the Transmission Electronic Control Unit (T-ECU) and the Engine ECU may not communicate the failure, resulting in the transmission over-revving in certain gears. This could result in damage to the transmission and a loss of motive power while driving at higher speeds. If certain damage occurs to the transmission housing, there is also the possibility for transmission fluid to leak from the housing.	These conditions can lead to an increased risk of a crash, or a fire in the presence of an ignition source.
17.	Dynamic Brands Manufacturing (Pty) Ltd	Slimsy Pomegranate 6% Squash 1 Litre	Blown or swollen bottles of 6% Slimsy Pomegranate Squash Concentrate 1L.	Blown or swollen bottles may rupture due to gas formation in the product, leading to physical injury and may contain contaminated product(s).



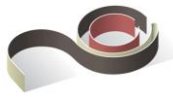
Item	Name of Supplier	Product	Defect	Hazards
				Ingestion of the product could potentially lead to foodborne illness.
18.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	25SE6: Certain 2022-2026 Ford Model Year Transit and Transit / Tourneo Custom 12V AGM Battery Venting	In some affected Vehicles built with H7 AGM batteries, customers may experience an acidic smell similar to that of rotten eggs inside the cabin of the vehicle, a hissing sound, or visible gas venting from the battery. Additionally, the seat area may feel unusually warm.	Under normal operating conditions, an Absorbent Glass Mat (AGM) battery produces only hydrogen and oxygen during a standard gassing event. However, increased temperatures can trigger a side reaction that produces hydrogen sulphide (H ₂ S). Prolonged exposure to these emissions may result in potential health effects.
19.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	26S10 - 2025 Model Ford Ranger (XLT and Wildtrak) Exhaust Gas Recirculation (EGR) valve failure	In some of the affected vehicles, the Exhaust Gas Recirculation (“EGR”) valve may fail, creating the risk of a loss of engine power typically at speeds below 15 mph/24 kph. Other symptoms the driver may experience are a check engine light on the dashboard display, weak acceleration, engine vibration, or the engine not starting.	A loss of engine power increases the risk of an accident.



Item	Name of Supplier	Product	Defect	Hazards
20.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	25SF3: Certain 2023-2024 Model Year Ford Puma Vehicles Restraint Control Module (“RCM”) Software Update	According to Ford’s records, the remedy software (Restraint Control Module) for Safety Recall 23S52 may not have been installed correctly during a prior Dealership visit. Because the correct software update may not have been installed on these vehicles, the underlying condition specified in Safety Recall 23S52 may still exist.	In the event of an accident the restraints system performance could potentially be degraded therefore increasing the risk of injury.
21.	Toyota SA Motors PTY (LTD)	Hino 700 Fuel pump replacement	Fuel pump housing has an inappropriate surface treatment process done during production.	Cracks may develop when repeatedly high load is applied to the supply pump resulting in a fuel leak.

4.10. Consumer and Business Education

- a) The quarter's initiatives contributed to strengthening consumer confidence and advancing a culture of compliance among both consumers and suppliers in the targeted regions.



4.10.1. Consumer Education

- a) During the quarter under review, 13 consumer education initiatives were conducted across four (4) provinces, namely North-West (2), Gauteng (2), Limpopo (5), and KwaZulu-Natal (4). A total of 1 871 consumers were reached through workshops and exhibitions held during this period.
- b) Initiatives focused on three (3) key consumer protection themes: Contracts and the CPA; Unsafe/expired food and product recalls; and non-compliant goods and services. These topics were selected to address prevalent consumer vulnerabilities and to promote informed consumer behaviour across the targeted regions.
- c) These topics were selected in response to prevailing consumer complaints and market conduct trends observed during the period.
- d) The workshops and exhibitions delivered measurable awareness gains across the targeted communities. Consumers were equipped with practical knowledge of their rights and remedies under the CPA, enabling more informed purchasing decisions.
- e) Engagements on unsafe and expired food products are expected to reduce health risks associated with non-compliant goods in the affected provinces. Outreach on non-compliant goods and services, empowered consumers to identify, report, and escalate grievances through the appropriate channels.

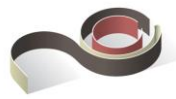
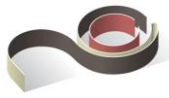


Table 11: Consumer education initiatives undertaken.

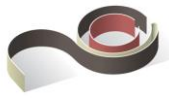
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	NO. OF ATTENDEES	TOPIC SHARED
1.	Consumer Education Workshop	29 January 2026	North-West	Dr Ruth Segomotsi Mompoti District Municipality	148	"Contracts and the Consumer Protection Act"
2.	Consumer Education Exhibition	30 January 2026	North-West	Dr Ruth Segomotsi Mompoti District Municipality	160	"Contracts and the Consumer Protection Act"
3.	Consumer Education Workshop	05 February 2026	Gauteng	West Rand District Municipality	32	"Unsafe/expired food and product recalls."
4.	Consumer Education Exhibition	06 February 2026	Gauteng	Tshwane Metropolitan Municipality	160	"Unsafe/expired food and product recalls."
5.	Consumer Education Workshop	09 March 2026	Limpopo	Capricorn District Municipality	98	"Unsafe/expired food and product recalls."
6.	Consumer Education Workshop	10 March 2026	Limpopo	Capricorn District Municipality	115	"Unsafe/expired food and product recalls."
7.	Consumer Education Workshop	11 March 2026	Limpopo	Capricorn District Municipality	113	"Unsafe/expired food and product recalls."
8.	Consumer Education Workshop	12 March 2026	Limpopo	Capricorn District Municipality	163	"Non-compliant goods and services"



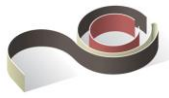
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	NO. OF ATTENDEES	TOPIC SHARED
9.	Consumer Education Workshop	13 March 2026	Limpopo	Capricorn District Municipality	643	"Non-compliant goods and services"
10.	Consumer Education Workshop	17 March 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality	74	"Unsafe/expired food and product recalls."
11.	Consumer Education Workshop	18 March 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality	12	"Unsafe/expired food and product recalls."
12.	Consumer Education Workshop	18 March 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality	62	"Contracts and the Consumer Protection Act"
13.	Consumer Education Exhibition	19 March 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality	91	"Contracts and the Consumer Protection Act"

4.10.2. Business Education

- a) During the quarter under review, targeted outreach and education initiatives were intensified to strengthen compliance with the CPA at both grassroots and formal business levels. A key focus area was the informal sector, where door-to-door outreach in the Eastern Cape engaged informal traders directly. This approach ensured practical, on-site guidance and promoted improved understanding of regulatory requirements, contributing to enhanced compliance within underserved and high-risk segments of the market.
- b) A total of 36 informal traders received one-on-one engagement on fundamental provisions of the CPA, specifically:
- (i) Section 22 – Right to information in plain and understandable language
 - (ii) Section 23 – Price display obligations



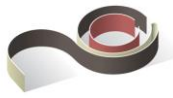
- (iii) Section 26 – Sales records
 - (iv) Section 55 – Consumer's right to safe, good quality goods
-
- c) This hands-on, personalised approach ensured that traders with limited formal business literacy received targeted, actionable guidance directly relevant to their day-to-day operations.
 - d) During the period under review, the NCC intensified its business education and outreach efforts across multiple Provinces, reaching 2 153 businesses and individuals. The initiatives targeted a broad spectrum of stakeholders, including Small, Medium, and Micro Enterprises (SMMEs), informal traders, industrial park operators, and members of the general public. Outreach was designed to promote awareness of and compliance with the CPA at the grassroots level, with particular emphasis on vulnerable and historically underserved business communities. These initiatives were designed to improve awareness of consumer rights and business obligations, while fostering a culture of transparency, accountability, and effective redress mechanisms.
 - e) Targeted SMME engagement programmes in KwaZulu-Natal and the Western Cape delivered focused workshops aimed at equipping small businesses with critical knowledge on fair trading practices, disclosure requirements, and consumer recourse processes. These interventions supported enterprise development while reinforcing regulatory compliance.
 - f) Furthermore, sector-specific compliance awareness was advanced through engagements with industrial stakeholders. Presentations delivered at the Swellendam Industrial Area and the Silverton and Waltloo Industrial Forum addressed industry-relevant compliance obligations, thereby promoting alignment with the CPA within more structured business environments.
 - g) Overall, the quarter four (4) initiatives demonstrate a comprehensive and inclusive approach to consumer and business education, contributing to improved compliance, increased awareness, and strengthened consumer protection across diverse economic sectors.



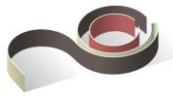
h) The business education initiatives reflect a deliberate, multi-pronged strategy to embed consumer protection compliance across diverse business segments and geographies. The integration of collaborative outreach, sector-specific engagement, and grassroots advocacy positions the NCC to drive sustained behavioural change among businesses, ultimately contributing to a fairer and more compliant marketplace.

Table 12: Business education initiatives undertaken.

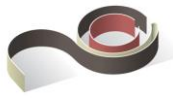
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
1	Door-to-Door Advocacy Drive	20 January 2026	Eastern Cape	Umzimvubu Municipality	<ul style="list-style-type: none"> • DEDEAT • Buffalo City Municipality • OR Tambo Municipality • Umzimvubu Municipality • SAPS • Department of Agriculture • Department of Health • Department of Home Affairs 	<ul style="list-style-type: none"> • SMMEs • Informal Traders 	KPI 14	<ul style="list-style-type: none"> • Section 26 of the CPA • Section 55 of the CPA • Section 24 of the CPA & FCDA • Section 13 of the CPA • Section 56 of the CPA • Section 23 of the CPA • Section 24 of the CPA & FCDA



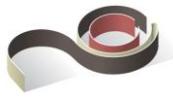
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
								<ul style="list-style-type: none"> • Section 48 of the CPA • Section 51 of the CPA • Section 22 of the CPA
2	Door-to-Door Advocacy Drive	21 January 2026	Eastern Cape	King Sabata Dalindyebo Municipality	<ul style="list-style-type: none"> • DEDEAT • Buffalo City Municipality • OR Tambo Municipality • Umzimvubu Municipality • SAPS • Department of Agriculture • Department of Health • Department of Home Affairs 	<ul style="list-style-type: none"> • SMMEs • Informal Traders 	KPI 14	<ul style="list-style-type: none"> • Section 26 of the CPA • Section 55 of the CPA • Section 24 of the CPA & FCDA • Section 13 of the CPA • Section 56 of the CPA • Section 23 of the CPA • Section 24 of the CPA & FCDA



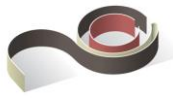
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
								<ul style="list-style-type: none"> • Section 48 of the CPA • Section 51 of the CPA • Section 22 of the CPA
3	Door-to-Door Advocacy Drive	22 January 2026	Eastern Cape	Baffalo City Municipality	<ul style="list-style-type: none"> • DEDEAT • Buffalo City Municipality • OR Tambo Municipality • Umzimvubu Municipality • SAPS • Department of Agriculture • Department of Health • Department of Home Affairs 	<ul style="list-style-type: none"> • SMMEs • Informal Traders 	KPI 14	<ul style="list-style-type: none"> • Section 26 of the CPA • Section 55 of the CPA • Section 24 of the CPA & FCDA • Section 13 of the CPA • Section 56 of the CPA • Section 23 of the CPA • Section 24 of the CPA & FCDA • Section 48 of the CPA • Section 51 of the CPA



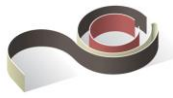
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
								<ul style="list-style-type: none"> • Section 22 of the CPA
4	Workshop	4 February 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality (Embo Taxi Hall)	<ul style="list-style-type: none"> • eThekweni Municipality KZN Consumer Affairs • Department of Economic Development • Department of Agriculture, • Department of Health Ward councillors • South African Revenue Service • Business and licensing • Business support • Employment and Labour 	<ul style="list-style-type: none"> • SMMEs • 	KPI 15	<ul style="list-style-type: none"> • Business Compliance: • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress



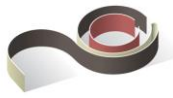
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
5	Workshop	5 February 2026	KwaZulu-Natal	eThekweni Metropolitan Municipality (Umnini Thusong Community Hall)	<ul style="list-style-type: none"> • eThekweni Municipality • KZN Consumer Affairs • Department of Economic Development • Department of Agriculture • Department of Health • Ward councillors • South African Revenue Service • Business and licensing • Business support • Employment and Labour 	<ul style="list-style-type: none"> • SMMEs 	KPI 15	<ul style="list-style-type: none"> • Section 26 of the CPA • Section 55 of the CPA • Section 24 of the CPA & FCDA • Section 13 of the CPA • Section 56 of the CPA • Section 23 of the CPA • Section 24 of the CPA & FCDA • Section 48 of the CPA • Section 51 of the CPA • Section 22 of the CPA



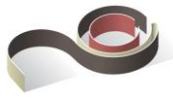
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
6	Workshop	24 February 2026	Western Cape	Swellendam Local Municipality (Swellendam Town Hall)	N/A	Swellendam Industrial Area (morning session)	KPI 15	<ul style="list-style-type: none"> • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress
7	Workshop	24 February 2026	Western Cape	Swellendam Local Municipality (Swellendam Town Hall)	N/A	SMMES (afternoon session)	KPI 14	<ul style="list-style-type: none"> • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress
8	Workshop (Virtual)	9 March 2026	Gauteng	City of Tshwane Metropolitan Municipality:	<ul style="list-style-type: none"> • City of Tshwane Metropolitan Municipality • Ward Councillor 	Silverton & Waltloo Industrial	KPI 14	<ul style="list-style-type: none"> • The CPA • Fundamental Consumer Rights



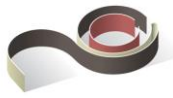
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
				Silverton and Waltloo	<ul style="list-style-type: none"> • Regional Head • Tshwane Metro Police Department • SAPS • Crime Prevention Group • Informal Traders • CSIR • TASEZ • CCBC • GGDA • Letaba Lab • Long Life Dairy Products • Ore Décor • ISOWALL • Kasieboy • Buzaphi • OHS 	Forum Meeting		<ul style="list-style-type: none"> • Business Obligations • Fair Business Practices • Product Safety and Quality • Transparency and Disclosure • Digital Presence & E-commerce • Dispute Resolution & Compliance



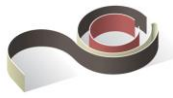
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
9	Exhibition	9 March 2026	Limpopo	Polokwane; Capricorn District Municipality (Seshego TVET College)	<ul style="list-style-type: none"> • Businesses and Suppliers • Regulators and Government Bodies • Academia and Media 	<ul style="list-style-type: none"> • SMMEs 	KPI 14	<ul style="list-style-type: none"> • CPA Rights Literacy • Redress Mechanisms • Prohibited Surcharges: • Card Transaction Restrictions
10	Workshop	10 March 2026	Limpopo	Polokwane; Sekhukhune District Municipality (Peter Nchabeleng Community Hall)	<ul style="list-style-type: none"> • Regulators • Government Departments • Academia 	<ul style="list-style-type: none"> • SMMEs 	KPI 14	
11	Exhibition	10 March 2026	Limpopo	Polokwane; Capricorn District Municipality (Game Centre)	<ul style="list-style-type: none"> • Regulators • Government Departments • Academia 	<ul style="list-style-type: none"> • SMMEs 	KPI 14	
12	Exhibition	11 March 2026	Limpopo	Polokwane; Capricorn District Municipality (Paledi Mall)	<ul style="list-style-type: none"> • Regulators • Government Departments • Academia 	<ul style="list-style-type: none"> • SMMEs 	KPI 14	



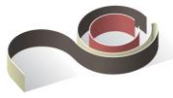
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
13	Exhibition	11 March 2026	Limpopo	Polokwane; Capricorn District Municipality (Limpopo Mall)	<ul style="list-style-type: none"> • Regulators • Government Departments • Academia 	• SMMEs	KPI 14	
14	Exhibition	12 March 2026	Limpopo	Polokwane; Capricorn District Municipality (Turfloop Plaza)	<ul style="list-style-type: none"> • Regulators • Government Departments • Academia 	• SMMEs	KPI 14	
15	Workshop	24 March 2026	Gauteng	City of Johannesburg Metropolitan Municipality: Eldorado Park Clinic extension 9	<ul style="list-style-type: none"> • NFO • NCR • CGSO • GPGDED 	• SMMEs	KPI 15	<ul style="list-style-type: none"> • Digital Accessibility • Business-to-Business Redress • Regulatory Jurisdiction • Consumer Rights Literacy • Prohibited Financial Practices (Unauthorized surcharges)



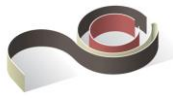
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
								and extra fees imposed on consumers for card transactions)
16	Exhibition	24 March 2026	Gauteng	City of Johannesburg Metropolitan Municipality: Eldorado Park Shoprite	<ul style="list-style-type: none"> • NFO • NCR • CGSO • GPGDED 	<ul style="list-style-type: none"> • SMMEs 	KPI 15	<ul style="list-style-type: none"> • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress
17	Workshop	25 March 2026	Gauteng	City of Johannesburg Metropolitan Municipality: (Eldorado Park Clinic extension 9)	<ul style="list-style-type: none"> • NFO • NCR • CGSO • GPGDED 	<ul style="list-style-type: none"> • SMMEs 	KPI 15	<ul style="list-style-type: none"> • Digital Accessibility • Business-to-Business Redress • Regulatory Jurisdiction



No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
								<ul style="list-style-type: none"> • Consumer Rights Literacy • Prohibited Financial Practices (Unauthorized surcharges and extra fees imposed on consumers for card transactions)
18	Exhibition	25 March 2026	Gauteng Cape	City of Johannesburg Metropolitan Municipality: Eldorado Park Shoprite	<ul style="list-style-type: none"> • NFO • NCR • CGSO • GPGDED 	• SMMEs	KPI 15	<ul style="list-style-type: none"> • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress



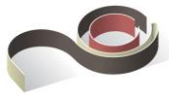
No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	JOINT PARTNERSHIPS	AUDIENCE	QUARTERLY TARGET ALIGNMENT	TOPIC
19	Exhibition	26 March 2026	Gauteng	City of Johannesburg Metropolitan Municipality: Kliptown Boxer	<ul style="list-style-type: none"> • NFO • NCR • CGSO • GPGDED 	<ul style="list-style-type: none"> • SMMEs 	KPI 15	<ul style="list-style-type: none"> • Right to safety • Right to information • Right to quality services/goods • Fair market practices • Right to redress
20	Workshop	27 March 2026	Gauteng Cape	City of Tshwane Metropolitan Municipality: Ekangala, TLC	<ul style="list-style-type: none"> • Ekangala Crime Prevention Group 	Ekangala Crime Prevention Group	KPI 15	<ul style="list-style-type: none"> • Understanding the Consumer Protection Act • Disclosure of Price • Bank Transaction Fees & Surcharges • Role of the NCC & Enforcement



4.11. Stakeholder engagements

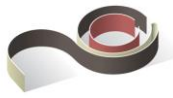
4.11.1. **Partnerships and collaborations**

- a) The quarter was characterised by the advancement and near-finalisation of priority Memoranda of Understanding (MoUs) with strategic partners, strengthened integration with Ombud Schemes, and the successful execution of WCRD 2026. The WCRD campaign combined enforcement action with large-scale consumer education, yielding measurable outcomes across enforcement, stakeholder alignment, and public outreach. Overall, the NCC demonstrated a more cohesive and strategic approach to partnerships, regulatory coordination, and public engagement
- b) In January 2026, the NCC advanced its international and regional collaboration agenda. Engagement with Consumers International on 27 January 2026 provided an opportunity to contribute to the draft Artificial Intelligence (AI) Strategy facilitated by the Consumer International and identify areas of collaboration linked to WCRD 2026. This resulted in the NCC securing a speaking role at the global WCRD webinar organised by the Consumer International set for 16 March 2026 and extended a reciprocal invitation to Consumers International to participate in the South African WCRD event on 13 March 2026, elevating the national event to an international platform. On 29 January 2026, the NCC participated in the SADC Technical Working Group meeting, at which it was resolved that South Africa would host a regional capacity-building meeting in July 2026.
- c) On 27 February 2026, the NCC and SARS entered into a Memorandum of Understanding (MoU) to strengthen inter-agency cooperation in matters relating to consumer protection, regulatory compliance, and the enforcement of applicable legislation within South Africa's marketplace. The MoU establishes a formal framework for collaboration between the two institutions, with a focus on information sharing, coordinated investigations, and joint enforcement initiatives aimed at addressing unfair business practices, illicit trade, customs-related consumer risks, and non-compliance affecting consumers and the national economy. This strategic partnership is intended to enhance regulatory oversight across domestic and cross-border trade environments, improve the detection and prevention of prohibited conduct, and promote compliance with consumer protection and revenue legislation. The agreement further supports a coordinated approach to



market surveillance, data exchange, and capacity building between the parties. The signing of the MoU marks a significant step in advancing government-wide collaboration to protect consumer rights, safeguard fair market conduct, and strengthen public confidence in the regulatory system.

- d) Engagements with Ombud Schemes, including the National Financial Ombud (NFO) Scheme, focused on improving case referral systems for credit-related complaints between the two (2) institutions.
- e) The NCC led the national WCRD 2026 campaign from 07th until 13th March 2026 through the Consumer Protection Forum, combining enforcement action with large-scale consumer awareness initiatives. A total of 89 business inspections were conducted, of which 43 businesses were found to be non-compliant. Enforcement actions included seven arrests for illegal trading activities, notably the sale of illicit cigarettes, and the issuance of fines amounting to R16 500. In parallel, 13 consumer education workshops and exhibitions were delivered across multiple community locations, reaching 2 533 consumers and reinforcing awareness of consumer rights and business obligations.
- f) Further strengthening institutional integration, a strategic planning session was held on 23 March 2026 with the Motor Industry Ombud of South Africa (MIOSA) and the Consumer Goods and Services Ombud (CGSO). Key outcomes included the development of a standardised reporting framework, enhanced data-sharing protocols, coordinated implementation of joint initiatives, and signing Compact Agreements.
- g) In addition, on 25 March 2026, the NCC conducted a targeted capacity-building session with the Retail Motor Industry (RMI) Organisation, focusing on strengthening compliance within the motor repair sector. The session emphasised key provisions of the CPA, including pre-authorisation requirements, disclosure obligations, and service delivery standards. Advocacy Initiatives with the RMI will be enhanced in the 2026-27 financial year.

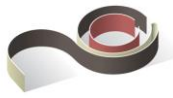


5. PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

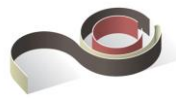
Table 12 below shows the progress made against current quarterly milestones.

Table 13: Progress towards achievement of the APP targets.

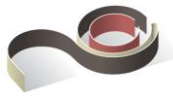
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
1.	Enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	Achieved 100% (33 out of 33) enforcement action in the form of compliance notices was taken against suppliers of illicit goods, expired goods, and illegal imports.	N/A	N/A	N/A
2	Time taken to finalize CTFL matters to ensure non-compliant CTFL is destroyed or exported to the country of origin and compliant CTFL is released to market.	Finalize CTFL matters within 40 business days.	Finalize CTFL matters within 40 business days.	Achieved 37 out of 37 CTFL matters were finalised within 40 business days.	N/A	N/A	N/A



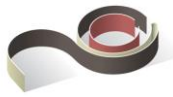
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
3	Percentage of preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	Achieved 86% (6 of 7) of preferential procurement from SMME's in designated groups.	N/A	N/A	N/A
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.	N/A	N/A	N/A	N/A	N/A
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.	16 interns placed by the NCC, accredited ombud schemes namely, MIOSA and CGSO, and other partners.	Achieved 22 interns are currently placed by the NCC. 6 interns are placed by CGSO.	N/A	N/A	N/A



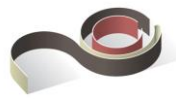
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
6	Time taken to finalize the investigations into Ponzi Schemes, AI and Fake reviews on digital platforms for goods and services, 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 The three investigations approved in February are in progress and well within the time frame.	N/A	N/A	N/A
7	Number of high impact investigations initiated.	4 high-impact investigation initiated.	1 high impact investigation initiated.	Target Exceeded 12 High impact investigation were initiated	N/A	N/A	N/A
8	Number of high impact investigations Finalised	4 high impact investigations finalised.	1 high impact investigation finalised.	Achieved 1 High impact investigation was finalized.	N/A	N/A	N/A



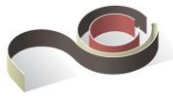
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
9	Percentage of direct marketers registered on the opt-out register.	25% of direct marketers registered on the opt-out system (measured from 1 January 2026).	25% of direct marketers registered on the opt-out register (measured from 1 January 2026).	Not achieved	The amendments to the regulations not yet published. Preparations for the readiness of the optout registry system are underway.	System preparations are underway to ensure that it will be ready to withstand traffic and potential threats when it goes live.	The target has been included in the 2026/2027 draft APP.
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 56,45% (962 out of 1704)	Some investigations have taken longer than anticipated due to their complexity and the difficulty in tracing certain suppliers.	Tracing agents have been appointed. Clustering of multiple complaints lodged against the same supplier(s), and instead of addressing them piecemeal. The NCC is finalising	Complaints are increasingly getting complex and are taking longer to finalise.



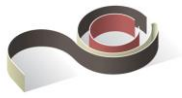
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
						settlements against such suppliers targeting permanent resolution of the root causes.	
11	Time taken to administer and issue 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.	Target not met 17 out of 21 product recalls were administered from January 2026 to March 2026 within 40 business days of receipt of the recall notice from the supplier.	There are two recalls that required further interrogation with suppliers in order to seek clarity on the nature of the defects.	Improved administration of product recalls.	N/A
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 02 energy related complaints were approved during the quarter. 23 Other investigations are	N/A	N/A	N/A



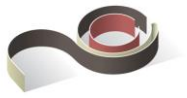
Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
				underway and are still within the six months.			
13	Number of consumer education and awareness programs conducted	16 consumer education and awareness initiatives targeted at consumer conducted.	4 consumer education and awareness initiatives targeted at consumer conducted.	Target Exceeded 13 consumer education and awareness initiatives targeted at consumers were conducted.	N/A	N/A	N/A
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 11 business education and awareness initiatives targeted at SMMEs, and informal business conducted	N/A	N/A	N/A
15	Advocacy interventions in municipalities.	10 advocacy interventions in municipalities	3 advocacy interventions in municipalities.	Target Exceeded 9 advocacy interventions in Municipalities.	N/A	N/A	N/A
16	Number of joint collaborative initiatives.	6 joint initiatives conducted in collaboration with	1 joint initiative conducted in collaboration with	Target Exceeded 11 joint initiatives were undertaken in	N/A	N/A	N/A



Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
		regulatory bodies.	regulatory bodies.	collaboration with different regulatory bodies, including the CPF member institutions.			
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.	Achieved 80% (4 out of 5) Judgments were issued in favour of the NCC by the Tribunal.	N/A	N/A	N/A
18	Available complaints handling e-Service System and Website	95% availability of complaints handling e-Service System and Website	95% availability of complaints handling e-Service System and Website	Achieved 99.89% availability of complaints handling e-Service System and 99.35% availability of Website	N/A	N/A	N/A
19	Number of days taken to pay suppliers.	Pay service providers within 20 business days.	Pay service providers within 20 business days.	Achieved Invoices to suppliers were processed within an average of 4.02 days.	N/A	N/A	N/A



Output Indicator		Target for 2025/26 as per APP	Quarter four Target as per APP	Quarter four Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter four
20	A functional mobile unit	Business case for the mobile unit.	Business case for the mobile unit.	Achieved Business case for the mobile unit produced and approved	N/A	N/A	N/A

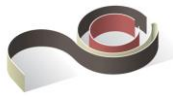


NATIONAL CONSUMER COMMISSION

SECTION C RISK MANAGEMENT

QUARTER FOUR 2025-2026





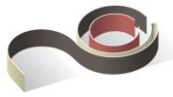
6. AUDIT AND RISK MANAGEMENT

6.1. Progress on the implementation of risk mitigation plans

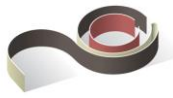
Table 13 below shows the progress made on risk register.

Table 14: Risk Register actions.

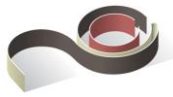
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 1	Limited inspection capacity.	Filling of some vacant positions on the structure.	DH:CID & CFO	Quarter 2	Implemented The investigation positions have been filled effective from 1 October 2025.	Medium
		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	Implemented Investigative Skills Training was conducted on 23 February 2026 by the Financial Intelligence Centre (FIC) as part of ongoing capacity-building initiatives. A training session was also conducted by CID on 17 March	Medium



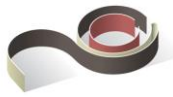
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					2026 to further enhance investigative competencies.	
		Conduct awareness campaigns for consumers on scams.	DH: ELS/DH EA	Quarter 4	Implemented Consumer scam awareness campaigns were undertaken in commemoration of World Consumer Rights Day, aimed at promoting consumer protection and public awareness. In addition, the awareness material was published on the NCC's website to further extend its reach.	
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 A total of 36 door-to-door business education initiatives were conducted in the Eastern Cape as part of self-initiated activities from 20 to 22 January 2026.	Low



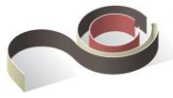
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
	Businesses may fail to fully understand or adhere to legislative and regulatory requirements of CPA, either due to negligence, lack of knowledge, or deliberate non-compliance.				Additionally, two Business Education Workshops were conducted in the Western Cape on 24 February 2026, and two consumer workshops were held in Gauteng on 5 and 6 February 2026.	
		Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach.	DH: EA	Quarterly	Implemented Diverse media platforms, including social and electronic media, were utilised to disseminate product recall messages, thereby extending the national reach of the NCC.	
		Collaboration and partnerships with relevant external stakeholders	DH: EA	Quarterly	Implemented Participated in collaborative initiatives in Eastern Cape on 20-22 January 2026. 2 collaborative initiatives in eThekweni 11 collaborative initiatives were conducted with the relevant regulatory bodies in City of	



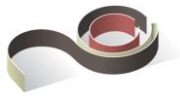
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					Tshwane Metropolitan Municipality, Polokwane, City of Johannesburg Metropolitan Municipality.	
STR 4	Cyber attacks	Regular monitoring and review of cybersecurity controls.	CIO	Quarterly	Implemented Cybersecurity controls are monitored on a weekly basis through a combination of automated tools and manual review processes. Monthly reports are generated to track performance and compliance.	Medium
		Regular cybersecurity awareness training.	CIO	Quarterly	Implemented The Cybersecurity Posture Report, Mimecast solutions, and ongoing cybersecurity training programmes remain in place and operational.	
		Perform network penetration testing to identify weaknesses in controls.	CIO	Quarter 4	Implemented Vulnerability Assessments and Penetration Testing are currently	



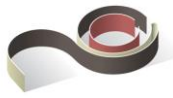
No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					being conducted by IOCO. However, an independent audit by Internal Auditors is still pending.	
		Develop incident response plan	CIO	Quarter 2	Not Implemented The Incident Response Plan is scheduled for review in Quarter 1 of the 2026/27 financial year.	
		Regular review of systems and infrastructure licenses.	CIO	Quarterly	Implemented A structured schedule has been established for the quarterly review of all active licenses. License compliance and renewals are systematically tracked and documented.	
		Develop data privacy policy	CIO	Quarter 1	Implemented The policy has been developed.	
		Business systems access reviews with manual generated evidence (Finance and HR)	CIO	Quarterly	Implemented Business systems access reviews have been conducted for the quarter under review.	



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 The Department of Trade, Industry and Competition (the dtic) has provided additional funding of R15 million to support and buffer the budget.	High
		Partnerships with other government or/and private institution.	CFO	Quarterly	Implemented The partnership between the Public Service Sector Education and Training Authority (PSETA) and the National Youth Development Agency (NYDA) has yielded indirect financial benefits.	
		Quarterly monitor and reprioritize available budget.	CFO	Quarterly	Implemented Quarterly budget monitoring has been conducted, and available funds have been reprioritised to ensure optimal allocation and utilisation.	
STR 6	Inadequate capacity to	Engage the dtic and NT for additional funds to increase the baseline.	Commissioner/ CFO	Quarter 2 & 4	Implemented	High



No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
	respond to organisational mandate.				The Department of Trade, Industry and Competition (the dtic) and the National Treasury (NT) were engaged for additional funding, resulting in an additional allocation of R17 million.	
		Develop Organisational redesign Framework.	Commissioner/ CFO	Quarterly (2025-2030)	There is a need to review the organisational structure in light of current changes. A formal assessment will be conducted, taking into account key projects such as the opt-out registry. This will include the reprioritisation of capacity to augment resources across various divisions.	

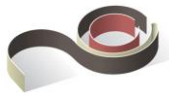


6.2. Progress on the implementation of audit findings

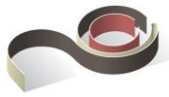
Tables 15 and 16 below shows the findings that are open and those closed within the quarter under review:

Table 15: Internal Audit Matrix

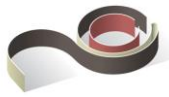
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
1.	Audit Findings	<p>Cleartext Protocols - Use of Cleartext Protocols Exposing Sensitive Data to Interception.</p> <p>Audit Finding Description</p> <p>It was observed that the identified hosts are transmitting data in clear text, making them susceptible to interception. This could potentially lead to the disclosure of sensitive information, including credentials, during transmission.</p> <p>Recommendation</p> <p>Immediately disable the use of cleartext protocols and replace them with secure</p>		Quarter 4 of 2024/25	Feb 2026	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	CIO	The server has been decommissioned.	Closed



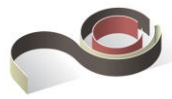
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		alternatives that use encryption, such as HTTPS instead of HTTP, SFTP instead of FTP, and SSH instead of Telnet. Implement Transport Layer Security (TLS) to secure data in transit and ensure that all endpoints and servers are configured to support encrypted communications. Conduct a 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.				Advisory Board (CAB) approval.			
2.	Audit Findings	Consumer education engagements are not effectively co-ordinated between the education and advocacy division and the enforcement and investigation divisions		30-Nov-25	Jan 2026	A projects implementation plan will be developed and implemented.	Manager: Consumer Education	Both Teams conducted joint operations in the Eastern Cape	Closed
	Audit Finding Description	During our audit review, we selected a sample of 5 consumer education							



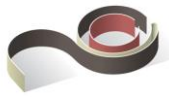
No.	Audit Finding	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		workshops/exhibitions and noted that the below consumer education workshops/exhibitions were not effectively 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 enforcement and investigation division improve their projects implementation plan.							
3.	Audit Finding Policy review clause not included in the approved Budget Management Policy	Audit Finding Description During our audit review, it was identified that the policy review clause was not included in the below approved Budget Management		31-Mar-2026		Policy will be amended to include the policy review clause.	CIO	The policy will be amended in the 2026/27 financial year to incorporate a policy review clause.	Open



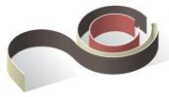
No.	Audit Finding s	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed)
				Due Date	Completion Date				
		policy: Budget Management Policy, version 6:June, Author: Senior manager: Finance and SCM	Auditors' Recommendation Management should consider including a policy review clause in the current budget management policy.						
4.	Audit Finding Lost asset not removed from the asset register	Audit Finding Description During the audit review, it was identified that a laptop reported as lost on 12 June 2025 had not yet been removed from the asset register and was still recorded as having a status of "normal". Details: Laptop-ProBook, Serial:5CD3369XC6, Purchase date: 2023/12/01, Book value: R15697.50	Auditors' Recommendation Management should ensure that the asset register is promptly updated in relation to	31-Mar-2026	31-Mar-26	Management agrees with the finding. The asset register was not updated timeously, following the reporting of the lost laptop on 12 June 2025.	Senior Manager: Finance & SCM	The asset register has been updated in respect of the current financial year.	Closed



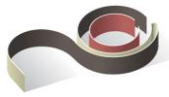
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	changes as a result of new, lost and damaged assets.								
5.	Audit Finding Governance Documentation and Committee Oversight Deficiencies	Audit Finding Description Auditors' Recommendation The CIO should consider the following: • Strengthen Committee Onboarding: Require all appointed ICT Governance Steering Committee members to sign appointment letters to confirm acceptance and role clarity. • Enforce Meeting Governance: Mandate quarterly ICT Governance Steering Committee meetings, with signed minutes by both Chairperson and Secretary, in line with the Framework and Charter. •The Acting Commissioner as the designated Governance Champion in terms of the CGICTPF should ensure that the ICT Governance Steering Committee meet	Before the end of Financial Year 2025/2026.	Jan 2026	<ul style="list-style-type: none"> Request HR to drive the recruitment process of the Chairperson of the ICT Governance Steering Committee. The committee secretariat will ensure that the appointed members sign the appointment letters and ensure that there is at least a sitting once a quarter. 	CIO	Chairperson and members of the ICT Governance Steering Committee are appointed in writing.	Closed	



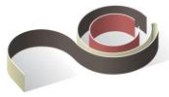
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		regularly as outlined in the Corporate Governance ICT Framework and Charter, with signed minutes, agendas, and attendance registers formally maintained as evidence of effective governance, oversight, and performance monitoring.							
6.	Audit Finding	NCC Organogram does not reflect the current ICT Structure		31-Mar-2026	1-Mar-2026	The organogram will be updated to align with the job title changes as per the HR submission approved by the Commissioner.	Senior HR Manager	Organogram updated	Closed
	Audit Finding Description	The NCC Organogram, approved in March 2022 and received from the Human Resources unit, was reviewed for the ICT structure. It was found that the current ICT job titles do not align with the approved Organogram. For example, the Head of ICT is identified as the Chief Information Officer, while the Organogram lists the position as Senior Manager: ICT							



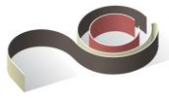
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	Auditors' Recommendation Management should review and update the Organogram to reflect the approved management job titles, ensuring alignment between official structures and current positions.								
7.	Audit Finding Structural Misalignment and Security Oversight Gaps	Audit Finding Description During the review of IT security governance processes, the below were determined by Internal Audit: Positive observations: <ul style="list-style-type: none"> The approved Organogram establishes clear reporting lines, with ICT positioned under Corporate Services and headed by a Senior Manager: ICT. The System Administrator Job Description outlines IT security responsibilities, ensuring accountability. 		By end of 2025/2026 Financial Year.		Enforce Segregation of Duties: ICT Unit rejects the segregation of duties findings Develop Formal Security Strategy: Development of the Information Security Strategy	CIO		Open



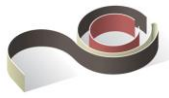
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	<ul style="list-style-type: none"> • The System Administrator role reports directly to the Chief Information Officer, providing executive oversight of IT security as per the approved organogram. • The ICT Strategic Plan 2024–27 incorporates several IT security improvement initiatives the ICT Operational Plan for 2025/26 includes IT security projects such as annual vulnerability and penetration testing and cybersecurity awareness training as part of Strategy implementation. • The Information Systems Security Policy was formally approved by the Acting Commissioner on 31 March 2023 and is subject to biennial review. • The Information Systems Security Policy comprehensively covers key control areas in alignment to ISO/IEC 27001. • The ICT Governance Framework and Charter embed information security responsibilities within governance structures and committees. 								



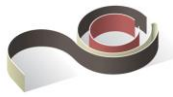
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
	<ul style="list-style-type: none"> • The ICT Governance Steering Committee has explicit oversight of ICT and information security risks, policies, and improvement plans. • Information security risks are formally recorded and assessed in the 2025/26 ICT Risk Register. Notwithstanding the above, the following were also determined: <ul style="list-style-type: none"> • Inadequate Segregation of Duties: The Commissioner has designated a System Administrator to act as the Information Security Officer (ISO)/Cybersecurity. This dual role results in a conflict of interest and inadequate segregation of duties, as the same individual is partially responsible for both system administration and security oversight functions. • Absence of Formal Security Strategy: While NCC has established strong governance structures, approved policies, defined roles, and planned IT security initiatives, it has not developed a formal Security Strategy. This 								



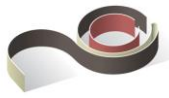
No.	Audit Findings	Audit Finding Description	Auditors' Recommendations	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/closed)
				Due Date	Completion Date				
		limits strategic direction, prioritisation, and long-term planning for information security management.							
		<p>Auditors' Recommendation</p> <p>The CIO should consider the following:</p> <ul style="list-style-type: none"> •Enforce Segregation of Duties: Reassign the Information Security Officer role to a separate individual with no system administration responsibilities to ensure independent oversight. • Develop a Formal Security Strategy: Draft and approve a comprehensive Security Strategy aligned with organisational objectives, risk appetite, and regulatory requirements to guide long-term security planning and investment. 							
8.	Audit Finding	Misalignment in Policy Review Cycles							
	Audit Finding Description	The ICT Project Management Policy and Procedure is scheduled for annual review.							
			By end of 2025/2026 Financial Year.			Alignment of ICT Project Management Policy and Procedure review cycle	CIO	ICT Project Management Policy and Procedure reviewed	Open



No.	Audit Finding s	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed)
				Due Date	Completion Date				
		<p>This frequency is inconsistent with the two-three-year review cycle or “as needed” approach applied to other ICT policies, resulting in potential inefficiencies and misalignment with broader governance practices.</p> <p>Auditors' Recommendation</p> <p>The CIO should consider revising the ICT Project Management Policy review frequency to align with the two-three-year cycle or “as needed” approach used for other ICT policies, unless justified by significant change or risk.</p>				with the standard “the three years” review cycle for consistency.		however with no clause.	
9.	Audit Finding	<p>Vacancy in Critical Cybersecurity Position</p> <p>Audit Finding Description</p> <p>The position of System Administrator: Cybersecurity, which carries designated security responsibilities, has been vacant since August 2025. This creates a material gap in the organisation’s IT security capacity</p>				ICT Unit Rejects the finding	CIO	The System Administrator: Cybersecurity position has been successfully filled, and the appointed candidate is expected to	Closed



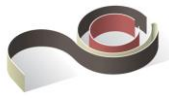
No.	Audit Finding s	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed)
				Due Date	Completion Date				
		and may delay or weaken the implementation of critical security controls.						assume duties in May 2026.	
		<p>Auditors' Recommendation</p> <p>The CIO should consider expediting the recruitment or secondment of a qualified System Administrator: Cybersecurity to restore IT security capacity.</p>							



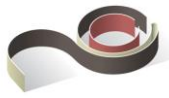
6.3. Progress on the implementation of External Audit Findings

Table 16: Progress made on the implementation of external audit findings.

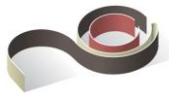
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
1.	Audit Finding	IT Service Continuity Management		1 August 2024	December 2024	Once the BIA is conducted RTO and RPO 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	IOCO has developed BIA for critical applications a comprehensive IT Disaster Recover testing to validate its effectiveness was conducted and identified any gaps or areas for improvement however the DR plan was not reviewed.	Open



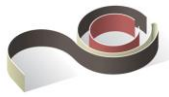
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
	<p>Auditors' Recommendation</p> <p>Recommended that a BIA should be performed, and the results used to inform the priority of systems that should be run during the subsistence of a disaster.</p> <p>The RTO and RPO should be documented for the critical applications within the NCC.</p> <p>Conduct a comprehensive IT Disaster Recover test to validate its effectiveness and identify any gaps or areas for improvement. This testing should include simulated disaster scenarios and involve relevant stakeholders to ensure readiness and familiarity with recovery procedures.</p>								
2.	<p>Audit Finding</p> <p>The events after the reporting period not disclosed</p> <p>Audit Finding Description</p> <p>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</p>	31-Jul-25	In Progress	Legal confirmations will be obtained during the preparation of the AFS and before issuing to External Auditors and National Treasury. During the finalisation internal and external stakeholders will be	CFO	Not yet due	Open		



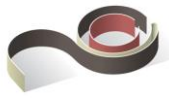
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
	statements as a contingent liability at an amount of R350 000.					engaged to identify matters that will have financial implications for NCC			
			<p>Auditors' Recommendation</p> <p>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.</p>						
3.	<p>Audit Finding</p> <p>The balance of contingencies on the financial statements does not agree with the balance in the attorneys' external confirmations.</p> <p>Audit Finding Description</p> <p>We noted that the contingency as per the annual financial statements for audit purposes presents a balance that does not agree to the external</p>			31-Jul-25	In Progress	Legal confirmations will be obtained during the preparation of AFS and before issuing to External Auditors and National Treasury. During the finalisation internal and external stakeholders will be engaged to identify	CFO	Not yet due	Open



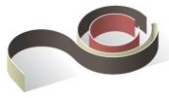
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		confirmation received from the attorneys for the period ended 31 March 2025				matters that will have financial implications for NCC			
		<p>Auditors' Recommendation</p> <p>Management should implement appropriate means to obtain and review the annual financial statements against the best estimate of financial implications by the legal representatives of the entity on the case to ensure that the disclosure of contingent liabilities is supported and evidenced by reliable information to comply with the requirements of the applicable Standards of GRAP prior to approval and submission to the external auditors.</p> <p>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.</p>							



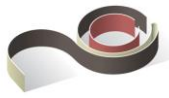
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
4.	Audit Finding	Differences Between Payables Age Analysis and the Supplier Statements		31-Jul-25	In Progress	Creditors reconciliation will be performed on quarterly basis to identify the correct balances owed to suppliers. Payment to suppliers will be based on amounts excluding discounts.	CFO	Continuous Implementation, creditors reconciliation is performed per supplier when processing payments as well as the end of each quarter	Open
		Audit Finding Description During the audit of payables from exchange transactions for the year ended 31 March 2025, it was noted that the balance of R457 573,50 for the supplier, SABC on the Payables/Creditors age analysis did not agree with the balance of R411 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							



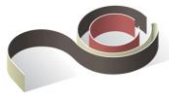
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		receivables for amount paid after the reporting date.							
5.	Audit Finding	<p>Disclosure note for Related parties not complete</p> <p>Audit Finding Description</p> <p>The South African Bureau of Standards (SABS) is disclosed as a related party payable included in the trade payables with respective balance included and further disclosed that NCC occupies the premises of the SABS through the rental agreement and receives ICT related services and telephone 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</p>		31-Jul-25	In Progress	Management will continue to prepare interim financial statements and enhance the review process going forward. SABS will be included as one of the entities under common control of dtic in the current AFS. The balances and transactions will however not be included in the disclosure.	CFO	Not yet due	Open



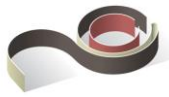
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		of the Standard of GRAP and that are supported by schedules that are accurate and complete to provide reliable information to the users							
6.	Audit Finding	<p>Winning bidder's Original Equipment Manufacturer (OEM) reseller accreditation letter/certificate has no expiry date .</p> <p>Audit Finding Description</p> <p>No evidence could be provided by management to confirm that the certificate was validated during the bid evaluation and adjudication process prior to the awarding of this tender</p> <p>Auditors' Recommendation</p> <p>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.</p>		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 disqualified or will lose points.	CFO	Continuous Implementation	Open
7.	Audit Finding	Winning bidder submitted expired certificate to tender		1 August 2025	Continuous	The certificate was later confirmed to be valid; however,	CFO	Continuous implementation	Open



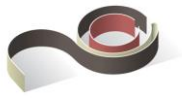
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
	<p>Auditor's recommendation</p> <p>During the audit of procurement process, it was noted that the winning bidder IOCO submitted a certificate which was expired at the bid closing date.</p> <p>Recommendation</p> <p>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.</p> <p>Based on management's response, the finding will only be reported in the management report as an internal control deficiency, for management to improve their tender evaluations and adjudication processes to avoid a repeat finding in the future.</p>					<p>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 disqualified or will lose points.</p>			
8.	<p>Audit Finding</p> <p>SBD6 form not signed by the winning bidder</p> <p>Auditors' Recommendation</p>			1 August 2025	In Progress	<p>Management will ensure that all SBD documents are obtained and signed before the award. The</p>	CFO	Continuous implementation	Open



No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		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				SBD Documents are checked during the verification process to ensure compliance by all bidders.			
9.	Audit Finding Bid specifications for tender not clear	Audit finding description During the audit of competitive bids, it was noted that the terms of reference included a mandatory requirement which was not compiled and defined in a clear, unbiased manner that allows fair competition. Recommendation Management should ensure that specifications are compiled in a manner that allows fair competition and not narrowed so that a specific product can comply or drafted to promote a specific brand. Based on management's response, the finding will only be reported in the management report as an internal control deficiency, for management to		1 August 2025	Continuous	The specification committee will ensure the specifications are drafted in a manner that is easy to evaluate, and requirements are clear not ambiguous.	Specification committee, SM Manager and CFO	Continuous implementation	Open



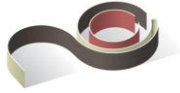
No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		improve their internal control processes relating to compilation of bid specifications.							
10.	Audit Finding	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 August 2025	In Progress	Management will consider the possibility of having an official outside of the SCM unit to participate in the closing of the bid to improve on the credibility of bid closure process.	CFO	The SCM team is ensuring that officials from outside SCM are invited during the opening of the bids to ensure transparency.	Open
		Audit finding description. As part of the audit of the competitive bidding process, to confirm that the bid of the winning supplier was received on or before the closing date and time determined for the bid.							
		Auditors' Recommendation 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 record of competitive bids received before date and time of closure for bids to avoid a repeat finding in the future.							



SECTION D FINANCIAL REPORT

QUARTER FOUR
2025-2026

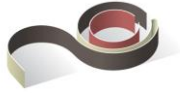


**7. FINANCIAL PERFORMANCE OF THE NCC.****7.1. Revenue for the Period**

- a) The NCC has an allocated grant for the financial year of R88,360,000 as per the allocation. The full allocation has been received. This is made up of an initial allocation to the value of R71 360 000 and an additional R17 million allocated during the financial year to alleviate budget pressures. In total, the NCC had a revenue budget of R98 981 320 with actual revenue to the value of R98 099 504 received.
- 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 March 2026 interest income amounting to R2,466,918 has been earned against a projection of R3 356 048 resulting in the shortfall for the amount of R889 130.
- c) Table 17 below provides a summary of movements in revenue for the financial year against the budget.

Table 17: Summary of revenue movements for the current year.

Description	Total Final Budget	YTD Actual	Variance	YTD Variance (%)
Government grants	88,360,000	88,360,000	0	0%
Interest Income	3,356,048	2,466,918	889,130	26%
Accumulated Surpluses	7,265,272	7,265,272	0	0%
Other Income		7,315	-7,315	
Total Available Resources	98,981,320	98,099,504	881,816	1%

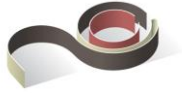


7.2. Expenditure against the budget per economic classification

Table 18: Summary of expenditure against the budget per economic classification.

Description of item	Annual Budget	YTD Actual	Variance	YTD Variance (%)
Compensation of employees	53,546,801.00	50,042,056.40	3,504,744.60	7%
Goods and services	40,625,104.00	38,398,810.06	2,226,293.94	5%
Capital	4,809,415.00	1,758,948.46	3,050,466.54	63%
Total	98,981,320.00	90,199,814.92	8,781,505.08	

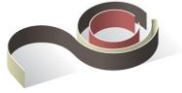
- 7.2.1. Compensation of employees indicates an underspending of R3,504,745. This is attributable to savings generated by vacant positions.
- 7.2.2. Goods and services expenditure reflect an underspending of R2,226,293 as at 31st of March 2026.
- 7.2.3. Capital expenditure reflects an underspending of R3,050,467, as at 31 March 2026. The full amount was contractually committed by year-end. The procured motor vehicles are scheduled for delivery in the first quarter of the 2026/27 financial year.



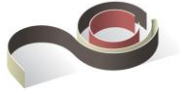
7.3. Detailed Revenue and Expenditure Variances.

Table 19: Detailed revenue and expenditure variances

Description	Total Final Budget	YTD Actual	Variance	YTD Variance (%)	Note (Variance explanation)
Government grants	88,360,000	88,360,000	0	0%	
Interest Income	3,356,048	2,466,918	889,130	26%	
Retained Earnings	7,265,272	7,265,272	0	0%	
Other Income		7,315	-7,315		
Revenue	98,981,320	98,099,504	881,816	1%	
Compensation of employees					
Salary & Wages	45,753,142	44,775,175	977,967	2%	
Social contributions	7,793,659	5,266,881	2,526,778	32%	
Total COE	53,546,801	50,042,056	3,504,745	7%	7.4.1
Goods and services					
Audit Committee fees	263,000	143,546	119,455	45%	7.4.2
Advertising	400,000	640,096	-240,096	-60%	7.4.3
External audit fees	1,000,000	1,078,903	-78,903	-8%	
Bank charges	43,000	38,651	4,349	10%	
Catering and consumables	212,000	307,996	-95,996	-45%	7.4.4



Description	Total Final Budget	YTD Actual	Variance	YTD Variance (%)	Note (Variance explanation)
Communication costs	843,127	1,006,265	-163,138	-19%	
Computer services	7,242,921	4,426,520	2,816,401	39%	7.4.5
Consultants	1,012,450	9,335	1,003,115	99%	7.4.6
Insurance	155,350	158,335	-2,985	-2%	
Internal Audit fees	800,000	214,760	585,240	73%	7.4.6
Lease payments	204,000	96,763	107,237	53%	
Legal fees	9,516,473	9,786,230	-269,757	-3%	
Printing and publication	110,000	123,375	-13,375	-12%	
Postage and courier	44,000	26,602	17,398	40%	
Promotional items	250,000	249,242	758	0%	
Stationery	200,000	185,335	14,665	7%	
Subscriptions and membership	75,000	197,610	-122,610	-163%	7.4.7
Software Licenses	2,607,635	2,912,214	-304,578	-12%	
Training and staff development	136,000	280,502	-144,502	-106%	7.4.8
Travel and subsistence	6,744,595	6,015,098	729,497	11%	
Depreciation and Amortisation	0	1,832,526	-1,832,526		7.4.9
Water and Electricity	1,300,000	1,254,521	45,479	3%	



Description	Total Final Budget	YTD Actual	Variance	YTD Variance (%)	Note (Variance explanation)
Facilities	7,465,552	7,414,387	51,166	1%	
Total goods and services	40,625,104	38,398,810	2,226,293	5%	
Total budget/expenditure	94,171,905	88,440,866	5,731,038	6%	
CAPITAL EXPENDITURE					
Laptops	447,000	446,533	467	0%	
Furniture	250,000		250,000	100%	7.4.10
Motor vehicles	4,112,415	1,312,415	2,800,000	68%	7.4.10
Total capital budget	4,809,415	1,758,948	3,050,467	63%	
Total budget/expenditure	98,981,320	90,199,815	8,781,505	9%	

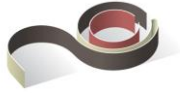
7.4. Explanations for material budget variances and remedial actions

7.4.1. Cost of Employees- Underspending

The underspending is primarily attributable to vacant positions that had not been filled as at **31 March 2026**.

7.4.2. Audit Committee- Underspending

The underspending was mainly due to the non-establishment of the Audit Committee during the third and fourth quarters.



7.4.3. Advertising- Overspending

The overspending is attributable to underbudgeting, as the NCC did not have a sufficient budget allocation for the full financial year.

7.4.4. Catering and consumables- Overspending

The overspending arose as a result of underbudgeting due to budget pressures during the financial year

7.4.5. Computer services- Underspending

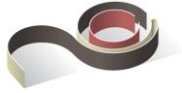
The underspending is attributable to the Opt-Out Registry system, which was not completed by year-end and is expected to be finalised in the second quarter of the following financial year. The assessment to identify areas requiring enhancement was completed during the last quarter of the 2025/26 financial year.

7.4.6. Various line items- Underspending

Some invoices had not been received as at year-end; accordingly, the amounts disclosed will be amended to reflect the final and accurate position of the respective line items.

7.4.7. Subscriptions and membership- Overspending

The overspending arose as a result of underbudgeting during the financial year.



7.4.8. Training and development- Overspending

The overspending arose as a result of underbudgeting, following the implementation of employee bursaries in January 2026, which had not been fully provided for in the approved budget.

7.4.9. Depreciation

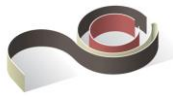
The item is non-cash in nature and has a favourable impact on the overall funding position of the NCC.

7.4.10. Capital Expenditure-Underspending

The underspending is attributable to the procurement of additional vehicles, which was concluded in the first quarter of the 2026/27 financial year. As at year-end, the associated funds had been contractually committed.

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

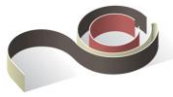
7.5.1. The expenditure is continuously monitored against the approved budget and projections are observed.



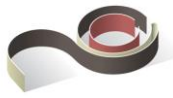
7.6. Table 20: Progress on the Implementation of the Procurement Plan

Table 20: Progress on the Implementation of the Procurement Plan.

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
1	Microsoft Licenses for 3 years	R 4000 000.00	01 April 2025	<p><u>July 2025</u> The bid closed on the 15th of July 2025. The Bid Adjudication Committee meeting was held on 30 July 2025.</p> <p><u>August 2025</u> A service provider was appointed on 11 August 2025.</p>
2	VMware and HP Subscription	R 842 900	01 May 2025	<p><u>April 2025</u> The request was non-responsive, only two quotes were received. Markert has not yet been tested again in May 2025.</p> <p><u>August 2025</u> The services were migrated not procured but were instead handled with the datacentre colocation, cloud hosting bid.</p>
3	Travel Management company	Time based	06 September 2025	<p><u>September 2025</u> A service provider was appointed on 15 September 2025.</p>
4	Motor vehicles	R1 000 000	Immediate	<p><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.</p>



No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
				<p><u>December 2025</u></p> <p>The cars have been delivered to Hatfield branch, awaiting registration. Expected to be delivered second week of January 2026.</p>
5	Procurement of 35 Laptops and related peripherals.	R 750 000	Urgently	<p><u>August 2025</u></p> <p>The procured laptops have been received.</p>
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	R3 000 000	Urgently	<p><u>December 2025</u></p> <p>The bid was evaluated on 09 December 2025, to be finalized</p>

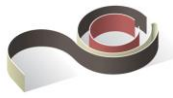


No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
	solution with end-user cybersecurity awareness training which includes licenses subscriptions, configuration support, and maintenance services			January 2026.
8.	Motor vehicles for inspections and market monitoring	R4 100 000	First quarter of 2026/2027 financial year.	Purchase orders have been issued to procure motor vehicles.

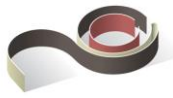
7.7. Table 21 Deviations and expansions of contracts as well as procurement through other means

Table 21: 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	1,027,258.11	519,257.26	519,257.26



No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
			reference which could have affected the fairness of the transaction.			
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
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



No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
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	N/A	50,149.54	N/A
10	Brooklyn Lodge	Catering Services	Procurement through other means	N/A	10,215.00	N/A
11	Matshego Ramagaga	Legal Fees	Variation of cost of Contract, due to pending work awaiting finalisation of the case	200,000.00	496,602.27	R798,949.52
12	South Africa Bureau of Standards	Standards	Sole Supplier	N/A	R5,561.40	N/A
13	South African Broadcasting Corporation	Ad Space for world consumer rights day	Single Source	N/A	R396,844.55	N/A
14	Seanego Attorneys		Continuation of service	760,042.05	646,254.36	N/A
15	Adapt IT	Caseware	Single Source	N/A	120,428.00	N/A
16	Tracker	Tracking Devices	Deviation from 3 quotations	N/A	R29,313.36	N/A



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