NATIONAL CONSUMER COMMISSION

a member of the dtic group

NATIONAL CONSUMER COMMISSION

2026-2027

QUARTER ONE

PERFORMANCE REPORT

Endorsement
I hereby support the endorsement of the report. Signature:_____ Name: Mr. Lefu Nhlapo Rank: Company Secretary Date: 30/07/2026
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: 30 July 2026
Approval by the Accounting Authority
I hereby approve the report. Signature:_____ Name: Mr Hardin Ratshisusu Rank: Acting Commissioner Date: 30 July 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

NATIONAL CONSUMER COMMISSION
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EXECUTIVE SUMMARY AND KEY HIGHLIGHTS

2026-2027

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1. INTRODUCTION

The NCC has a total of 16 performance targets in the 2026/27 Annual Performance Plan (APP). In Quarter 1,11 of the 16 performance targets were applicable. The NCC achieved 5 targets against the 11 applicable targets. Therefore, the NCC achieved a performance score of 45.45% against the quarter 1 APP targets.

2. KEY HIGHLIGHTS

2.1. Redress to consumers

2.1.1. The total value of redress to consumers amounted to R52 976 238.62 (Fifty-two million, nine hundred and seventy-six thousand, two hundred and thirty-eight rand and sixty-two cents). This is comprised of the following:

a) The National Consumer Tribunal (NCT) and the courts granted seven (7) judgments, and three (3) were in favour of the NCC with one (1) settlement resulting in consumer redress to the value of R35 094.06 (Thirty-five thousand and ninety-four rand and six cents).
b) Furthermore, the NCC undertook enforcement action on 134 (One hundred and thirty-four) matters arising from investigation activities and the resolution of consumer complaints. These interventions resulted in financial savings for consumers amounting to R1 317 992,05 (One million, three hundred and seventeen thousand, nine hundred and ninety-two rand and five cents), achieved primarily through resolution of matters, cancellation of contracts and refunds.
c) The remaining consumer savings, amounting to R51 623 152,57 (Fifty-one million, six hundred and twenty-three thousand, one hundred and fifty-two rand and fifty-seven cents) are attributable to interventions secured through accredited ombuds. Of the total amount, Motor Industry Ombud South Africa (MIOSA) contributed R46,743,355 (Forty-six million, seven hundred and forty-three

thousand, three hundred and fifty-five rand), representing the majority of the contributions, while Consumer Goods and Services Ombud (CGSO) contributed R4,879,797 (Four million, eight hundred and seventy-nine thousand, seven hundred and ninety-seven rand).

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

2.2. Administrative fines

2.2.1. In total, administrative fines to the value of R150 000.00 (One hundred and fifty thousand rand) were imposed on suppliers by the NCT.

2.3. Matters for further enforcement and their impact:

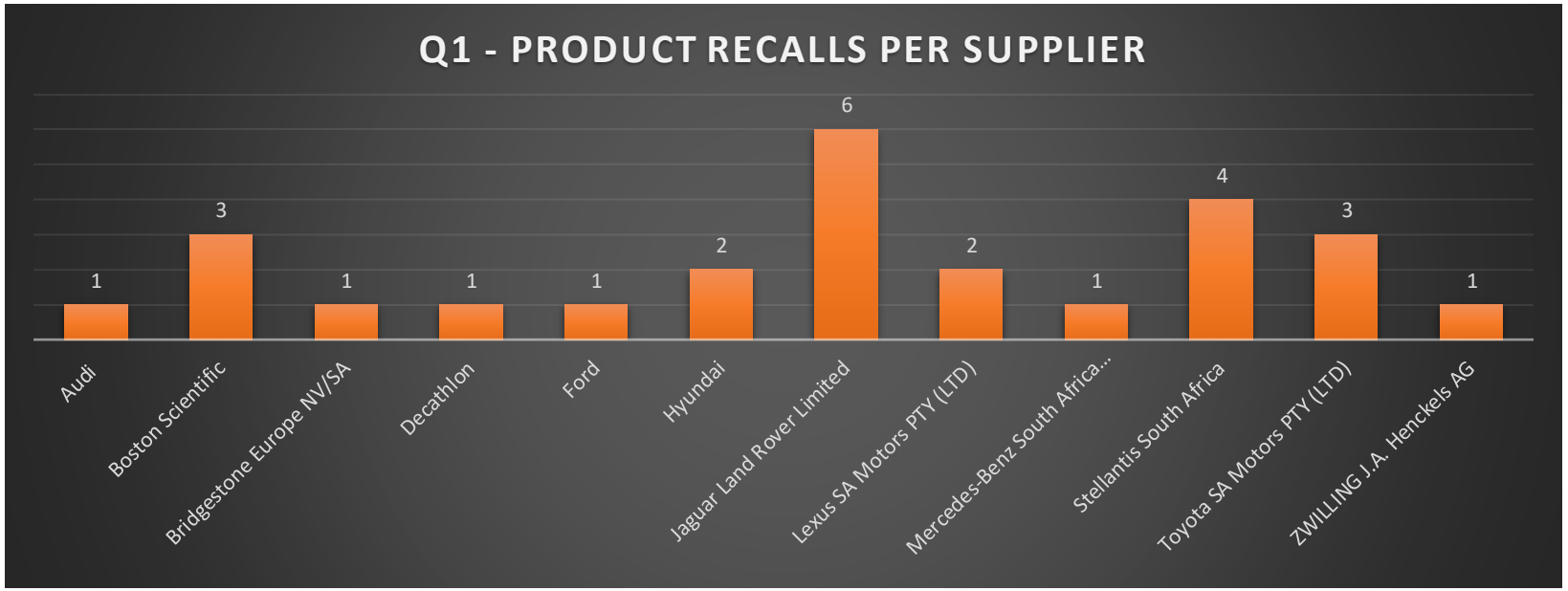
2.3.1. During the quarter under review, the NCC continued to strengthen its enforcement efforts to ensure compliance with the Consumer Protection Act No. 68 of 2008 (CPA) and to uphold consumer rights across all sectors. A total of fifty-one (51) enforcement actions were undertaken, specifically against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

2.3.2. The NCC successfully finalised a total of thirty-seven (37) cases of non-compliant CTFL goods. Through collaboration with the South African Revenue Service (SARS), the NCC successfully prevented the importation of thirteen (13) out of the thirty-seven (37) consignments of imported CTFL goods valued at R2 746 161,66 (Two million, seven hundred and forty-six thousand, one hundred and sixty-one rand and sixty-six cents) from entering the South African market.

2.4. Product recalls

2.4.1. The NCC administered 26 product recalls during the first quarter. The majority of the recalls were from motor vehicles (20). The NCC engaged with each recall in terms of its Product Safety Guidelines, with consumer interests uppermost. Figure 1 illustrates the 26 product recalls per supplier:

Figure 1 Product recalls per supplier



2.5. Advocacy Initiatives

2.5.1. Participation at Local and International Fora

a) The NCC participated at ICPEN's Best Practices Workshop and Conference, which was held on 01–04 June 2026 at Punta Cana, Dominican Republic and moderated a session on *Tackling Problematic Online Conduct with a Focus on Overseas-Origin Harm*. The session, which focused on *Consumer Protection in Cross-Border E-Commerce*, examined the growing incidence of consumer harm arising from problematic online conduct originating outside domestic jurisdictions. As e-commerce continues to expand globally, consumers increasingly purchase goods and services from suppliers located abroad, exposing them to risks that often fall beyond the reach of traditional national enforcement mechanisms.

b) The session highlighted several forms of overseas-origin consumer harm prevalent in digital markets, including misleading advertising, fake reviews, counterfeit and unsafe products, subscription traps, non-delivery of goods, refund failures, and manipulative online design practices commonly referred to as "dark patterns". The rapid growth of online marketplaces and social commerce platforms has further increased consumer exposure to such risks.

c) For South Africa, cross-border e-commerce presents both opportunities for consumers and challenges for regulators. Continued participation in international enforcement networks and the strengthening of domestic enforcement capabilities will be essential to protecting consumers in increasingly globalised digital markets.

d) The session concluded that effective consumer protection in cross-border e-commerce requires coordinated international action, modern investigative tools, enhanced cooperation with digital intermediaries, and proactive regulatory responses to emerging online harms. ICPEN remains a critical platform for advancing these objectives and supporting consumer confidence in global digital commerce.

2.5.2. Partnerships and collaborations

a) The NCC attended and participated in a Ministry of Commerce and Consumer Protection event in Mauritius that focused on product safety. Held on 27 May 2026, the event provided a valuable platform for the NCC to share its approaches and experiences relating to product safety management and product recalls. It also facilitated the exchange of best practices, standards, and insights among participating stakeholders.

2.6. Media highlights

2.6.1. During the reporting period, the NCC issued nine (9) media statements to inform consumers and suppliers on key consumer protection matters.

2.6.2. Overall media mentions declined across print, broadcast and online platforms, reflecting fewer proactive announcements and newsworthy events during the period. Despite the decline, the NCC continued to achieve strong national visibility, with online media accounting for 61% of total coverage, reaffirming digital platforms as the Commission's primary communication channel.

2.6.3. The media profile comprised 61% online coverage, 25% broadcast and 15% print media. Coverage predominantly focused on vehicle safety recalls involving Hyundai, Toyota, Lexus, Hino, Ford, Jeep and Jaguar Land Rover, consumer rights relating to defective vehicles and refunds, the Direct Marketing Opt-Out Registry, CPA awareness, food safety, and product recalls.

2.6.4. Media sentiment remained predominantly neutral, with positive coverage driven mainly by consumer education initiatives and regulatory guidance. There was no significant negative media coverage directed at the Commission. According to the NCC's media monitoring service, Newsclip Media Monitoring and Analysis, the Commission maintained consistent visibility across broadcast and online media throughout the reporting period.

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SECTION B
PERFORMANCE AGAINST APP

2026-2027

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3. PERFORMANCE OF THE ORGANISATION

The NCC has a total of 16 performance targets in the 2026/27 APP. In Quarter 1,11 of the 16 performance targets were applicable. The NCC achieved 5 targets against the 11 applicable targets. Therefore, the NCC achieved a performance score of 45.45% against the quarter 1 APP targets.

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

4.1. Redress to consumers

4.1.1. During the reporting period , the NCC, in collaboration with the CGSO and MIOSA, collectively secured R52 976 238.62 (Fifty-two million nine hundred and seventy-six thousand two hundred and thirty-eight rand and sixty-two cents) in financial redress for consumers. The total value of redress is broken down as follows:

a) The NCC works closely with accredited industry ombud schemes to provide consumers with accessible, efficient, and cost-effective dispute resolution under the CPA. While the NCC is the national regulator responsible for enforcing the CPA, it promotes the resolution of disputes through Alternative Dispute Resolution (ADR) mechanisms before formal regulatory intervention. Consumers are therefore directed to the appropriate accredited ombud scheme where their complaints fall within that scheme's jurisdiction. For complaints relating to the motor industry, the NCC works with MIOSA, which independently resolves disputes between consumers and suppliers in the automotive sector through mediation and conciliation. Similarly, complaints involving consumer goods and services are referred to the CGSO, which enforces the Consumer Goods and Services Industry Code of Conduct and provides free dispute resolution services to consumers. MIOSA secured R46 743 355 (Forty-six million seven hundred and forty-three thousand three hundred and fifty-five rand) through the resolution of disputes relating to motor vehicle purchases, warranties, repairs and service-related matters. The CGSO contributed R4 879 797 (Four million eight hundred and seventy-nine thousand seven hundred and ninety-seven rand) by resolving complaints within the consumer goods and services sector through alternative dispute resolution mechanisms.

b) In fulfilling its mandate to protect consumer rights under the CPA, the NCC secured consumer redress in one enforcement matter during the first quarter. The matter resulted in an NCT judgment, providing financial redress of R35 094,06 (Thirty-five thousand and ninety-four rand and six cents) to the affected consumer.

c) The total consumer redress of R52 976 238.62 (Fifty-two million nine hundred and seventy-six thousand two hundred and thirty-eight rand and sixty-two cents) achieved during the first quarter also includes R1 317 992.05 (One million three hundred and seventeen thousand nine hundred and ninety-two rand and five cent) secured by the NCC through the resolution of 134 consumer complaints. This financial relief was realised through refunds, credits to consumer accounts and other appropriate remedial measures, reflecting the Commission's ongoing commitment to resolving consumer disputes effectively and ensuring that consumers receive fair and timely redress.

4.2. Reduction of non-compliant suppliers

4.2.1. Based on follow-up inspections conducted during the first quarter following the issuance of compliance notices, the NCC undertook further enforcement action to verify compliance with the CPA. As a result, a combination of fifty (50) Compliance Certificates and non-referrals were issued to suppliers that had satisfactorily addressed the areas of non-compliance as identified during the NCC's market monitoring activities. The issuance of these certificates confirms that the suppliers had implemented the required corrective measures and were found to be compliant with the provisions of the CPA.

Table 1: Reduction of non-compliant suppliers

Number of non-compliant suppliers reduced			
No	**Date of enforcement/ Inspection**	**Name of the supplier**	**Nature of enforcement**
1	18-Jun-26	Cell Electronics & Hubbly	Compliance certificate/ Non-Referral
2	09-Jun-26	Karim Super Shop	Compliance certificate/ Non-Referral
3	09-Jun-26	Overland Zeerust (Pty) Ltd	Compliance certificate/ Non-Referral
4	10-Jun-26	Abdul Malaik General Dealer	Compliance certificate/ Non-Referral
5	11-Jun-26	Chawinda Electronics	Compliance certificate/ Non-Referral
6	10-Jun-26	Gibela Trade C/ INVESTMENT	Compliance certificate/ Non-Referral
7	17-Jun-26	Spar River City	Compliance certificate/ Non-Referral
8	24-Jun-26	Mzansi Hardware and Electrical	Compliance certificate/ Non-Referral
9	25-Jun-26	Summon Electronics	Compliance certificate/ Non-Referral
10	25-Jun-26	Mujahid General Trading	Compliance certificate/ Non-Referral
11	25-Jun-26	Akota Trading Enterprise	Compliance certificate/ Non-Referral
12	09-Jun-26	N A SUPERMARKET T/A FRIENDSHIP SUPERMARKET	Compliance certificate/ Non-Referral
13	10-Jun-26	SA Gift General Trading T/A Blessing Homeware	Compliance certificate/ Non-Referral
14	08-Jun-26	Waltloo Meat and Chicken	Compliance certificate/ Non-Referral
15	08-Jun-26	Bluff Meat Supply	Compliance certificate/ Non-Referral
16	10-Jun-26	Huzheyan Trading CC	Compliance certificate/ Non-Referral

Number of non-compliant suppliers reduced			
No	**Date of enforcement/ Inspection**	**Name of the supplier**	**Nature of enforcement**
17	22-Jun-26	Som Toel Supermarket	Compliance certificate/ Non-Referral
18	22-Jun-26	Kaizer Supermarket	Compliance certificate/ Non-Referral
19	22-Jun-26	Winner Cash and Carry	Compliance certificate/ Non-Referral
20	22-Jun-26	Blessing Cash & Carry	Compliance certificate/ Non-Referral
21	23-Jun-26	Shoprite Checkers Lydenburg	Compliance certificate/ Non-Referral
22	23-Jun-26	Kraanies	Compliance certificate/ Non-Referral
23	23-Jun-26	V7 Supermarket	Compliance certificate/ Non-Referral
24	25-Jun-26	SayMay Wholesalers	Compliance certificate/ Non-Referral
25	26-Jun-26	Egoli Warehouse	Compliance certificate/ Non-Referral
26	26-Jun-26	Econo Foods	Compliance certificate/ Non-Referral
27	26-Jun-26	Family Cash & Carry	Compliance certificate/ Non-Referral
28	26-Jun-26	Florida Wholesalers Pty Ltd	Compliance certificate/ Non-Referral
29	09-Jun-26	Germs Cosmetics and Groceries	Compliance certificate/ Non-Referral
30	18-Jun-26	E-Best buy	Compliance certificate/ Non-Referral
31	19-Jun-26	YC Lights	Compliance certificate/ Non-Referral
32	09-Jun-26	Three-Star Super Market	Compliance certificate/ Non-Referral
33	08-Jun-26	NJ General Store	Compliance certificate/ Non-Referral

Number of non-compliant suppliers reduced			
No	**Date of enforcement/ Inspection**	**Name of the supplier**	**Nature of enforcement**
34	08-Jun-26	Indian Delite	Compliance certificate/ Non-Referral
35	22-May-26	Anshebo General Dealer	Compliance certificate/ Non-Referral
36	25-Jun-26	Musina Cash & Carry	Compliance certificate/ Non-Referral
37	02 April 2026	Much Better Supermarket	Compliance certificate/ Non-Referral
38	01 April 2026	Siyakhula Store	Compliance certificate/ Non-Referral
39	02 April 2026	Supa Value Foods	Compliance certificate/ Non-Referral
40	01 April 2026	Family Store	Compliance certificate/ Non-Referral
41	02 April 2026	Lucky Star Supermarket	Compliance certificate/ Non-Referral
42	26 May 2026	Hua DA Trading (Pty) Ltd	Compliance certificate/ Non-Referral
43	26 May 2026	Summer Xuan (Pty) Ltd	Compliance certificate/ Non-Referral
44	01 April 2026	Diamond Cash and Carry T/A Malhi Brothers (PTY) LTD	Compliance certificate/ Non-Referral
45	26 March 2026	Target Meats t/a Escort	Compliance certificate/ Non-Referral
46	25 Mar 2026	Excelsior Food & Spice Lowveld	Compliance certificate/ Non-Referral
47	15 May 2026	Golden foods	Compliance certificate
48	10 June 2026	Supa Vaulue Foods	Compliance certificate
49	29 June 2026	Beta meat butchery	Compliance certificate
50	29 June 2026	Vhalondo Civil Construction Services	Compliance certificate

4.3. Compliance Notices issued against suppliers of non-compliant CTFL, illicit goods, expired goods, and illegal imports

4.3.1. 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 first quarter. As a result, a total of fifty-one (51) compliance notices were issued to suppliers, distributors, and importers found to be in contravention of the CPA and related legislation.

4.3.2. The 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.

Table 2 Enforcement action against suppliers of illicit goods, expired goods and illegal imports

No	Date of enforcement	Name of the supplier	Nature of enforcement
1	13/04/2026	LOW BUDGET SUPERMARKET (PTY) LTD T/A M-S BISMILLAR TRADING	Illicit goods-Compliance Notice
2	13/04/2026	SWEET CHOICE CASH & CARRY	Illicit goods-Compliance Notice
3	13/04/2026	BATEBO GENERAL WHOLESALERS	Illicit goods-Compliance Notice
4	13/04/2026	ALL FASHION MAKHADO	Illicit goods-Compliance Notice
5	13/04/2026	D16 ZHAO PING TRADING	Illicit goods-Compliance Notice
6	13/04/2026	TEYE BOUTIQUE	Illicit goods-Compliance Notice
7	13/04/2026	CHEEMSAD CELLPHONE & Electronics	Illicit goods-Compliance Notice
8	13/04/2026	FAROUK SUPERMARKET	Illicit goods-Compliance Notice
9	13/04/2026	TOUBA CELLULAR	Illicit goods-Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
10	11/05/2026	JJ Shop T/A Shining Star (Pty) Ltd KAALFOOT KICKS	Illicit goods-Compliance Notice
12	11/05/2026	Kanana Trading (Pty) Ltd	Illicit goods-Compliance Notice
13	11/05/2026	Ribstar Trading T/A Jabulani Build & Tiles	Illicit goods-Compliance Notice
14	11/05/2026	Econo Foods	Illicit goods-Compliance Notice
15	11/05/2026	New Life Store t/a Happy Home	Illicit goods-Compliance Notice
16	11/05/2026	Gangat Super Market (Pty) Ltd	Illicit goods-Compliance Notice
17	11/05/2026	Bee Gee Fresh Market (Pty) Ltd	Illicit goods-Compliance Notice
18	11/05/2026	Price Meat	Illicit goods-Compliance Notice
19	11/05/2026	Diversity Foods	Illicit goods-Compliance Notice
20	11/05/2026	Farmers Meat Supply Butchery	Illicit goods-Compliance Notice
21	11/05/2026	Egoli Warehouse	Illicit goods-Compliance Notice
22	11/05/2026	Discount Hardware	Illicit goods-Compliance Notice
23	29/05/2026	Siyazama Fruit N Veg	Illicit goods-Compliance Notice
24	29/05/2026	Blue Sky General Dealer	Illicit goods-Compliance Notice
25	10/06/2026	Supa Value Foods	Illicit goods-Compliance Notice
26	10/06/2026	New Style Boutique	Illicit goods-Compliance Notice
27	10/06/2026	Mna Cash & Carry	Illicit goods-Compliance Notice
28	10/06/2026	Robot Spaza Shop	Illicit goods-Compliance Notice
29	10/06/2026	Grand PA Spaza	Illicit goods-Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
30	10/06/2026	Mana Siya Store	Illicit goods-Compliance Notice
31	10/06/2026	Dembel ABDI	Illicit goods-Compliance Notice
32	10/06/2026	Alemu Daemo Container	Illicit goods-Compliance Notice
33	10/06/2026	D.K Supermarket	Illicit goods-Compliance Notice
34	10/06/2026	Valencia Wholesalers	Illicit goods-Compliance Notice
35	10/06/2026	Bagdad Shop 1 (Pty) Ltd	Illicit goods-Compliance Notice
36	10/06/2026	Lunch Shop (JOHN)	Illicit goods-Compliance Notice
37	10/06/2026	Top Ten Mark	Illicit goods-Compliance Notice
38	10/06/2026	Bafana Bafana Wholesaler	Illicit goods-Compliance Notice
39	10/06/2026	Bafana Bafana Shop/Sondelani Spaza Shop	Illicit goods-Compliance Notice
40	29 /06/2026	Minty's	Illicit goods-Compliance Notice
41	29/06/2026	Breeze/ Vleis	Illicit goods-Compliance Notice
42	29/06/2026	Wubshet	Illicit goods-Compliance Notice
43	29/06/2026	Zama Zama	Illicit goods-Compliance Notice
44	29/06/2026	YHO YHO	Illicit goods-Compliance Notice
45	29/06/2026	Johns Spaza	Illicit goods-Compliance Notice
46	29/26/2026	Beta Beta	Illicit goods-Compliance Notice
47	15/05/2026	AFFORDABLE SOLUTIONS	Defective battery- Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
48	15/05/2026	POWERHOUSE PROJECTS AND COVOLT ELECTRICAL	Poor service- Compliance Notice
49	29/05/2026	MALMESBURY MOTORS	Unfair contractual terms- Compliance Notice
50	15/05/2026	JC AUTO MERC BOSCH	Unfair contractual terms- Compliance Notice
51	18/05/2026	CAPE ROVER PARTS	Defective motor vehicle part (Compliance Notice)

4.4. Success before the NCT and the Courts

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

4.4.1. WOUTER VAN DER MERWE T/A THE VENUE SHONGWENI

The supplier sought to review and set aside a compliance notice issued by the NCC relating to a wedding venue booking that had been cancelled by the consumer. The NCC alleged that the applicant contravened sections 17 and 51 of the CPA by charging and retaining a cancellation fee of R12 000.00 after the cancellation of the booking. The NCT ruled in favour of the applicant and cancelled the compliance notice, finding that the NCC acted beyond its powers by effectively making findings of prohibited conduct and ordering compensation through a compliance notice instead of referring the matter to the NCT for adjudication. The NCT held that the NCC misunderstood the legal purpose and limits of compliance notices, failed to properly apply the CPA, and unlawfully assumed the role of investigator, prosecutor, and adjudicator, rendering the compliance notice fatally defective. The NCC has appealed the matter to the High Court.

4.4.2. STANDFORD INVESTMENTS CC T/A AKSONS HAVAL PMB AND ANOTHER

The NCC alleged that the first respondent contravened section 56(3) of the CPA after a consumer complained that a used 2018 Land Rover Evoque emitted smoke from the engine compartment shortly after purchase and that the issue persisted despite repairs by various Land Rover dealerships. The NCC sought a refund of the purchase price, reimbursement of instalments paid to WesBank, and an administrative fine. However, the NCT dismissed the application, finding that the NCC failed to prove that the vehicle suffered from a "defect" as contemplated in sections 53, 55, and 56 of the CPA. The Tribunal held that the smoke issue was minor, intermittent, had been repaired, and did not render the vehicle unsafe, unusable, or materially less acceptable, particularly because the consumer continued using the vehicle. The ruling was unfavourable to the NCC because it failed to establish the existence of a qualifying material defect necessary to trigger the remedies under section 56(3).

4.4.3. CAR CARE CLINIC WILROGATE

The NCC welcomes the High Court judgment in the matter against Car Care Clinic Wilrogate (Pty) Ltd, which clarifies that the three-year prescription period under section 116(1) of the CPA begins when a supplier refuses to provide a remedy for defective goods or services, not when the defective service was initially rendered. The Court overturned the NCT's decision, finding that the consumer's cause of action arose on 13 November 2020 when the supplier rejected liability and refused to remedy the damage caused by a faulty engine replacement, and confirmed that the NCC's referral of the matter on 15 September 2023 was within the prescribed period.

4.4.4. FUGUI TRADING (PTY) LTD)

The NCT ruled against Fugui Trading (Pty) Ltd, finding that the supplier was guilty of prohibited conduct for selling blankets without the required trade descriptions and for displaying unfair "No Money Back" notices that infringed consumers' rights under the Consumer Protection Act (CPA). The Tribunal confirmed that the supplier contravened section 24(1) read with Regulation 6(1)(a) and section

48(1)(a)(ii) of the CPA, declared the conduct prohibited, and imposed an administrative fine of R100 000. The judgment reinforces the importance of fair-trading practices and compliance with consumer protection laws to safeguard consumers' rights.

4.4.5. TSHIRUFU EMPIRE (PTY) LTD

The NCC referred a complaint against Tshirufu Empire (Pty) Ltd after a consumer alleged that the respondent refused to return his 2015 Nissan X-Trail following repairs. The consumer had initially been quoted R6,500, which was later revised to R15,000, and ultimately paid R18,000. However, the respondent charged storage fees that increased the outstanding amount to R44,000, which the consumer acknowledged in a signed storage agreement before lodging a complaint with the NCC.

The Tribunal found that the NCC failed to prove any contravention of sections 19 or 40 of the CPA. It held that the parties had expressly agreed to the storage fees and that the respondent was entitled to retain the vehicle until the outstanding storage charges were settled. As a result, the Tribunal dismissed the NCC's application in its entirety.

4.4.6. HATFIELD HOLDINGS (PTY) LTD

The NCC referred a complaint against Hatfield Holdings (Pty) Ltd t/a Suzuki Fourways after a consumer purchased a used BMW X1 for R300,000, which became inoperable within six weeks of delivery. The consumer incurred repair costs of R35,094.06 after the respondent refused to assist, arguing that she had declined an additional warranty. The NCC alleged that the respondent had contravened several provisions of the CPA by refusing to honour the statutory implied warranty of quality.

The NCT found that the respondent had contravened section 56(2)(a) of the CPA by refusing to pay for repairs to a vehicle that became defective within six (6) months of purchase. It held that the vehicle's age, mileage, and the expiry of the manufacturer's warranty did not exclude the consumer's statutory rights under the CPA. The Tribunal ordered the respondent to refund the consumer R35 094.06, declared the conduct prohibited, and imposed an administrative fine of R50 000.

4.4.7. SANDOWN MOTORS

The matter concerned a consumer who purchased a second-hand vehicle from the supplier and subsequently complained that the vehicle was defective. The consumer sought cancellation of the agreement and a refund. Although the supplier offered a refund of the purchase price, the consumer rejected the offer because it did not include finance charges, interest, and cancellation penalties. The NCC later referred the matter to the NCT, alleging contraventions of sections 55 and 56 of the CPA.

The High Court found that the supplier had not refused to refund the consumer, but Hatfield had in fact tendered repayment of the purchase price. The Court held that the dispute did not constitute a continuing contravention under section 116(1)(b) of the CPA and that the ordinary three-year prescription period in section 116(1)(a) applied. Since the NCC referred the matter more than three (3) years after the cause of complaint arose, the claim had prescribed, and the Tribunal lacked jurisdiction to hear it. The NCC will appeal the matter to the Supreme Court of Appeals.

4.4.8. Administrative fines to the value of R150 000.00 were imposed on the suppliers in relation to the matters indicated above.

4.5. Product Recalls administered

4.5.1. The NCC administered a total of 29 product recalls (3 carried over from the previous year) in terms of Section 60 of the CPA, read with *Product Safety Guidelines* issued in 2011, in the quarter under review. The guidelines are 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.

4.5.2. 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 a 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 consumers seek and obtain, there are occasions where defects

in motor vehicles cut across specific manufacturers, brands, models or relate to technology and components that are 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.

4.5.3. The NCC monitored the sources of information received, analysed the information received with the object of detecting or identifying any previously undetected or unrecognised potential risk to the public from the use of or exposure to those goods. The NCC then used, in the main, media to notify consumers of the nature, causes, extent and degree of the risk pertaining to those goods; and if the goods are unsafe, recall those goods for repair, replacement or refund.

Figure 2 Product recalls per product type

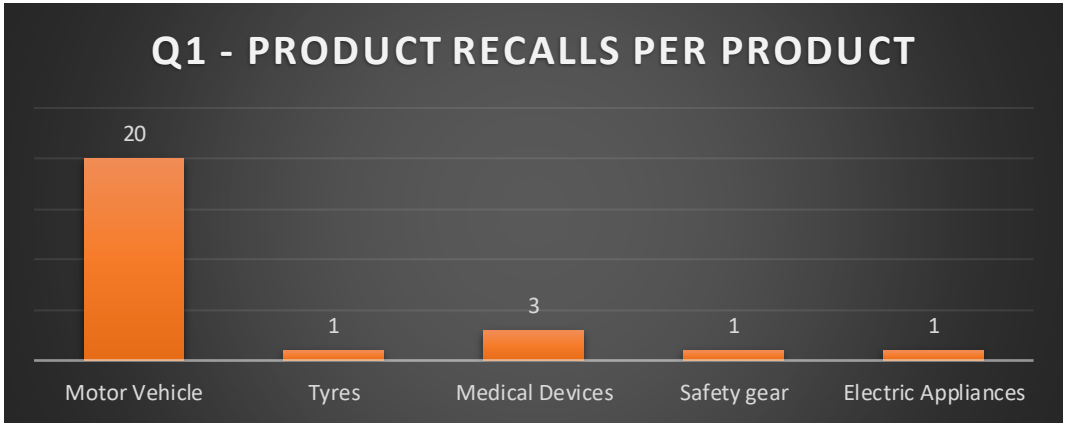


Table 3: Product recalls administered in the first quarter

Item	Name of Supplier	Product	Defect	Hazards
1	Jaguar Land Rover Limited (H570/571/572)	I-PACE 2019 - 2021 Model Year vehicles	Vehicles have experienced thermal overload which may show as smoke or fire, that may occur in the high voltage traction battery pack. The investigation is ongoing. Modules that were identified by the remedy software as having characteristics of a folded anode tab, which may contribute to a risk of thermal overload, are still being inspected by the supplier. Cell inspection and testing indicate that anode tab folding can contribute to short circuits, but it is likely that other conditions also need to be present to excite the thermal overload condition. At this time, such potential secondary causes have not been determined. The supplier investigation continues to seek other conditions through component inspection and testing. Since the installation of protective software, field evidence has shown that there remains a risk of thermal overload in vehicles with battery packs manufactured up to the end of 2021 model year.	A vehicle thermal overload condition such as fire or smoke can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Item	Name of Supplier	Product	Defect	Hazards
2	Jaguar Land Rover Limited (D113)	Defender 2026 Model Year vehicles	A concern has been identified where the third-row lower seat belt anchorage bracket may contain a weld stud of insufficient ISO strength due to material contamination at the supplier.	An insufficiently strong weld stud in this position could result in the safety restraint system not functioning correctly in the event of a crash, increasing the risk of occupant injury.
3	Boston Scientific (97251520D)	POLARx and POLARx FIT Cryoablation Catheters, POLARSHEATH Steerable Sheaths, and SMARTFREEZE Consoles	Boston Scientific is initiating the recall of POLARx™ and POLARx™ Fit Cryoablation Balloon Catheters and POLARSHEATH™ Steerable Sheaths, and the decommissioning of SMARTFREEZE™ Cryoablation System consoles (collectively, the “System”).	A comprehensive investigation was conducted for all reported events, including complaint review and analysis of available SMARTFREEZE console data. The investigation identified no device malfunctions, manufacturing nonconformities, or performance deficiencies. System operating parameters were within expected ranges, and the reported events are consistent with known procedural risks associated with cryoablation therapy, including thermal injury mechanisms and contributing procedural factors such as repeated applications and thermal stacking in the left pulmonary veins. The observed atrio-esophageal fistula (AEF) occurrence rate (0.0103%) remains within anticipated levels defined in the risk management documentation and within ranges reported in clinical literature. No compliance deficiencies have been identified. While AEF remains a rare complication, it represents the most serious potential patient harm associated with the

Item	Name of Supplier	Product	Defect	Hazards
				procedure (Severity level 5). The occurrence of recent events prompted continued evaluation of patient risk, and the occurrence rate has remained low but variable in both the overall population and the sub-population since August 2024. The three (3) recent events result in an overall rate that is similar to the rate prior to the October 2024 FSCA. Although the device continues to perform as expected within current risk documentation, alternative technologies to cryoablation such as Pulsed Field Ablation (PFA) are available and carry a lesser risk of thermal injury and its potential consequences (e.g. AEF). As a result, patients may benefit from alternative treatment strategies.
4	ZWILLING J.A. Henckels AG	Two (02) variants: Enfinigy water kettle (1.5 l); and Enfinigy Pro water kettle (1.5 l)	In isolated cases, the handle of the Enfinigy water kettle (1.5 l) and the Enfinigy Pro water kettle (1.5 l) models may loosen or break off entirely. The break generally does not occur spontaneously but is, in most cases, preceded by noticeable crack formation and/or loosening of the handle.	The handle of the water kettles may loosen or break off entirely during use. In isolated cases, this may cause hot water to spill from the kettle, creating a risk of scalding injuries to the user or bystanders in the immediate area.
5	Audi South Africa, a Division of Volkswagen	Bolted connection for push rod on Audi e-tron GT vehicles	The bolted connection between the input rod on the brake pedal and the operating	If the connection comes completely loose, braking is only possible using the controlled emergency braking function.

Item	Name of Supplier	Product	Defect	Hazards
	Group Africa (Pty) Ltd ("Audi SA") (46P7)	of a limited production period.	rod on the brake servo connection could come loose.	
6	Hyundai Automotive South Africa	Hyundai I30 FD and Elantra HD – M1 Category (Drivers Airbag Unit)	Drivers Airbag Unit.	Some vehicles might experience driver airbag abnormal operation.
7	Bridgestone Europe NV/SA	Bridgestone Duravis R 660 Eco 215/ 65R16C 109/107T (original equipment to Ford for use on Transit Custom (model year 2024 and 2025) and Tourneo Custom (model year 2024 and 2025)	The subject tyre is more susceptible to cuts and partial penetrations than anticipated when used in rugged and wet environments. In a small number of cases, these cuts can lead to moisture intrusion and subsequent oxidation of the tyre belt. Resulting corrosion may create a separation area which could grow over time. This may present as a tyre bulge, tread deformation and/or additional tread cuts which may become apparent on tread surface.	Extended use of the tyre with moisture intrusion and oxidation of the belt package, can in a small number of cases lead to tread deformation and if use continues without detection, it may end in tread delamination, and this could affect vehicle handling and could increase the risk of an accident.
8	Mercedes-Benz South Africa Limited (4090108)	Mercedes-Benz 465-G-Class(G580)	The wheel bolts might not meet the requirements. In this case, the bolting of the wheel bolts, and in the further course the wheel connection might loosen over the vehicles lifetime while driving.	This might impair driving stability, thus increasing the risk of an accident.

Item	Name of Supplier	Product	Defect	Hazards
9	Lexus SA Motors PTY (LTD)	Lexus RC-F (26SD-034 – Fuel Pump Replacement)	The subject vehicles are equipped with a low-pressure fuel pump, located in the fuel tank, that supplies fuel to the fuel injection system through use of an impeller. The material in the impeller may swell sufficiently to interfere with surrounding components, potentially causing the fuel pump to become inoperative, when it is exposed to high fuel temperatures and high concentration of aromatic fuel components during operation. An inoperative fuel pump under these conditions may result in illumination of the check engine and master warning indicators, engine no start, and/or vehicle stall.	If a vehicle stall occurs while driving at higher speeds, there is an increased risk of an accident.
10	Stellantis South Africa (30A)	Jeep Grand Cherokee (WL Series) – Seat belt indicator	The airbag controller may create erratic illumination of the driver seat belt warning indicator. In this case for the repair, the airbag controller may require a software update.	The airbag control may create erratic illumination of the driver seat belt warning indicator, when the driver seat belt is unbuckled. An erratic driver seat belt warning indicator may not adequately warn the driver that the belt is unbuckled, potentially reducing occupant protection in the event of a crash.

Item	Name of Supplier	Product	Defect	Hazards
11	Stellantis South Africa (30B)	Jeep Wrangler – Instrument Panel Cluster	On those vehicles affected, the Instrument Cluster Panel may become blank.	An instrument panel that fails to display critical safety information, such as speedometer or warning lights, can cause a vehicle to crash without warning.
12	Boston Scientific	TCN (Thermo Couple Nitinol) and CSK (Cosman Straight Kit) Reusable Radiofrequency (RF) Electrodes	Boston Scientific has determined that the TC and CSK Reusable RF Electrodes may not consistently meet the expected performance levels throughout the specified 20 sterilization cycles for re-use. This determination was based on recent review of internal laboratory testing.	Complaint data indicates that the most frequently reported issues relate to electrode not heating, temperature-reading problems and device damage, which have led to prolonged procedure. Ninety-nine percent of reported events were identified during the initial stage of the procedure and were resolved by replacing the electrodes. A small number of cases (0.15%) reported unintentional burns, allergic reactions, increased pain, or the need for additional intervention to retrieve potentially unrecovered parts (0.03%).
13	Stellantis South Africa (10B)	Jeep Grand Cherokee WL – Pinch Bolt (Upper control arm)	On the vehicle affected, the upper control arm pinch bolt may have been damaged during vehicle assembly. A damaged pinch bolt may break and result in the loss of clamp load between the upper control arm ball joint and the knuckle.	A loss of clamp load may result in the upper control arm separation from the knuckle and the wheel tilting outward, which can cause a vehicle crash without prior warning.
14	Toyota SA Motors PTY (LTD)	Hino 300 series (Combination Meter)	An incorrect component might be installed to circuit board.	Component may overheat and cause a malfunction of the speedometer and/or odometer.

Item	Name of Supplier	Product	Defect	Hazards
15	Jaguar Land Rover Limited (D095)	Range Rover and Range Rover Sport 2022 - 2026 Model Year vehicles (Panoramic Roof Side Finisher)	A concern has been identified on certain Range Rover and Range Rover Sport vehicles where the adhesion process used to re-attach the panoramic roof side finishers during vehicle quality rework operations in the assembly plant may not have been sufficient.	An inadequately adhered panoramic roof side finisher could, over time, come partially or completely loose. This could result in distraction to the driver or other road users or, in the event of complete detachment, harm to other road users, particularly pedestrians or two-wheeled vehicles, and increase the risk of injury or a crash.
16	Hyundai Automotive South Africa	Tucson NX4 N-Line – M1 Category	Forward Collision Avoidance.	Some vehicles might be experiencing unintended emergency braking due to FCA (Forward Collision Avoidance) sensitive operation.
17	Toyota SA Motors PTY (LTD)	25SD-108 - Parking Assist ECU Reprogram (BZ4X XLE, Crown 2.5 HEV, LC300, Prado 2.8/VX-R, Rav4 VX HEV and Rav4 2.5 PHEV)	The subject vehicles are equipped with a Parking Assist ECU, which is a component of the Panoramic View Monitor (PVM) system that displays the rearview image. The software in this ECU may cause (1) the rearview image to freeze briefly during the backing event if reverse is selected within a specific time after ignition is turned on; or (2) the rearview image not to display on the next ignition on if the ignition is turned on and off within a specific time, which may increase the risk of an accident with a person during a backing event. In	The rearview image when reversing may briefly freeze or not display at all.

Item	Name of Supplier	Product	Defect	Hazards
			some countries, this may not comply with certain regulatory requirements.	
18	Lexus SA Motors PTY (LTD)	Lexus ES, Lexus GX, Lexus LC500, Lexus LX500/700, Lexus LX600/500d, Lexus NX, Lexus RX, Lexus RZ and Lexus UX (25SD-108 - Parking Assist ECU Reprogram)	The subject vehicles are equipped with a Parking Assist ECU, which is a component of the Panoramic View Monitor (PVM) system that displays the rearview image. The software in this ECU may cause (1) the rearview image to freeze briefly during the backing event if reverse is selected within a specific time after ignition is turned on; or (2) the rearview image not to display on the next ignition on if the ignition is turned on and off within a specific time, which may increase the risk of a crash with a person during a backing event. In some countries, this may not comply with certain regulatory requirements.	The rearview image when reversing may briefly freeze or not display at all.
19	Boston Scientific	CRE Wireguided, CRE PRO, and CRE PRO GI Balloon Dilation Catheters	Boston Scientific is initiating recall of CRE Wireguided, CRE PRO Wireguided, and CRE PRO GI Wireguided balloon dilation catheters due to a potential sterile breach of the pouches in which the devices are packaged. These catheter products are	The most common adverse health consequence reasonably foreseeable to occur is a prolonged procedure of negligible severity to account for device exchange prior to the procedure. It is reasonable to expect that another of the same or a similar gastrointestinal dilatation balloon would be readily available for use as they are commonly

Item	Name of Supplier	Product	Defect	Hazards
			primarily used to endoscopically dilate strictures of the alimentary tract.	stocked items in a facility where endoscopic procedures are performed.
20	Toyota SA Motors PTY (LTD)	Hino 700 Fuel pump replacement	Fuel pump housing has an inappropriate surface treatment process done during production.	Cracks may develop when repeated high load is applied to the supply pump resulting in a fuel leak.
21	Decathlon	New Horse-Riding Helmet 100 Fouganz	The strap running in front of the ear may slide backward, which could affect the optimal hold of the helmet on the head and create a risk for the user.	This creates a risk for the user because head protection is no longer fully guaranteed in the event of a fall or impact.
22	Jaguar Land Rover Limited	Defender and Discovery (D127)	A concern has been identified where the wall thickness may be below required specification near the inlet check valve.	A fuel tank with a thinner-than-designed wall may not perform adequately in the event of a crash, leading to increased risk of fuel spillage and potentially fire.
23	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	26S37 - New Vehicle Demonstration / Delivery Hold Advance Notice - Safety Recall Certain 2025-2026 Model Year Ford Transit And Ford Tourneo Custom	Certain Ford Transit and Ford Tourneo Custom Vehicles may experience either gradual deterioration of wiper function or sudden, complete loss of operation.	This condition may result in reduced visibility or a loss of windshield visibility under certain driving conditions, which may increase the risk of an accident.

Item	Name of Supplier	Product	Defect	Hazards
		Vehicles Wiper Motor Inspection		
24	Stellantis South Africa	Jeep – Grand Cherokee - Rear coil spring (20D)	The rear coil spring on the affected Jeep Grand Cherokee model range may not have been correctly installed. Inspection is required, and spring isolators may need to be replaced if necessary.	The rear coil spring may detach from the vehicle while driving. This may result in a hazard to operators and occupants of other motor vehicles, which can cause those vehicles to crash without prior warning and/or may result in injury to other road users.
25	Jaguar Land Rover Limited	Defender, Discovery and Range Rover (D121)	A concern has been identified where the connector to the driver's airbag at the clock spring may experience fretting corrosion over time. This can lead to an increased resistance in the driver's airbag circuit, potentially resulting in the airbag failing to deploy when requested to do so.	An airbag which fails to deploy as-intended will increase the risk of injury in the event of a crash.
26	Jaguar Land Rover Limited	F-PACE, Defender, Discovery, Range Rover, Range Rover Sport and Range Rover Velar (E005)	A concern has been identified on certain AJ20-D6 engines where the Front-End Auxiliary Drive (FEAD) belt idler pulley may over-rotate following a high-torsion input, and lead to a clash with and damage to the oil pressure and temperature sensor.	A damaged oil pressure and temperature sensor can lead to an oil leak from the engine, which can result in a slip hazard for following road users, particularly two-wheeled vehicles.
27	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	26S10 - 2025 Model Ford Ranger (XLT and Wildtrak)	In some of the affected vehicles, the Exhaust Gas Recirculation ("EGR") valve may fail, creating the risk of a loss of	A loss of engine power increases the risk of an accident.

Item	Name of Supplier	Product	Defect	Hazards
		Exhaust Gas Recirculation (EGR) valve failure	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.	
28	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.
29	Toyota SA Motors PTY (LTD)	Hino 700 Fuel pump replacement	Fuel pump housing has an inappropriate surface treatment process done during production.	Cracks may develop when repeatedly high load is applied to the supply pump resulting in a fuel leak.

4.6. Consumer and Business Education

4.6.1. Consumer Education

a) The NCC exceeded its first quarter APP target of reaching 100,000 (One hundred thousand) consumers, achieving a total reach of 288,695 (Two hundred and eighty-eight thousand, six hundred and ninety-five) consumers through a combination of physical and digital consumer education initiatives.

b) Physical workshops and exhibitions in Gauteng, KwaZulu-Natal and Mpumalanga reached 846 (Eight hundred and forty-six) consumers. Digital consumer education campaigns reached 287,849 (Two hundred and eighty-seven thousand, eight hundred and forty-nine) consumers through social media platforms. Facebook was the strongest performing platform, accounting for 88% of the digital reach, with consumer rights content, particularly on warranties and guarantees, generating the highest engagement.

c) Targeted education and awareness efforts prioritised vulnerable groups, including people living with disabilities, individuals with low literacy levels, youth, women, children, and communities in remote rural areas. The workshops and exhibitions conducted in the two provinces (Gauteng and KwaZulu-Natal) attracted 626 (Six hundred and twenty-six) consumers through in-person engagement. An additional four exhibitions were held in Mpumalanga to raise awareness about the opt-out registry system ahead of its official launch, reaching a total of 220 (Two hundred and twenty) consumers.

d) The digital reach was achieved across the following platforms:

Table 4 Total number of consumers reached through online platforms

Platform	Post	Cumulative Statistics		
		April Reach	May Reach	June Reach
Facebook	Month-end grocery shopping tips	351	449	82,701
	Product Recall: What to do?	-	485	62,678
	Buying a used car?	-	546	10,715
	Warranty vs Guarantee	-	-	97,118
	Platform Total	**351**	**1,480**	**253 212**
LinkedIn	Month-end grocery shopping tips	690	1,184	1,210
	Buying a used car?	-	595	649
	Product Recall: What to do?	-	1,838	1,902
	Warranty vs Guarantee	-	-	31,256
	Platform Total	**690**	**3,617**	**33,928**
X (formerly Twitter)	Month-end grocery shopping tips	125	161	167
	Product Recall: What to do?	-	164	184
	Buying a used car?	-	168	184
	Warranty vs Guarantee	-	-	174
	Platform Total	**125**	**493**	**709**
Grand Total				**287 849**

e) The table below provides a breakdown of the total physical consumer education initiatives conducted in the first quarter.

Table 5: Consumer education initiatives undertaken.

Type of outreach	Date of event	Province	District	Audience & Number of attendees	Topic shared
Consumer Education Workshop	02 June 2026	KwaZulu-Natal	uMzinyathi District Municipality	31	The Importance of Sales Records, Product Description, and Price Disclosure
Consumer Education Exhibition	03 June 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	97	The Importance of Sales Records, Product Description, and Price Disclosure
Consumer Education Exhibition	04 June 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	107	The Importance of Sales Records, Product Description, and Price Disclosure
Consumer Education Exhibition	05 June 2026	KwaZulu-Natal	uMgungundlovu District Municipality	64	The Importance of Sales Records, Product Description, and Price Disclosure
Consumer Education Exhibition	22 June 2026	Gauteng	City of Johannesburg	97	The Importance of Sales Records, Product Description, and Price Disclosure
Consumer Education Exhibition	23 June 2026	Gauteng	City of Johannesburg	230	The Importance of Sales Records, Product Description, and Price Disclosure
				626	
Consumer Education Exhibition	22 June 2026	Mpumalanga	Ehlanzeni District Municipality	58	Opting out
Consumer Education Exhibition	23 June 2026	Mpumalanga	Ehlanzeni District Municipality	59	Opting out

Type of outreach	Date of event	Province	District	Audience & Number of attendees	Topic shared
Consumer Education Exhibition	24 June 2026	Mpumalanga	Ehlanzeni District Municipality	52	Opting out
Consumer Education Exhibition	25 June 2026	Mpumalanga	Ehlanzeni District Municipality	51	Opting out
				220	
Total				**846**	

f) The NCC conducted an Opt-Out Registry System awareness campaign across various locations in Mpumalanga from 22 to 26 June 2026. The objective of the campaign was to educate consumers about the newly introduced Opt-Out Registry System, promote consumer rights in terms of Section 11 of the CPA, and encourage consumers to register to opt out of receiving unsolicited direct marketing communications.

4.6.2. Business Education

a) A total of 20 initiatives were implemented across both physical and virtual platforms to promote compliance with the CPA and enhance awareness among consumers and small businesses. Activities were conducted in four (4) provinces and included two (2) business intervention webinars, as well as direct compliance monitoring and consumer education programmes. Through these efforts, the NCC reached 544 businesses, including spaza shops and informal SMMEs, through workshops, exhibitions, and door-to-door outreach campaigns.

Table 6 Total number of business reached

No:	Type of Outreach	Date of Event	Province	District	Number of Businesses Visited / Attended	Topic
1	Workshop	4 June 2026	Microsoft Teams	Microsoft Teams	108	• Product Safety • NCC Legislative Mandate • Regulations and Standards • Product recalls • Investigations • Market Monitoring
2	Door-to-Door Joint Inspection and Advocacy Drive	22 June 2026	Mpumalanga Province	Nkomazi Local Municipality, Ehlanzeni District Municipality	10	• Section 23: The supplier was displaying goods for sale without displaying prices in relation to those goods. • Section 24: Goods displayed for sale that did not have Labelling and trade description. • Section 26: The supplier does not issue sales records to the consumers • Section 41: Faults, misleading and deceptive rep (the barcode was not scanning the displayed) • Section 48: Unfair terms and conditions
3	Door-to-Door Joint Inspection and Advocacy Drive	23 June 2026	Mpumalanga Province	Mashishing (Lydenburg), Ehlanzeni District Municipality	10	
4	Door-to-Door Joint Inspection and Advocacy Drive	24 June 2026	Mpumalanga Province	Bushbuckridge Municipality, Ehlanzeni District Municipality	12	
5	Door-to-Door Joint Inspection and Advocacy Drive	25 June 2026	Mpumalanga Province	Hazyview, Ehlanzeni District Municipality	17	

No:	Type of Outreach	Date of Event	Province	District	Number of Businesses Visited / Attended	Topic
6	Door-to-Door Joint Inspection and Advocacy Drive	26 June 2026	Mpumalanga Province	Mbombela Local Municipality, Ehlanzeni District Municipality	13	• Section 55: Dented cans displayed for sale.
7	Workshop And Exhibition	12 May 2026	Gauteng Cape Province	City of Johannesburg Metropolitan Municipality: Bosmont Recreation Centre	8	• Fundamental Consumer Rights • Product Safety and Quality • Sales Records and Price Disclosure • Product Labelling • Surcharge • Dispute Resolution & Compliance • Opt-Out Registry
8	Workshop And Exhibition	13 May 2026	Gauteng Cape Province	City of Johannesburg Metropolitan Municipality: Westonaria, Simonye Multipurpose Centre	6	
9	Workshop	14 May 2026	Microsoft Teams	Microsoft Teams	142	• Six-Month Implied Warranty (CPA) & Extended Warranties Linked to Vehicle Sales • Insurance and Parts Procurement Practices

No:	Type of Outreach	Date of Event	Province	District	Number of Businesses Visited / Attended	Topic
						• Complaint Escalation and Dispute Resolution
10	Door-to-Door Joint Inspection and Advocacy Drive	19 MAY 2026	Limpopo Province	Polokwane: Mankweng, Capricorn District Municipality	6	• Section 23: The supplier was displaying goods for sale without displaying prices in relation to those goods. • Section 24: Goods displayed for sale that did not have Labelling and trade description. • Section 26: The supplier does not issue sales records to the consumers • Section 41: Faults, misleading and deceptive rep (the barcode was not scanning the displayed) • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale.
11	Door-to-Door Joint Inspection and Advocacy Drive	20 May 2026	Limpopo Province	Polokwane: Mankweng, Capricorn District Municipality	6	
12	Door-to-Door Joint Inspection and Advocacy Drive	21 May 2026	Limpopo Province	Polokwane, Seshego: Capricorn District Municipality	9	
13	Door-to-Door Joint Inspection and Advocacy Drive	22 May 2026	Limpopo Province	Makhado: Vhembe District Municipality	5	
14	Workshop	26 May 2026	KwaZulu-Natal Province	eThekwini Metropolitan Municipality: Magaba Hall	38	• Fundamental Consumer Rights • Product Safety and Quality • Sales Records and Price Disclosure

No:	Type of Outreach	Date of Event	Province	District	Number of Businesses Visited / Attended	Topic
				(Mpumalanga), District 1		• Product Labelling • Surcharge • Dispute Resolution & Compliance • Opt-Out Registry
15	Workshop	27 May 2026	KwaZulu-Natal Province	eThekwini Metropolitan Municipality: Emachobeni Community Hall	41	
16	Workshop	28 May 2026	KwaZulu-Natal Province	eThekwini Metropolitan Municipality: Mdumezulu Skills Centre	7	
17	Workshop	29 May 2026	KwaZulu-Natal Province	eThekwini Metropolitan Municipality: Kwa Ximba Community Hall	16	
18	Workshop	26 May 2026	Mpumalanga Province	Nkangala District Municipality: Eskom, Komati Power Station	32	NCC addressed SMME's on Opt-Out Registry, below points were also touched during the presentation:

No:	Type of Outreach	Date of Event	Province	District	Number of Businesses Visited / Attended	Topic
19	Workshop	27 May 2026	Mpumalanga Province	Nkangala District Municipality: Eskom, Komati Power Station	12	• When is the system going to start. • What is it for and how is going to help them. • How it works • Legal Frameworks • NCC contact details
20	Workshop and Exhibition	10 April 2026	Gauteng Cape Province	City of Johannesburg Metropolitan Municipality: Orange Farm Community Hall	46	• Fundamental Consumer Rights • Product Safety and Quality • Sales Records and Price Disclosure • Product Labelling • Surcharge • Dispute Resolution & Compliance

4.7. Matters for further enforcement

4.7.1. During the quarter, further enforcement action was taken in respect of six (6) matters which were referred to the NCT.

4.7.2. 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 7: Matters referred for further enforcement in quarter 1.

	Name of the Supplier	Date of Referral	Alleged Contravention
1	BRYANSTON EXECUTIVE CAR	19/05/2026	The Complainant purchased a 2017 Volvo XC90 T8 Twin Engine Inscription AWD (Hybrid) from the Respondent, **Bryanston Executive Cars CC**, for **R508,935.00** on 12 December 2023. The sale agreement purported to exclude the six-month implied warranty of quality provided for under the CPA, relying on sections 55(6) and 49(5) of the Act. Within two days of delivery, the vehicle developed serious mechanical defects, including an engine warning light, rendering it inoperable. Although the defects were reported to the Respondent, the respondent refused to provide the remedies afforded under the CPA and instead directed the Complainant to rely on an extended warranty. The NCC found that the respondent supplied defective goods and unlawfully sought to exclude the consumer's statutory rights under the CPA. The NCC alleges that the Respondent contravened sections 55(2), 56(2), and 51(1)(a) and (b) of the CPA by supplying goods that were not of good quality, failing to honour the six-month implied warranty, and including contractual terms that purported to waive or limit the consumer's rights and the supplier's obligations under the Act. Consequently, the matter was referred to the NCT for appropriate relief
2	TRIPPLE V MOTORS	20/05/2026	The complainant purchased a 2018 Renault Duster from the Respondent, **Triple V Motors CC**, for **R150,000.00** on **27 February 2024**. Before delivery, the complainant requested the vehicle's logbook and service history, which the respondent failed to provide. As a result, the respondent cancelled the sale agreement and undertook to refund the full purchase price. However, despite refunding only **R30,000.00** on **24 May 2024**, the respondent failed to repay the outstanding balance of **R120,000.00**. The complainant subsequently referred the matter to the Motor Industry Ombud of South

	Name of the Supplier	Date of Referral	Alleged Contravention
			Africa (MIOSA), but the mediation process was unsuccessful due to the respondent's refusal to participate. The NCC found that the Respondent accepted payment for the vehicle, cancelled the transaction, and failed to refund the consumer in full despite undertaking to do so. The NCC alleges that the Respondent contravened the CPA by failing to honour its obligations to refund the consumer following the cancellation of the transaction, thereby engaging in prohibited conduct and causing financial prejudice to the Complainant. Consequently, the matter was referred to the NCT for appropriate relief, including an order directing the Respondent to refund the outstanding **R120,000.00** and any other appropriate remedies.
3	FLYSAFAIR	19/05/2026	The NCC initiated an investigation into **Safair Operations (Pty) Ltd t/a FlySafair** following public reports and consumer complaints regarding the airline's overbooking practices. The investigation established that FlySafair deliberately sold more tickets than available seats in anticipation of passenger "no-shows", resulting in some consumers who held confirmed and paid-for tickets being denied boarding. The NCC further found that the overbooking policy was not prominently disclosed to consumers and was contained only in the airline's standard terms and conditions. The NCC alleges that the Respondent contravened **sections 19(2)(a), 40(1), 41(1), 47(3)(b), 47(5), 47(6), 48(1)(a)(i), and 22(1)(b)** of the **Consumer Protection Act** by engaging in unfair overbooking practices, making misleading representations regarding confirmed bookings, failing to supply the services purchased, and not clearly disclosing the risks associated with overbooking. The matter was accordingly referred to the NCT for appropriate relief.

	Name of the Supplier	Date of Referral	Alleged Contravention
4	FLAWLESS CARS	18/05/2026	The Complainant purchased a motor vehicle from **Flawless Cars (Pty) Ltd** and subsequently experienced disputes relating to the quality of the vehicle and the Respondent's failure to provide the remedies required under the CPA. Following an investigation, the NCC found sufficient evidence of prohibited conduct and referred the matter to the NCT for adjudication. The NCC alleges that the Respondent contravened the CPA by supplying defective goods and failing to honour the consumer's statutory rights and remedies. The NCC accordingly seeks an order declaring the Respondent's conduct to be prohibited conduct and granting appropriate relief under the Act.
5	SABLES ENERGY GROUP	05/05/2026	The Complainant contracted Sable Energy Group (Pty) Ltd to install a solar energy system at his property. Following the installation, the system was found to be defective and non-compliant with the applicable South African National Standards (SANS), posing electrical safety risks. Despite repeated requests, the Respondent failed to rectify the defects or provide appropriate redress, prompting an investigation by the NCC. The NCC found that the Respondent supplied and installed a defective and unsafe solar system that failed to comply with mandatory safety and quality standards, in contravention of the CPA. The matter was accordingly referred to the NCT for appropriate relief, including a declaration of prohibited conduct and appropriate remedial orders.
6	B-MA SERVICES (PTY) LTD	30/06/2026	The Complainant booked his Mini Cooper S Paceman with the Respondent, B-MA Services (Pty) Ltd, for repairs after being advised to purchase a replacement engine from one of the Respondent's recommended suppliers. Following the installation, the

	Name of the Supplier	Date of Referral	Alleged Contravention
			Respondent alleged that the engine was defective but failed to provide the comprehensive technical report required to enable the Complainant to return the engine to the supplier. Instead, the Respondent retained the vehicle and ultimately sold it without the Complainant's knowledge or consent in an attempt to recover its costs, thereby depriving the Complainant of his vehicle and the opportunity to recover the costs of the engine. The NCC found that the Respondent engaged in prohibited conduct by unlawfully selling the consumer's vehicle without consent and by failing to provide services to the standard required by the CPA. The NCC alleges that the Respondent contravened section 54(1)(d) by denying the consumer the return or control of his property and section 54(2)(b) by failing to perform the services to the required standard and failing to provide the consumer with the remedies available under the Act. The matter was accordingly referred to the NCT for appropriate relief

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

4.8.1. The NCC continues to partner with SARS Customs in combating the import of CTFL goods that are not compliant with the labelling provisions of the CPA. The NCC enforces compliance through ordering the destruction or re-export of goods back to the country-of-origin of the CTFL goods that are found to contravene these provisions. During the first quarter, **37** CTFL investigations were finalised on goods with a total custom value amounting to **R17 823 648,98** with the following action taken:

Table 8: Enforcement action taken on CTFL goods

Action taken	Customs Value	Number of consignments
Released to the market	R15 077 487,32	24
Paja Letter	R2 091 838,66	10
Conditional release pending lab results by SABS	78 656,00	1
Paja and partial release	575 667,00	2
Grand Total	**R17 823 648,98**	**37**

a) The NCC assessed and released **twenty-four (24)** consignments with a total value of **R15 077 487,32** during the first 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 9: CTFL goods released to the market.

No	Importer	Date Issued	Customs Value
1	CRESTA COATING SOUTH AFRICA	30/04/2026	R651 954,00
2	ANDROMEDA SHOES T/A FREEQ	30/04/2026	R403 411,32
3	OPEN TRADE	30/04/2026	R5 973,00
4	STONEWOLF	30/04/2026	R15 924,75

No	Importer	Date Issued	Customs Value
5	ACUSHNET SA	20/04/2026	R1 493 674,41
6	MAURI TRADING 2 CC	11/05/2026	R55 756
7	C & B LOGISTICS	18/05/2026	R116 632,56
8	KAAL FOOT KICKS	11/05/2026	R90 042
9	J AND J REWARDS T/A SUPERNOVA BRANDS	13/05/2026	R61 395
10	JAD MOTORS (PTY) LTD	15/05/2026	R124 435,59
11	WHEEL ACCESSORIES SOLUTIONS	15/05/2026	R75 828.00
12	CLASSIQUE QUILTERS CC	22/05/2026	R3 567 899,00
13	TANG DA TRADING	29/05/2026	R6 756
14	IGBEKOYI OLUFEMI SUNDAY C/O OSHUS FREIGHT SERVICE	29/05/2026	R5 179,69
15	ENTERPRISE	29/05/2026	R35 668
16	SWAN WEST TRADING	22/06/2026	R826 965,00
17	GLOBAL VILLAGE LOGOSTICS	22/06/2026	R6 136,00
18	DROMEX (PTY) LTD	22/06/2026	R366 239,00
19	DROMEX (PTY) LTD	22/06/2026	R407 139,00
20	KANAS WHOLESALERS	29/06/2026	R297 520,00

No	Importer	Date Issued	Customs Value
21	ADDAS SA	22/06/2026	R4 117 093,00
22	TRC ARICA	29/06/2026	R1 361 392,00
23	FULL IMPORT 1033CC	29/06/2026	R948 579,00
24	OPEN SEA FREIGHT	15/05/2026	R30 894,00
TOTAL			**R15 077 487,32**

b) The issuance of PAJA letters for the **eleven (11)** consignments had a direct and positive impact on the market by preventing non-compliant goods valued at **R2 170 494,66** 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 10: Other CTFL prevented from entering the country through PAJA letters.

No.	Importer	Date	Customs Value
1	XITONG STEEL (PTY) LTD	30/04/2026	R28 750,98
2	AMROD CORPORATION SOLUTIONS	30/04/2026	R779 942,00
3	CORRUGREEN	30/04/2026	R667,00
4	TM CARGO SERVICES	30/04/2026	R418 916,28
5	MAURI TRADING	30/04/2026	R55 756,00
6	ABDI OSMAN BIHI	06/05/2026	R7 357,00

No.	Importer	Date	Customs Value
7	FAWS HABBY	13/05/2026	R66 544,00
8	NTU BRANDS (PTY) LTD	20/05/2026	R44 495,00
9	BYSCC TRADING (PTY) LTD	22/05/2026	R338 308,40
10	SNS UPHOLSTERY	29/05/2026	R351 102,00
11	PENNY LANE (PTY) LTD	22/06/2026	R78 656,00
TOTAL			**R2 170 494,66**

c) Two consignments were found to be partially compliant. As a result, portions of the consignments were released.

Table 11 CTFL goods partially released

No.	Importer	Date	Total Customs Value
1	XIAOYU TRADING (PTY) LTD	22/06/2026	R359 903,00
2	RSL TRUST (PTY) LTD	29/06/2026	R215 764
TOTAL			**R575 667,00**

4.9. Investigation into Scams and Ponzi Schemes

4.9.1. 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.

4.9.2. During the first quarter, the NCC finalised four (4) out of the six (6) investigations on hand, with the remaining two (2) investigations carried over to the next quarter.

Table 12: Investigations into Scams and Ponzi Schemes

No	Name of matter	Nature	Date of approval of the directive	Recommendations	Date of approval of the report
1	Success Burial Schem	The scheme is operating where members contribute monthly (R270–R300) in exchange for funeral benefits. They also offer services such grocery stokvel where members contribute R400 per month with the expectation of receiving groceries at the end of the year.	12/02/2026	Contravention of section 41(a) of the CPA	16/04/2026
2	Brilliant Global Media (BGM)	The scheme 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	12/02/2026	Contravention of Section 43 (2) (b) of the CPA and sections 4, 5, and 6 of the Prevention of Organized Crime Act	16/04/2026

No	Name of matter	Nature	Date of approval of the directive	Recommendations	Date of approval of the report
		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			
3	BTM Investments And Projects	Defrauding members of the public by luring them into investing in his business and later using the funds for his personal gain.	12/02/2026	Contravention of section 65 (2) (b) and section 43 (2) (a) of the CPA	14/05/2026
4	Lengau Peoples Society Scheme	The scheme promoted as a financial service, including moneylending (loans), grocery stokvels, debt relief , bursary funding, and small business funding. Members of the public are invited to participate by borrowing money from the scheme in the form of loans. Funds obtained from new participants are then used to pay returns to earlier participants, and to finance small businesses, provide bursaries, and settle debts for existing members.	16/04/2026	Contravention of Section 43 (2) (a) of the CPA and Section 11 (1) of the Banks Act	14/05/2026
5	ACF Sunenergy Solarctricity (PTY) LTD	Entity approaches disadvantaged communities and informal settlements, soliciting payments of R215–R300 for solar panels and installation.	14/05/2026	In Progress	
6	Tradecrypto (PTY) LTD	Crypto Trading Entity: they defraud the public by marketing their product using prominent persons	25/06/2026	In progress	

4.10. Preservation orders granted on previously investigated Scams and Ponzi Schemes

4.10.1. The preservation order was granted in the Trouva/Benchmark Woodworking matter involving the use of layered mule accounts. The investigation identified a complex fraudulent investment scheme operating in South Africa under the guise of Benchmark Woodworking. The scheme has been identified as a Ponzi scheme, in which investors were promised unrealistic investment returns, with funds from new investors used to sustain the operation.

4.10.2. The investigation further revealed a sophisticated operation involving layered transactions, the use of mule accounts, and the laundering of proceeds through cryptocurrency exchanges. A Preservation Order in the amount of R10,669,637.33 (Ten million six hundred and sixty-nine thousand six hundred and thirty-seven rand and thirty-three cents) was granted by the court. Investigations further revealed that the funds were subsequently depleted through cryptocurrency transactions and transferred via Vex wallets.

4.10.3. The primary entity involved is Benchmark Woodworking, which falsely claimed to be associated with a legitimate United Kingdom-based woodworking company. The investigation also identified several other schemes linked to this operation.

5. PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

Table 13: Progress towards achievement of the APP targets.

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
1.	Track and trace regulations of goods	Publication of the track and trace regulations	N/A	**Target not applicable**	N/A	N/A	
2	Implementation of a track and trace system for monitoring of illicit goods.	Implementation of a track and trace system for monitoring of illicit goods.	N/A	**Target not applicable**	N/A	N/A	
3	Number of non-compliant suppliers reduced.	Non-compliant suppliers reduced by 1 000.	Non-compliant suppliers reduced by 250.	**Not Achieved** *Complaints and Investigations* - A total of 46 suppliers were confirmed to be compliant with the CPA. *Enforcement and Legal Services*: Four (4) compliance certificates were issued to suppliers found to be compliant.	Investigations were initiated during the first quarter with compliance notices being issued. The target is cumulative and is likely to be met	The inspections will be conducted monthly to ensure the target is met.	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
				The NCC therefore reduced the number of non-complaint suppliers by 50.	in the next quarter or by year end as the compliance notices are followed up.		
4	Total rand value saved for consumers through prosecution, investigation and settlements of unfair business practices through NCC, MIOSA and CGSO.	R150 million saved for consumers through prosecution, investigation and settlements.	R37.5 million saved for consumers through prosecution, investigation and settlements.	**Target Exceeded** **R52 976 238.62** saved for consumers through prosecution, investigation and settlements.	Intensified effort by MIOSA.	None	
5	Percentage of cases in favour of the NCC on matters brought before the National Consumer Tribunal.	85% of cases won before the National Consumer Tribunal.	85% of cases won before the National Consumer Tribunal.	**Not Achieved** 40% (2 out of 5) of cases won before the National Consumer Tribunal	The litigation success rate was below the target because of the Tribunal finding that the	The NCC has appealed one of the NCT judgements which were against the	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
					evidence presented was insufficient to fully substantiate the alleged contraventions. The target is cumulative and is likely to be met in the next quarter or by year end.	NCC. The case involved Wouter Van Der Merwe T/A The Venue Shongweni, and the issue relates to the powers of the NCC to issue compliance notices. The NCC sought counsel's opinion and there are prospects of success.	
6	Percentage of cases in favour of the NCC on matters brought before the Courts.	85% of cases won before the Courts.	85% of cases won before the Courts.	**Not Achieved** 50% (1 out of 2) of cases won before the Courts	The outcome was, in part, influenced by prescription-related challenges, as	The NCC will be appealing the judgement of the High Court which was against the	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
					matters referred for litigation beyond the three-year period are more susceptible to successful prescription defences, thereby reducing the likelihood of a favourable outcome for the NCC. The target is cumulative and is likely to be met in the next quarter or by year end.	NCC. The case involved Sandown motors, and the issue is around prescription which the NCT had ruled in favour of the NCC. The NCC sought counsel's opinion and there are prospects of success.	
7	Percentage of consumer complaints finalized.	75% of consumer complaints finalised.	75% of consumer complaints finalized.	**Not Achieved**	Inspections take longer to complete.	The investigations will be expedited	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
				34.32% (449/1 308) of consumer complaints finalised.	Moreover, during the first quarter, the focus was on initiating investigations, and which will be progressed throughout second, third and fourth quarters. The target is cumulative and is likely to be met in the next quarter or by year end. The target is also sensitive to new complaints received in the	during the remaining three quarters, and the target will be reached by the end of the financial year. The NCC is considering increasing capacity of the investigation department by adding additional positions to increase capacity.	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
					quarter which cannot be finalised in that quarter.		
8	Number of direct marketers registered on the Opt-Out Registry.	20 000 direct marketers registered on the Opt-Out Registry system.	N/A	**Target not applicable**	N/A	N/A	
9	Number of consumers protected from unwanted direct marketing.	500 000 consumers protected from unwanted direct marketing.	N/A	**Target not applicable**	N/A	N/A	
10	Time taken to administer and issue communication on product recalls.	Administer product recalls within 20 business days of receipt of recall notice from suppliers.	Administer product recalls within 20 business days of receipt of recall notice from suppliers.	**Achieved** 3 product recalls carried over from the previous year were finalised within 20 business days. 26 product recalls emanating from the 2026/2027 financial year were administered within 20 business days of	None	None	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
				receipt of recall notice from suppliers			
11	Number of consumers reached.	500 000 consumers reached.	100 000 consumers reached.	**Target Exceeded** 288 695 consumers reached	Boosting of social media posts contributed to increased numbers.	None	
12	Number of businesses reached for compliance awareness.	1 000 businesses reached.	100 businesses reached.	**Target Exceeded** 544 businesses reached	Webinars were preferred platform by businesses, resulting in the target being exceeded.	None	
13	Number of days taken to pay suppliers.	Pay service providers within 20 business days.	Pay service providers within 20 business days.	**Achieved** Service provider paid within an average of 10.33 days	None	None	
14	Percentage of vacancy rate.	10% vacancy rate of funded positions.	10% vacancy rate of funded positions.	**Not Achieved**	During the period under	The NCC currently has 8	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
				10.9% of vacancy rate of funded positions	review, the Chief Information Officer (CIO) recruitment process had to be re-advertised after no suitable candidate was identified, resulting in a longer recruitment process. One position was filled through an internal appointment, which created another vacancy.	vacant positions. Recruitment processes have commenced for 6 vacant positions	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
15	Compliance with the B-BBEE Act by attaining a rating of level 3.	B-BBEE rating of level 3	N/A	**Target not applicable**	N/A	N/A	
16	Number of jobs created to improve service levels of non-compliant suppliers through undertakings or settlements.	200 jobs created to improve service levels of non-compliant suppliers through undertakings or settlements.	50 jobs created to improve service levels of non-compliant suppliers through undertakings or settlements.	**Not Achieved** 0 jobs created to improve service levels of non-compliant suppliers through undertakings or settlements. Although no agreements were finalized, discussions began in two cases, and preliminary terms are being reviewed by the parties	Settlement discussions are taking longer to finalise. As a result, no settlement agreements or undertakings were successfully negotiated during the reporting period; therefore, no jobs were created through undertakings or settlements. The	Prioritise the negotiations and finalisation of settlement agreements and expedite the review and approval of settlement agreements to improve the likelihood of achieving this target. The NCC is also following up on placement of	

Output Indicator		Target for 2026/27 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter One
					target is cumulative and is likely to be met in the next quarter or by year end	workers where settlement agreements have been concluded, and job commitments have been made.	

6. HUMAN RESOURCE VACANCY REPORT

Table 14: Number of vacant executive positions in relation to total vacancies

Information	Number of positions
Total executive positions on the structure	8
Number of vacant executive positions	2

Table 15: Vacant Executive Positions

No.	Name of vacant position	Date position became vacant	Reason vacancy not yet filled	Progress made towards filling the vacancy	Plans and timeframes for filling of vacancy	Is there an acting official in the position? If yes, please state the dates
1.	Commissioner	1 December 2019	Acting			Yes
2.	Deputy Commissioner	1 August 2025	Position not yet filled by the Executive Authority			No

Table 16: All other vacant positions

No.	Name of vacant position and level as per the structure	Date position became vacant	Reason vacancy not yet filled	Progress made towards filling the vacancy	Plans and timeframes for filling of vacancy	Is there an acting official in the position? If yes, please state the dates
1.	Chief Information Officer	01-Apr-26	Lack of qualified applicants	Re-advertised	1 September 2026	No
2.	Executive Assistant	01-Jun-25	Position to be repurposed		None	No
3.	Systems Administrator: Cybersecurity	01-Sept-25	Started 1 July 2026			No
4.	Senior Manager: Finance and SCM	02-Jun-26	Advertised		1 September 2026	8 September 2025

No.	Name of vacant position and level as per the structure	Date position became vacant	Reason vacancy not yet filled	Progress made towards filling the vacancy	Plans and timeframes for filling of vacancy	Is there an acting official in the position? If yes, please state the dates
5.	Senior Legal Advisor: Litigation and Corp	18-May-26	Recently Funded	Awaiting Shortlisting	1 October 2026	No
6.	Investigator	01-Mar-26	Under review			No
7.	Legal Advisor: Accreditations & Exemptions	18-May-26	Recently Funded	Awaiting Shortlisting	1 October 2026	No
8.	Legal Advisor: Litigation and Corporate	18-May-26	Recently Funded	Interviews Scheduled for 3 August 2026	1 October 2026	No
9.	Receptionist	01-Mar-26	Position under review and will be advertised with increased responsibilities.			No

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SECTION C
RISK MANAGEMENT

2026-2027

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7. GOVERNANCE, AUDIT AND RISK MANAGEMENT

7.1. Progress on the implementation of risk mitigation plans

Table 17: Progress on the implementation of risk mitigation plans

Status of risks	Number of actions (YTD)	Comments
Open (not started)	55	
In progress (already started)	9	
Closed (resolved)	46	

7.2. Progress on the implementation of strategic risks

Table 18: Strategic Risk Register mitigating action plans

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 1	Limited inspection capacity.	Filling of some vacant positions on the structure.	DH:CID & CFO	Quarter 2	**Not yet Implemented** The shortlisting of candidates for the four(4) internship positions is	**High**

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					scheduled for July. One (1) vacant position for Investigator is yet to be advertised.	
		Procurement of vehicles through the transversal contract.	DH:CID & CFO	Quarter 1	**Implemented** Five (5) vehicles were procured during the first quarter.	
STR 2	Lack of skills to investigate fraudulent and deceptive conduct.	Provide skills to investigate and enforce.	DH: ELS	Quarter 4	The treatment plan is not due for implementation. Training has not been conducted.	**Medium**
		Conduct awareness campaigns for consumers on scams.	DH: ELS	Quarter 4	Scams Booklets have been developed and will be distributed to consumers during the second quarter. An awareness on scams will be posted on the NCC website and NCC social media platforms in collaboration with Education and Advocacy division.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 3	Lack of consumer awareness on their legal rights and protections under CPA which can lead to underreporting of complaints. Businesses may fail to fully understand or adhere to legislative and regulatory requirements of CPA, either due to negligence, lack of knowledge, or deliberate non-compliance.	Self-initiated workshops	DH: EA	Quarterly	**Implemented** 2 self-initiated consumer education workshops were conducted in KZN during the first quarter. 9 self-initiated workshops were conducted during Quarter 1 (business).	**Medium**
		Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach.	DH: EA	Quarterly	**Implemented** 2 webinars were conducted; 2 social media articles were developed (business). 4 social media posts were developed and posted (consumer).	
		Collaboration and partnerships with relevant external stakeholders	DH: EA	Quarterly	**Implemented** Collaborated with Provincial Consumer Offices (KZN & Mpumalanga), Regulators (NCR, CMS, CGSO,NFO, CDC, etc) for (Consumer).	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					3 collaborative sessions were held with: (RMI,NADA, SAPS, Consumer Protection Office - Mpumalanga) for (Business)	
		Utilisation of mobile unit to raise awareness.	Manager Business Education and Manager Consumer Education	Quarter 4	**Not yet due** The mobile unit has not yet been procured.	
STR 4	Inadequate financial resources (budget) to achieve the mandate of the organisation.	Develop and submit the business case for additional grant for additional funds to increase the baseline.	CFO	Quarter 3	Not yet due	**High**
		Apply for CARA grant and other additional funds with government or/and private institution	CFO	Quarter 3 & 4	Not yet due	
		Quarterly monitor and reprioritize available budget.	CFO	Quarterly	**Implemented** Quarterly monitoring of actual expenditure against the budget.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 5	Failure to respond to organisational mandate due to limited capacity.	Develop and submit the business case for additional grant.	CFO	Quarter 3	**Not yet due**	**High**
		Review of the Organisational structure to assess relevance and repurposing needs.	CFO	Quarter 2	**Not yet due**	
STR 6	Cyber attacks	Regular monitoring and review of cybersecurity controls	CIO	Quarterly	**1.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.	**High**
		Regular cybersecurity awareness training	CIO	Quarterly	**2.Implemented** The Cybersecurity Posture Report, Mimecast solutions, and ongoing cybersecurity training programmes remain in place and operational.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Perform network penetration testing to identify weaknesses in controls. .	CIO	Quarter 2	**Not yet due**	
		Develop incident response plan	CIO	Quarter 2	**Not Implemented** The Incident Response Plan is scheduled for review in Quarter 2.	
		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.	

7.3. Resolution of Internal Audit findings

Table 19: Progress made on the resolution of Internal Audit findings

Severity	Medium					
Status	**Annual Financial Statements**	**Annual Performance Report**	**Non-Compliance with legislation**	**Internal Controls Deficiency**	**Service Delivery**	**Total**
Open (not started)				2		2
In progress (already started)			1			1
Closed * (Resolved)		1		4	4	9
Total		**1**	**1**	**6**	**4**	**12**
* Closed since the beginning of the current financial year						

7.4. Progress on the resolution of External Audit Findings

Table 20: Resolution of external audit findings.

Severity	Other important matters					
Status	**Annual Financial Statements**	**Annual Performance Report**	**Non-Compliance with legislation**	**Internal Controls Deficiency**	**Service Delivery**	**Total**
Open (not started)						
In progress (already started)				1		1
Closed * (Resolved)				8		8
Total				**9**		**9**
* Closed since the beginning of the current financial year						

7.5. Age analysis of open and "in progress" audit findings (Internal and External Audit)

Table 21: Ageing of Internal and external auditing findings not yet resolved

		3 months	6 months	9 months	12 months	15 months	18 months	24 months	>24 months	Total
External audit	**Findings**				1					1
	Repeats				0					0
Internal Audit	**Findings**	1	2							3
	Repeats									
Total	**Findings**	1	2		1					4
	Repeats									

7.6. Meetings of Committees

Table 22: Meetings of governance committees

This table records the number of meetings held. Exclude internal management meetings

	Number	
	Quarter	YTD
Audit and Risk Committee	4	4
Risk Management Committee	1	1
ICT Steering Committee meeting	1	1

7.7. ICT Governance

7.7.1. CYBER SECURITY

Table 23: Cyber security risks

CYBERSECURITY	Yes	No	Approval date
Approved Cybersecurity Governance Framework		No	
Approved cybersecurity policy	Yes		28 August 2025
Cyber risk reported to Audit or ICT Committee		No	

7.7.2. Policy Review Cycle

Table 24: ICT policy reviews

Policy review cycle	1 Year	x	2 Years		3 Years		4 Years		5 Years	
Comments	Policies are reviewed on a 1-year cycle or as and when major changes occur.									

7.7.3. COBIT Governance maturity

Table 25: COBIT maturity

ENTERPRISE PROCESSES	TARGET	SCORE	COMMENTS
COBIT Governance maturity			No COBIT Governance Maturity conducted

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FINANCIAL REPORT

2026-2027

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8. FINANCIAL PERFORMANCE OF THE NATIONAL CONSUMER COMMISSION

8.1. Budget and expenditure summary

Table 26: Budget and expenditure summary

Classification	Quarter 1 Actual	YTD Actual	12 months	
			Forecast	Budget
Own revenue	132,407.91	132,407.91	153,407.91	-
Interest	742,158.00	742,158.00	3,495,033.00	3,670,500.00
Grant	51,387,000.00	51,387,000.00	73,410,000.00	73,410,000.00
Sub-total	52,261,565.91	52,261,565.91	77,058,440.91	77,080,500.00
Expenditure *	19,470,068.37	19,470,068.37	77,080,500.00	77,080,500.00
Surplus/(Deficit)	32,791,497.54	32,791,497.54	-22,059.09	0.00

a) Expenditure includes depreciation and tax but excludes capital expenditure.

Table 27: Capital expenditure

Capital expenditure	Quarter 1 Actual	YTD Actual	12 months	
			Forecast	Budget
	0	0	0	0

8.2. Revenue for the Period

b) The NCC has an allocated grant for the financial year of R73,410,000 as per the allocation. R51,387,000 has been received to date, the remainder of the grant will be received in October.
c) 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 June 2026 interest income amounting to R742,158 has been earned against a projection of R917,625 resulting in the shortfall of R175,467.
d) Other Income is made up of grant received from the Public Service Sector Education and Training Authority (PSETA), in terms of the Skills Development Act, 1998 (Act No. 97 of 1998), to support skills development and training initiatives.
e) Table 18 below provides a summary of movements in revenue for the financial year against the budget.

Table 28: Summary of revenue movements for the current year

Description	Annual Budget	Quarter 1 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2027FY
Government grants	73,410,000	51,387,000	51,387,000	0	0%	22,023,000
Interest Income	3,670,500	917,625	742,158	175,467	19%	2,928,342
Other Income	-	-	132,408	-132,408	0%	-132,408
Revenue	**77,080,500**	**52,304,625**	**52,261,566**	**43,059**	**0%**	**24,818,934**

8.3. Expenditure against the budget per economic classification

Table 29: Summary of expenditure against the budget per economic classification.

Description of item	Annual Budget	Quarter 1 Budget	YTD Actual expenditure	YTD Variance	Remaining Budget
Compensation of employees	55,222,420	13,386,700	13,050,317	336,383	42,172,103
Goods and services	21,858,079	6,059,627	6,419,751	-360,124	15,438,328
Total	**77,080,500**	**19,446,328**	**19,470,068**	**-23,741**	**57,610,431**

8.3.1. Compensation of employees indicates an underspending of 336,383. This is attributable to savings generated by vacant positions.

8.3.2. Goods and services expenditure reflects the overspending, which is primarily due to the following:

ravel, advertising, legal, computer services and insurance costs are significantly higher than anticipated. The budget will be monitored throughout the financial year, where line items are underspending, a request to reprioritise funds will be sought.

8.3.3. Management will also apply for the retention of funds that were granted to the NCC in March 2026. If approval is granted, these funds will assist the NCC with the delivery of its mandate as well as to fund some of the operational costs, such as travelling costs.

8.4. Detailed Revenue and Expenditure Variances.

Table 30: Detailed revenue and expenditure variances

Description	Annual Budget	Quarter 1 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget 2027FY	Note (Variance explanation)
Revenue							
Government grants	73,410,000	51,387,000	51,387,000	0	0%	22,023,000	
Interest Income	3,670,500	917,625	742,158	175,467	19%	2,928,342	
Other Income	-	-	132,408	-132,408	0%	-132,408	**8.4.1**
Revenue	**77,080,500**	**52,304,625**	**52,261,566**	**43,059**	**0%**	**24,818,934**	
Compensation of employees							
Salary & Wages	47,428,761	11,438,286	11,672,992	-234,707	-2%	35,755,769	
Social contributions	7,793,659	1,948,415	1,377,325	571,090	29%	6,416,334	
Total COE	**55,222,420**	**13,386,700**	**13,050,317**	**336,383**	3%	**42,172,103**	**8.4.2**
Goods and services							
Audit Committee fees	554,124	221,650	102,470	119,180	54%	451,654	
Advertising	108,016	58,000	91,377	-33,377	-58%	16,639	**8.4.3**
External audit fees	1,150,000	650,000	248,520	401,480	62%	901,480	

Description	Annual Budget	Quarter 1 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget 2027FY	Note (Variance explanation)
Bank charges	46,447	11,613	7,347	4,265	37%	39,100	
Catering & consumables	120,978	30,246	23,127	7,119	24%	97,852	
Communication costs	910,716	227,679	189,453	38,226	17%	721,263	
Computer services	574,253	143,562	353,667	-210,104	-146%	220,586	**8.4.4**
Consultants	1,093,612	273,402	374,987	-101,585	-37%	718,624	
Insurance	167,803	41,952	73,723	-31,771	-76%	94,081	**8.4.5**
Internal Audit fees	520,000	193,333	0	193,333	100%	520,000	
Lease payments	349,973	87,492	0	87,492	100%	349,973	
Legal fees	2,197,158	549,290	899,253	-349,964	-64%	1,297,905	**8.4.6**
Printing & publication	97,215	24,304	6,355	17,949	74%	90,860	
Postage & courier	44,000	11,000	775	10,225	93%	43,225	
Stationery	216,033	150,000		150,000	100%	216,033	
Subscriptions & membership	72,330	25,000	18,121	6,879	28%	54,209	
Software Licenses	2,816,674	704,169	624,164	80,005	11%	2,192,510	
Training & staff development	352,133	88,033	28,470	59,563	68%	323,663	
Travel & subsistence	2,209,180	504,544	1,274,379	-769,835	-153%	934,801	**8.4.7**

Description	Annual Budget	Quarter 1 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget 2027FY	Note (Variance explanation)
Depreciation & Amortisation	0	0	332,324	-332,324	0%	-332,324	**8.4.8**
Water and Electricity	1,404,213	351,053		351,053		1,404,213	
Facilities	6,853,221	1,713,305	1,771,238	-57,933	-3%	5,081,983	
Total goods and services	**21,858,079**	**6,059,627**	**6,419,751**	**-360,124**	**-6%**	**15,438,328**	
Total budget/expenditure	**77,080,500**	**19,446,328**	**19,470,068**	**-23,741**	**0%**	**57,610,431**	

Explanations of material budget variances and remedial actions

8.4.1. Other Income

The Commission received a grant from PSETA to partly fund interns' salaries

8.4.2. Cost of Employees- Underspending

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

8.4.3. Advertising- Overspending

The overspending is due to the advertising of vacant posts, in some instances posts were re-advertised in an effort to attract suitable candidates.

8.4.4. Computer Services- Overspending

Although the line item is overspending in quarter 1, there is still sufficient funds for the remainder of the year. The budget will be closely monitored to ensure that there are sufficient funds throughout the financial year.

8.4.5. Insurance- Overspending

The purchase of vehicles has resulted in the increase in insurance costs. At the time of budget approval, only 3 vehicles were budget for. Additional budget will be allocated when reprioritisation of funds takes place.

8.4.6. Legal fees- Overspending

Although the line item is overspending in quarter 1, there is still sufficient funds for the remainder of the year. The budget will be closely monitored to ensure that there are sufficient funds throughout the financial year.

8.4.7. Travel and subsistence- Overspending

The Commission is overspending in the 1st quarter, and additional funds will be required to ensure that service delivery is not interrupted. This is one of the line items that was underbudgeted in the beginning of the financial year due to insufficient operational budget.

8.4.8. Depreciation

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

8.5. Summary of actions to ensure that the projected expenditure and revenue remain within the budget.The expenditure is continuously monitored against the approved budget and projections are observed.

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

8.6. Progress on the Implementation of the Procurement Plan

Table 31: Progress on the Implementation of the Procurement Plan.

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
1	Laptops	R800,000.00	25-06-26	**June 2026** Terms of reference not yet received.
2	The proofreading, copy editing, design, lay-out, and printing services	R1,200,000.00	22-05-26	**April 2026** Bid Specification Committee sat on 17 April 2026, request for advert was sent to Commissioner's office on the 28th of April. Bid to be advertised in the first week of May. **June 2026** The bid has been readvertised with a closing date of 17 July 2026.
3	Panel of Laboratory Services	R700,000.00	29-05-26	**June 2026** Terms of Reference not yet received.
4	Web Application Firewall	R1,500,000.00	10-07-26	**June 2026** Terms of Reference not yet received.
5	Vehicles	R1,500,000.00	10-08-26	Not yet due.
6	LAN Infrastructure Support	R595,000.00	30-06-26	**May 2026** The RFQ was advertised and is closing on 05 June 2026. **June 2026** The RFQ was reissued on 19 June 2026 due to non-

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
				responsiveness of the previous issue, with a closing date of 26 June 2026. proposals have been received, and evaluation of the proposals are in process.
7 .	Database Application Firewall	R1,500,000.00	10-07-26	**June 2026** Terms of Reference not yet received.
8	eService and OORS Load Balancer	R1,200,000.00	30-06-26	**June 2026** Terms of Reference not yet received.
9	SAGE Upgrade and Support	R1,100,000.00	29-05-26	**June 2026** Terms of Reference not yet received.
10	Research: Impact Assessment	R1,200,000.00	15-07-26	**April 2026** Approved submission not yet received. **May 2026** BSC sat on 26 May 2026 and submission to advertise was approved by the Commissioner on 29 May 2026, advert will be placed during the first week of June. **June 2026** The bid is currently being evaluated by the BEC.

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
11	eService and OORS software development	R3,000,000.00	31-07-26	**June 2026** Terms of reference not yet received.
12	OORS Database Clustering	R1,200,000.00	30-06-26	**June 2026** Terms of reference not yet received.

8.7. Deviations and expansions of contracts as well as procurement through other means

Table 32: Deviations and expansions of contracts as well as procurement through other means

No	Project Description	Name of Supplier	Reason for expansion or variation of contract	Original contract value	Deviation Amount (Quarter 1)	Value of previous contract expansion or variation of contract	Award Date	Contract start date	Contract expiry
1	Assets Insurance	Aris Brokers	Variation of cost of Contract, due to increase in scope of work	310,677.60	250,000.00	-	10/03/2025	15/03/2025	14/03/2027

8.8. Payment of Invoices during the quarter

Table 33: Payments of invoices

Category	Number of invoices	Total (R) value of the invoices
Invoices paid within 30 days	296	9,320,781
Invoices paid after 30 days	19	140,242
Reasons why invoices were paid after 30 days Pressures relating to year end reporting requirements.		

9. ANNEXURES TO THE REPORT: REDRESS TO CONSUMERS

Table 34: Money saved for consumers by the NCC during the first quarter.

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
1.	MTN	Cancellation of contract	R1 029,23
2.	MTN	Cancellation of contract	R1 109,98
3.	MTN	Cancellation of contract	R10 472,56
4.	MTN	Cancellation of contract	R12 741,00
5.	MTN	Network	R150,00
6.	MTN	Billing	R19 977,71
7.	MTN	Billing	R2 315,00
8.	MTN	Cancellation of contract	R2 759,66
9.	MTN	Billing	R2 041,17
10.	VODACOM	Cancellation of contract	R3 075,96
11.	MTN	Cancellation of contract	R4 242,50
12.	MTN	Cancellation of contract	R4 999,00
13.	MTN	Billing	R499,00
14.	MTN	Cancellation of contract	R5 705,17
15.	MTN	Cancellation of contract	R549,00
16.	MTN	Cancellation of contract	R7 553,27

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
17.	MTN	Cancellation of contract	R963,27
18.	MTN	Billing	R465,00
19.	MTN	Cancellation of contract	R3 949,00
20.	MTN	Cancellation of contract	R529,00
21.	MTN	Cancellation of contract	R1 295,85
22.	Pick n Pay Retailers (Pty) Ltd	Expired Goods	R74,99
23.	Vodacom	Cancellation of contract	R4 006,78
24.	VODACOM	Fraudulent account	R713,00
25.	CELL C	Defective product	R1 116,00
26.	JAC Used Motor Vehicles	Defective product	R179 000,00
27.	Telkom	Fraudulent account	R5 550,71
28.	Telkom	Cancellation of contract	R5 400,00
29.	MTN	Fraudulent account	R43 923,09
30.	MTN Greenstone	Misrepresentation	R5 642,87
31.	MTN	Repairs	R408,99
32.	MTN	Billing	R6 228,00
33.	MTN	Cancellation of contract	R318,00
34.	MTN	Billing	R2 041,71
35.	MTN	Defective product	R2 510,50

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
36.	Telkom	Billing	R631,00
37.	Telkom mobile Services South Africa	Billing	R791,00
38.	Telkom SA SOC Ltd	Billing	R19 622,69
39.	TELKOM	Fraudulent account	R6 693,72
40.	MTN	Billing	R2 499,55
41.	MTN	Cancellation of contract	R2 956,21
42.	TELKOM	Cancellation of contract	R202,70
43.	I store ZA and Telkom	Billing	R3 228,00
44.	Telkom	Network	R10 900,00
45.	Telkom Mobile	Quality of service	R65,00
46.	Telkom SA	Billing	R4 000,00
47.	WE BUY CARS	Defective product	R101 525,28
48.	MTN	Cancellation of contract	R10 619,92
49.	MTN	Cancellation of contract	R479,00
50.	MTN	Cancellation of contract	R2 754,00
51.	MTN	Cancellation of contract	R1 305,00
52.	TELKOM	Cancellation of contract	R395,00
53.	TELKOM	Price increase	R1 114,00
54.	VODACOM	Quality of service	R12 600,00

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
55.	FlySAFair	Quality of service	R4 909,98
56.	MTN	Cancellation of contract	R5 347,72
57.	MTN	Billing	R621,50
58.	MTN	Cancellation of contract	R275,43
59.	MTN	Cancellation of contract	R794,08
60.	MTN	Cancellation of contract	R1 199,00
61.	MTN	Migration	R125,00
62.	MTN	Cancellation of contract	R479,00
63.	WE BUY CARS	Defective product	R182 540,30
64.	WE BUY CARS	Defective product	R28 142,00
65.	CarTrack	Defective product	R774,90
66.	Vodacom	Fraudulent account	R31 237,03
67.	Vodacom	Billing	R980,19
68.	CELL C	Misrepresentation	R5 500,00
69.	Vodacom	Cancellation of contract	R1 166,61
70.	Vodacom	Fraudulent account	R22 996,87
71.	MTN	Cancellation of contract	R5 673,64
72.	MTN	Fraudulent account	R1 749,24
73.	Vodacom	Cancellation of contract	R5 738,72

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
74.	TELKOM SA	Non-delivery of product	R13 817,00
75.	TELKOM SA	Defective product	R15 910,00
76.	TELKOM SA	Billing	R10 020,18
77.	TELKOM SA	Billing	R2 463,38
78.	TELKOM SA	Billing	R13 996,05
79.	TELKOM SA	Cancellation of contract	R9 690,00
80.	VODACOM	Billing	R1 459,10
81.	MTN	Cancellation of contract	R6 590,00
82.	MTN	Non-delivery of product	R1 300,00
83.	MTN	Billing	R1 239,00
84.	MTN	Cancellation of contract	R1 202,00
85.	MTN	Billing	R4 987,50
86.	CELL C	Cancellation of contract	R6 596,36
87.	MTN	Billing	R4 328,74
88.	CELL C	Cancellation of contract	R6 749,10
89.	TELKOM SA	Billing	R1 867,10
90.	Rain	Network	R482,14
91.	Rain	Defective product	R4 854,00
92.	TELKOM SA	Non-delivery of product	R3 199,14

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
93.	VODACOM	Cancellation of contract	R2 614,99
94.	CELL C	Billing	R4 224,00
95.	MTN	Cancellation of contract	R4 711,93
96.	MTN	Billing	R4 646,00
97.	MTN	Fraudulent account	R5 448,00
98.	SUPERSONIC PTY LTD	Cancellation of contract	R4 374,00
99.	UBER	Quality of service	R59,00
100.	Cartrack	Cancellation of contract	R2 185,59
101.	Courier Guy	Cancellation of contract	R600,00
102.	MTN	Fraudulent account	R8 641,39
103.	VODACOM	Billing	R1 835,00
104.	Vodacom Shop Cresta	Defective product	R389,99
105.	Vodacom Business	Network	R5 196,17
106.	MTN	Billing	R2 112,14
107.	DLS Safari, operated by Abdullah Wadia	Quality of service	R15 000,00
108.	MTN	Defective product	R21 564,00
109.	Cartrack	Defective product	R129,00
110.	TELKOM SA	Billing	R1 375,50
111.	TELKOM SA	Billing	R13 688,85

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
112.	TELKOM SA	Network	R7 125,82
113.	EPX COURIER	Repairs	R5 000,00
114.	Vodacom	Cancellation of contract	R714,00
115.	Spaza Hardware Unaville	Quality of product	R600,00
116.	Vodacom	Billing	R466,55
117.	PELS AUTO	Defective vehicle	R5 000,00
118.	SUPERSONIC	Network	R2 206,97
119.	Telkom	Billing	R2 603,52
120.	Vodacom	Billing	R1 094,04
121.	Vodacom	Network	R1 185,87
122.	Vodacom (Pty) Ltd	Cancellation of contract	R898,76
123.	Vodacom SA	Billing	R21 108,57
124.	TROJAN PLUMBING PTY LTD	Repairs	R224,25
125.	Vodacom	Cancellation of contract	R1 120,10
126.	Telkom SA (Ltd)	Migration	R397,22
127.	MTN	Fraudulent account	R12 740,99
128.	We Buy Cars & ABSA	Cancellation of contract	R198 131,02
129.	MTN	Cancellation of contract	R1 045,50
130.	Gobid Vehicle Auctioneers Durban Branch	Cancellation of contract	R5 000,00

Quarter 1			
No	**Supplier**	**Summary**	**Money Saved**
131.	Vodacom	Cancellation of contract	R4 000,00
132.	Plumblink	Defective product	R10 385,96
133.	Telkom	Cancellation of contract	R80,32
134.	Vodacom	Quality of service	R1 326,00
			R1 317 992,05

Table 35: Redress to consumers by MIOSA

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
1	502653	Markon Motors	2026-04-09	7 500,00
2	502659	CBK Motors	2026-04-10	8 000,00
3	503024	Wingfield Motors Goodwood	2026-04-07	29 241,00
4	503248	Triangle Transmissions (Pty) Ltd	2026-04-14	3 400,00
5	503264	Maisons Motors (Pty) Ltd	2026-04-22	100 000,00
6	503571	Degreat Auto	2026-04-23	45 000,00
7	503768	Auto Executive	2026-04-01	20 000,00
8	503909	Risha Auto	2026-04-17	18 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
9	504119	Ford Oudtshoorn	2026-04-10	5 000,00
10	504256	Hyundai Boksburg	2026-04-13	2 000,00
11	504328	Brits Nissan	2026-04-15	72 000,00
12	504364	Manufacturer	2026-04-15	50 000,00
13	504401	Motorcade CC	2026-04-20	180 000,00
14	504550	CMH Ford Ballito	2026-04-15	50 000,00
15	504620	Kia Springs	2026-04-21	7 000,00
16	504676	Millstock Cars	2026-04-02	31 960,00
17	504769	Dealer Buddy	2026-04-07	6 998,00
18	504808	CMH Chery Westrand	2026-04-22	512,00
19	504965	VDV Auto	2026-04-07	316 500,00
20	505383	Hyundai Weltevreden Park	2026-04-24	8 000,00
21	505395	Bosch Car Service The Garage Hillcrest	2026-04-16	60 000,00
22	505690	Hyundai The Glen	2026-04-02	5 975,00
23	505719	Garden City Motors Body Repair Centre Pietermaritzburg	2026-04-08	8 000,00
24	505725	Brits Nissan	2026-04-23	6 512,00
25	505903	We Buy Cars Springfield	2026-04-13	21 980,00
26	506003	Auto Investments Middelburg Mall	2026-04-21	40 000,00
27	506605	BMW West Rand	2026-04-29	55 000,00
28	506745	Jaguar Land Rover Limpopo	2026-04-29	98 000,00
29	507162	Eastern Cape Motors / Mahindra East London	2026-04-23	21 000,00
30	507205	CMH Honda Mitsubishi Proton Foton Menlyn	2026-04-09	119 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
31	507266	APC Car Sales (Pty) Ltd	2026-04-30	33 000,00
32	507431	Infinite Auto Potch	2026-04-17	15 000,00
33	507646	Citton Cars Gezina	2026-04-24	4 895,00
34	507981	Thorp Plumstead	2026-04-02	6 598,00
35	508227	Bidvest McCarthy Mercedes-Benz Wonderboom	2026-04-14	300 000,00
36	508295	Global Autohaus Westrand	2026-04-08	7 000,00
37	508450	F1rst Help Towing	2026-04-17	2 000,00
38	508918	Lindsay Saker VW East Rand Mall	2026-04-28	237 500,00
39	509036	Algoa Vehicle Traders	2026-04-08	201 282,00
40	509551	BMW Emalahleni	2026-04-09	20 522,00
41	509819	Motor Spares Suppliers (MSS)	2026-04-08	37 949,00
42	510208	Star Nissan Vanderbijlpark	2026-04-07	18 800,00
43	510325	Lindsay Saker VW Germiston	2026-04-15	12 000,00
44	510738	Car Care Clinic Malmesbury	2026-04-28	1 000,00
45	510752	Jadal Motor Spares	2026-04-17	1 600,00
46	510880	Mahindra Brits	2026-04-07	4 000,00
47	510967	MP Motor Repairs	2026-04-30	24 000,00
48	510996	Malalane Ford	2026-04-09	59 800,00
49	511020	Jaguar Land Rover Volvo Bedfordview	2026-04-23	500 000,00
50	511320	L&L Motors	2026-04-23	2 600,00
51	511458	Maemo Motors	2026-04-30	4 000,00
52	511978	GP Combrink Car Sales CC	2026-04-30	9 520,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
53	512015	Bidvest McCarthy VW Durban	2026-04-10	1 000,00
54	512030	Barons Tokai	2026-04-09	6 000,00
55	512289	Audi Centre West Rand	2026-04-28	20 000,00
56	512672	LM Diversity Engines Importers	2026-04-17	18 000,00
57	512851	MG Bryanston	2026-04-22	48 000,00
58	512902	JT Auto	2026-04-10	59 000,00
59	512923	Mazda Clearwater	2026-04-30	1 364,00
60	512974	Arnold Motors	2026-04-15	10 000,00
61	513012	We Buy Cars East London	2026-04-10	50 000,00
62	513075	Mayfair Gearbox Pretoria	2026-04-17	5 963,00
63	513187	Getworth (Pty) Ltd	2026-04-08	40 000,00
64	513195	BB Mahindra Menlyn	2026-04-08	20 000,00
65	513316	RJ Motor World (Pty) Ltd	2026-04-09	215 000,00
66	513356	Morgan Nissan Welkom	2026-04-07	105 103,00
67	513603	Getworth (Pty) Ltd	2026-04-23	5 969,00
68	513628	CMH Nissan Hillcrest	2026-04-16	59 000,00
69	513814	Halfway BYD Fourways	2026-04-13	239 999,00
70	513913	Boss Auto Spares	2026-04-30	5 425,00
71	514156	We Buy Cars JHB South	2026-04-28	36 350,00
72	514389	We Buy Cars Pietermaritzburg	2026-04-17	261 150,00
73	514439	We Buy Cars Buying Pod	2026-04-01	240 000,00
74	514481	We Buy Cars JHB South	2026-04-09	87 500,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
75	514516	Milnerton Nissan	2026-04-29	3 581,00
76	514547	MKR Auto Sales	2026-04-07	7 625,00
77	514603	NTT Volkswagen King Williams Town	2026-04-15	30 000,00
78	514751	Motus Isuzu Kimberley	2026-04-29	11 396,00
79	514791	Audi South Africa	2026-04-14	6 785,00
80	514800	Avura Executive Auto	2026-04-23	5 000,00
81	514809	We Buy Cars Mbombela	2026-04-17	161 150,00
82	514815	Unique Carz	2026-04-08	45 000,00
83	514868	MMU Motors Northcliff	2026-04-14	399 900,00
84	514916	We Buy Cars The Dome	2026-04-09	9 815,00
85	515003	We Buy Cars Silver Lakes	2026-04-23	313 091,00
86	515051	Dewet & Bikes	2026-04-23	32 000,00
87	515184	Kia Somerset West	2026-04-01	4 500,00
88	515208	uDrive (Pty) Ltd	2026-04-13	120 000,00
89	515243	We Buy Cars Springfield	2026-04-28	119 236,00
90	515340	Motus Nissan Tygervalley	2026-04-23	5 000,00
91	515378	CIA Capital Spares	2026-04-22	14 500,00
92	515460	Suzuki Menlyn (Pty) Ltd	2026-04-23	750,00
93	515523	We Buy Cars Vereeniging	2026-04-14	4 472,00
94	515536	We Buy Cars Richmond	2026-04-09	1 000,00
95	515591	Manufacturer	2026-04-29	35 000,00
96	515676	Bidvest McCarthy Toyota Pietermaritzburg	2026-04-15	6 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
97	515713	We Buy Cars Riverhorse	2026-04-22	2 500,00
98	515732	Soweto Volkswagen	2026-04-16	35 000,00
99	515765	TGD Centre Cape Town	2026-04-30	25 000,00
100	515820	MG Rivonia	2026-04-16	900,00
101	515848	We Buy Cars Vereeniging	2026-04-07	63 250,00
102	515947	Foton Port Elizabeth	2026-04-23	612 924,00
103	515964	Motus Nissan Menlyn	2026-04-16	1 000,00
104	515972	Ben Morgenrood Randfontein	2026-04-16	25 000,00
105	516020	Motus Select Vereeniging	2026-04-24	18 000,00
106	516086	Manufacturer	2026-04-30	28 360,00
107	516166	We Buy Cars Silver Lakes	2026-04-14	122 500,00
108	516233	JAC Motors Northcliff	2026-04-13	10 435,00
109	516247	We Buy Cars JHB South	2026-04-28	795,00
110	516316	Automotive Rehab	2026-04-30	135 000,00
111	516417	Autohaus Beyers	2026-04-30	750,00
112	516441	NO MANDATE	2026-04-01	8 500,00
113	516469	We Buy Cars JHB South	2026-04-07	15 005,00
114	516472	We Buy Cars Midstream	2026-04-10	183 000,00
115	516529	Manufacturer	2026-04-14	15 000,00
116	516550	Autohaus Beyers	2026-04-24	200 000,00
117	516601	We Buy Cars JHB South	2026-04-20	64 500,00
118	516626	We Buy Cars Richmond	2026-04-22	185 253,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
119	516664	We Buy Cars Springfield	2026-04-29	103 650,00
120	516684	Solo Motors Goodwood	2026-04-23	9 000,00
121	516898	Avis Rent a Car Cape Town Downtown	2026-04-30	5 610,00
122	516929	NO MANDATE	2026-04-09	8 000,00
123	517047	Misfit Motorcycles Benoni	2026-04-09	79 000,00
124	517052	To Be Established	2026-04-24	2 500,00
125	517064	WP Motor Sales CC	2026-04-23	227 069,00
126	517102	The Bobshop	2026-04-16	1 299,00
127	517138	Bonus Cars	2026-04-20	70 000,00
128	517180	Online Car Parts (Pty) Ltd	2026-04-17	294,00
129	517228	Novel Ford & Mazda Paarl	2026-04-23	3 300,00
130	517261	Massi Motors	2026-04-24	8 900,00
131	517457	Prestige Motor Group Mobeni (Mitsubishi/Nissan/Renault/Hyundai Mobeni)	2026-04-24	4 000,00
132	517489	Cartrack (Pty) Ltd	2026-04-21	300,00
133	517635	Nedbank / MFC	2026-04-23	130 000,00
134	517861	OMODA JAECOO - William Simpson	2026-04-30	1 900,00
135	502995	Volkswagen Polokwane	2026-05-29	9 000,00
136	503306	Limpopo Toyota	2026-05-26	18 000,00
137	503310	Arnold Motors	2026-05-08	15 000,00
138	503522	Laborius Panel Beaters	2026-05-06	10 000,00
139	504137	Westvaal Menlyn	2026-05-19	1 294,00
140	504141	Elite Autobody	2026-05-05	6 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
141	504220	CMH Honda Mitsubishi Proton Foton Menlyn	2026-05-05	15 000,00
142	504258	Planet42	2026-05-07	8 643,00
143	504279	Citton Cars Gezina	2026-05-18	19 000,00
144	504382	We Buy Cars Richmond	2026-05-20	264 000,00
145	504512	MotorFlux (Pty) Ltd	2026-05-18	25 000,00
146	504614	Meyers Motors Queenstown	2026-05-05	294 995,00
147	504772	Hatfield VW Rivonia	2026-05-15	292 000,00
148	504826	Kondakov Cars CC	2026-05-08	228 058,00
149	504862	Tyremart Alberton	2026-05-25	4 000,00
150	504910	Autoworld Goodwood	2026-05-07	116 000,00
151	504935	We Buy Cars Pietermaritzburg	2026-05-18	2 500,00
152	504968	JBI Autobody	2026-05-08	50 400,00
153	505027	Kokkies Performane Centre	2026-05-28	20 000,00
154	505255	American Fanatics	2026-05-18	60 000,00
155	505304	AutoHub (Pty) Ltd	2026-05-11	9 575,00
156	505327	Europcar King Shaka Airport	2026-05-08	10 895,00
157	505371	We Buy Cars JHB South	2026-05-27	12 000,00
158	505402	Auto Deal	2026-05-22	169 995,00
159	505409	Halfway Toyota Fourways	2026-05-22	15 000,00
160	505731	Carolina Used Auto Spares	2026-05-14	5 000,00
161	505733	Streamline Auto Body Centre	2026-05-08	115 000,00
162	505740	Like a Boss Services	2026-05-15	38 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
163	505795	Boss Propshaft Balancing CV Joint Centre	2026-05-07	61 494,00
164	505858	We Buy Cars The Dome	2026-05-25	10 000,00
165	505931	We Buy Cars Midstream	2026-05-11	36 000,00
166	505943	Mekor Suzuki Constantiaberg	2026-05-08	3 444,00
167	506117	We Buy Cars Germiston	2026-05-25	11 000,00
168	506217	Sunward Motors Silverton (Pty) Ltd	2026-05-07	40 000,00
169	506237	Velocity Exclusives	2026-05-08	29 000,00
170	506248	Westvaal Renault Mahikeng	2026-05-06	5 500,00
171	506307	Williams Hunt The Glen Opel	2026-05-06	5 000,00
172	506311	Centurion Auto Clinic	2026-05-13	64 001,00
173	506332	Auto King	2026-05-22	246 245,00
174	506528	We Buy Cars The Dome	2026-05-27	190,00
175	506581	Du Toit Motors Mossel Bay	2026-05-11	18 000,00
176	506787	Buffalo Toyota Mthatha	2026-05-29	5 000,00
177	506896	Barons Bruma	2026-05-04	4 000,00
178	507061	Bidvest McCarthy Mercedes-Benz Menlyn	2026-05-27	5 000,00
179	507233	Fields Auto Centre	2026-05-07	3 774,00
180	507410	Avis Car & Van Rental Secunda	2026-05-22	2 800,00
181	507696	Fuel Trailers & Tankers	2026-05-13	100,00
182	508343	We Buy Cars JHB South	2026-05-06	130 000,00
183	508376	Motoplan	2026-05-05	12 500,00
184	508394	Eastvaal Motor City Witbank	2026-05-05	613 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
185	508867	Funnell Cars Ballito	2026-05-06	45 000,00
186	508948	We Buy Cars Richmond	2026-05-05	177 000,00
187	509014	WP Motor Sales CC	2026-05-08	577 000,00
188	509193	Manufacturer	2026-05-05	10 000,00
189	509315	Westend Motors Durban	2026-05-11	16 000,00
190	509324	Mahindra PMB	2026-05-26	50 000,00
191	509588	Chery Sandton	2026-05-19	501 409,00
192	509824	Mark White Motors (Pty) Ltd	2026-05-27	7 376,00
193	509926	Eastvaal Motor City Witbank	2026-05-26	20 000,00
194	510160	LM Diversity Engines Importers	2026-05-14	7 935,00
195	510394	CARtime Mbombela	2026-05-04	47 000,00
196	510672	FourBuy Wholesale Fourways	2026-05-22	10 000,00
197	510998	Tasheel Auto Repairs Centre	2026-05-08	40 000,00
198	511217	Joe's Auto Sales	2026-05-26	5 000,00
199	511236	BNA Motors Goodwood	2026-05-20	157 000,00
200	511408	Affinity cars	2026-05-20	60 000,00
201	511491	KIA Nigel Auto City (Pty) Ltd	2026-05-20	73 091,00
202	511519	Eastvaal Motors Group (Pty) Ltd	2026-05-28	2 800,00
203	512067	Audi Centre Sandton	2026-05-20	1 280 000,00
204	512344	Infinite Auto Gezina	2026-05-20	560 000,00
205	512386	We Buy Cars Buying Pod	2026-05-20	10 000,00
206	512560	We Buy Cars Springfield	2026-05-25	49 064,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
207	512576	Group1 Nissan Kuils River	2026-05-28	30 000,00
208	512641	Bakwena Auto Sales	2026-05-22	187 000,00
209	513360	Audi Centre Braamfontein	2026-05-25	74 869,00
210	513565	We Buy Cars JHB South	2026-05-20	138 000,00
211	513627	We Buy Cars JHB South	2026-05-20	110 500,00
212	513704	Hey Halfway Tygervalley	2026-05-19	7 500,00
213	513736	GP Car Sales	2026-05-22	750,00
214	513771	Mayfair Gearbox Pretoria	2026-05-14	161 000,00
215	513960	Hoopers Volkswagen	2026-05-18	260 000,00
216	514024	We Buy Cars Midstream	2026-05-19	2 000,00
217	514109	Market Toyota Tokai	2026-05-22	7 000,00
218	514219	Jaguar Land Rover Limpopo	2026-05-22	27 500,00
219	514220	Renault Northcliff	2026-05-18	38 000,00
220	514394	ICar Gezina	2026-05-08	30 000,00
221	514491	Mazda Nelspruit	2026-05-13	326 000,00
222	514733	Manufacturer	2026-05-05	330 600,00
223	514790	We Buy Cars JHB South	2026-05-22	157 250,00
224	514922	McKenzies Diesel (Pty) Ltd	2026-05-13	4 000,00
225	514923	We Buy Cars Richmond	2026-05-06	2 995,00
226	515042	Hyundai Wonderboom	2026-05-07	8 000,00
227	515133	Motus Select Cape Town	2026-05-20	2 465,00
228	515236	Kelston Chery East London	2026-05-27	10 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
229	515241	We Buy Cars Richmond	2026-05-15	6 000,00
230	515444	Nationwide Trucks (Pty) Ltd	2026-05-15	692 500,00
231	515448	911 Panelbeaters	2026-05-22	4 000,00
232	515545	We Buy Cars Richmond	2026-05-05	112 500,00
233	515746	We Buy Cars Brackenfell	2026-05-04	208 000,00
234	515778	We Buy Cars Polokwane	2026-05-13	69 500,00
235	515812	Halfway Honda & Jac Motors	2026-05-07	608 575,00
236	515907	Hyundai Pinetown	2026-05-13	6 550,00
237	515926	Rola Toyota Somerset West	2026-05-19	1 378,00
238	515985	Top Gear RV Centre	2026-05-28	200 000,00
239	516112	Renew-It Mt Edgecobe	2026-05-05	8 000,00
240	516148	Unique Carz	2026-05-15	750,00
241	516199	Renault Northcliff	2026-05-05	177 000,00
242	516207	Kometsi Spares and Fitment	2026-05-18	10 000,00
243	516229	Gys Pitzer Motors Silver Lakes	2026-05-28	5 000,00
244	516308	Manufacturer	2026-05-05	8 333,00
245	516363	We Buy Cars Vereeniging	2026-05-05	162 464,00
246	516377	We Buy Cars The Dome	2026-05-15	189 000,00
247	516381	Motus Isuzu Zambezi	2026-05-22	275 000,00
248	516397	LiquidCapital	2026-05-14	5 000,00
249	516474	We Buy Cars Richmond	2026-05-18	261 250,00
250	516488	Audi Centre Rivonia	2026-05-29	105 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
251	516506	We Buy Cars Mbombela	2026-05-08	65 300,00
252	516577	Cartrack (Pty) Ltd	2026-05-11	2 600,00
253	516623	Isuzu Westvaal White River	2026-05-27	750,00
254	516661	Bargain Auto Goodwood	2026-05-06	1 000,00
255	516738	We Buy Cars Vereeniging	2026-05-25	128 150,00
256	516786	Renault The Glen	2026-05-22	160 000,00
257	516836	Edyson Auto Dealers	2026-05-05	39 000,00
258	516885	Car Buyers SA	2026-05-28	333 081,00
259	516901	Barons Cape Town	2026-05-06	213 981,00
260	517060	Audi Centre Somerset West	2026-05-13	2 400,00
261	517097	Maria City Auto	2026-05-25	12 000,00
262	517106	We Buy Cars Montana	2026-05-07	26 407,00
263	517182	We Buy Cars Midstream	2026-05-25	175 500,00
264	517185	Bargain Auto Goodwood	2026-05-28	159 000,00
265	517235	We Buy Cars Montana	2026-05-29	164 000,00
266	517236	We Buy Cars Brackenfell	2026-05-28	91 150,00
267	517332	EBK Auto Dealers CC	2026-05-15	2 000,00
268	517369	Cartrack (Pty) Ltd	2026-05-06	240,00
269	517528	Nissan Edenvale	2026-05-14	2 500,00
270	517572	Hyundai Strijdom Park / Randburg	2026-05-29	195 832,00
271	517722	MIT MAK Motors	2026-05-22	288 415,00
272	517748	Autobody Worx Bloemfontein	2026-05-18	20 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
273	517876	Sung Kosa Trading CC	2026-05-18	770,00
274	517884	We Buy Cars Pietermaritzburg	2026-05-28	454 271,00
275	517917	We Buy Cars Richmond	2026-05-13	359 639,00
276	517944	Cartrack (Pty) Ltd	2026-05-25	2 500,00
277	517988	Renault Northcliff	2026-05-27	367 978,00
278	518002	We Buy Cars Mbombela	2026-05-22	25 495,00
279	518118	To Be Established	2026-05-06	9 757,00
280	518151	To Be Established	2026-05-22	130 000,00
281	518163	Prestige Motor Group Mobeni (Mitsubishi/Nissan/Renault/Hyundai Mobeni)	2026-05-27	6 500,00
282	518174	Motus Select Fourways	2026-05-26	3 500,00
283	518186	Auto Supreme Polokwane	2026-05-28	2 300,00
284	518240	Hyundai Pinetown	2026-05-29	330 000,00
285	518318	Southgate Wheels (Pty) Ltd	2026-05-18	12 500,00
286	518347	Suzuki Edenvale	2026-05-22	215 000,00
287	518366	MMU Renault Lephalale	2026-05-13	200 000,00
288	518373	U-Save Car and Truck Rental - King Shaka International Airport	2026-05-19	18 500,00
289	518518	Cartrack (Pty) Ltd	2026-05-26	4 750,00
290	518580	NO MANDATE	2026-05-28	4 000,00
291	518584	BAIC Table View	2026-05-28	17 374,00
292	518619	Hyundai Durban Central	2026-05-20	415 000,00
293	518650	Kia Wonderboom	2026-05-26	350 000,00
294	513555	Manmar Heavy Duty Vehicles	30 Jun 2026	25 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
295	517548	We Buy Cars Silver Lakes	30 Jun 2026	194 150,00
296	504089	Hyundai Sandton	30 Jun 2026	350 000,00
297	508305	The Auto Doc Repairs & Diagnostics (Pty) Ltd	30 Jun 2026	40 273,00
298	519504	Southgate Wheels (Pty) Ltd	30 Jun 2026	124 000,00
299	505146	Audi Centre Rivonia	30 Jun 2026	15 000,00
300	518773	We Buy Cars The Dome	30 Jun 2026	25 177,00
301	511790	We Buy Cars JHB South	30 Jun 2026	101 150,00
302	518016	Capstone Wheels and Tyres	30 Jun 2026	13 500,00
303	517630	Hyundai Pinetown	30 Jun 2026	300 000,00
304	519184	Auto X	30 Jun 2026	5 372,00
305	518692	We Buy Cars Rustenburg	30 Jun 2026	78 500,00
306	518574	MG Fourways	30 Jun 2026	517 000,00
307	519363	Thorp Tableview (Pty) Ltd	30 Jun 2026	184 208,00
308	519405	Rally Motors Bloemfontein	30 Jun 2026	762 562,00
309	503998	We Buy Cars Polokwane	30 Jun 2026	5 000,00
310	510883	Renault Silverlakes	29 Jun 2026	6 598,00
311	518417	Infinity Battery	29 Jun 2026	900,00
312	510206	Carmichael Xtreme	29 Jun 2026	233 842,00
313	502799	Weelee (Pty) Ltd	26 Jun 2026	50 000,00
314	520002	ECU Express (Pty) Ltd	26 Jun 2026	17 027,00
315	504972	We Buy Cars Polokwane	26 Jun 2026	9 237,00
316	520244	JML Towing	26 Jun 2026	18 970,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
317	505041	Autocorp (Pty) Ltd	26 Jun 2026	10 000,00
318	510701	R101 Motors	26 Jun 2026	60 000,00
319	519263	Vaal Aitp Craft Towing	26 Jun 2026	12 300,00
320	519672	Thompsons VW Louis Trichardt	26 Jun 2026	360 000,00
321	517569	Auto Investments Wonderboom	26 Jun 2026	6 500,00
322	507691	Rifle Range Car Sales	25 Jun 2026	65 500,00
323	513649	Mazda South Africa	25 Jun 2026	580 000,00
324	503205	Midcity 2 Klerksdorp	25 Jun 2026	40 000,00
325	517611	Gauteng Motor Centre	25 Jun 2026	15 000,00
326	516750	Brits Brothers Auto Parts	25 Jun 2026	1 042,00
327	503358	Motor World Rustenburg	25 Jun 2026	6 500,00
328	504955	Andry Louw Motors	24 Jun 2026	7 693,00
329	504491	The Mechanical Crew	24 Jun 2026	50 300,00
330	507806	We Buy Cars The Dome	24 Jun 2026	70 250,00
331	504913	Hyundai East Rand	24 Jun 2026	10 000,00
332	514722	Kuruman Ford	24 Jun 2026	39 785,00
333	518943	We Buy Cars JHB South	24 Jun 2026	9 783,00
334	519616	Auto Investments Middelburg Mall	24 Jun 2026	19 252,00
335	506692	Mercedes Benz SA	24 Jun 2026	750,00
336	506224	MMA CARS	24 Jun 2026	436 220,00
337	516717	Motus Isuzu Kimberley	24 Jun 2026	8 500,00
338	517501	AHK Mooiriver Motor Spares	24 Jun 2026	2 585,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
339	518325	Altech Netstar (Pty) Ltd	24 Jun 2026	3 000,00
340	511701	JRP Auto Repairs	23 Jun 2026	19 300,00
341	513961	We Buy Cars Brackenfell	23 Jun 2026	61 000,00
342	518708	BB GWM Montana	23 Jun 2026	58 214,00
343	519579	Online Car Parts (Pty) Ltd	23 Jun 2026	3 953,00
344	517645	We Buy Cars The Dome	23 Jun 2026	92 730,00
345	519517	ST Auto Klerksdorp	23 Jun 2026	5 000,00
346	506612	Mercedes Benz SA	23 Jun 2026	42 250,00
347	519100	EBK Auto Dealers CC	23 Jun 2026	87 900,00
348	513609	Payne and Schietekat	23 Jun 2026	158 000,00
349	513427	Voltage Auto Electrical Suppliers	23 Jun 2026	375,00
350	512568	Autohaus Angel Bellville	22 Jun 2026	100 000,00
351	514230	Gralin Auto	22 Jun 2026	5 000,00
352	519006	BMW East Rand	22 Jun 2026	215 400,00
353	519596	Motus Toyota Johannesburg City	22 Jun 2026	5 000,00
354	512475	Haval Milnerton	22 Jun 2026	5 000,00
355	513316	RJ Motor World (Pty) Ltd	22 Jun 2026	215 000,00
356	507780	French Auto Spares	22 Jun 2026	2 850,00
357	506944	RJ Motor World (Pty) Ltd	22 Jun 2026	15 000,00
358	514552	Hyundai Hillcrest	22 Jun 2026	40 000,00
359	505713	Morgan Nissan Vryburg	22 Jun 2026	5 413,00
360	519425	Hyundai Sandton	22 Jun 2026	280 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
361	518877	Hertz Rent A Car Customer Support	22 Jun 2026	12 650,00
362	515958	Altech Netstar (Pty) Ltd	19 Jun 2026	139,00
363	518362	Puzey Motor Corporation (Pty) Ltd	19 Jun 2026	22 845,00
364	515246	We Buy Cars The Dome	19 Jun 2026	118 500,00
365	519657	Discount Spares Kwamhlanga	19 Jun 2026	900,00
366	516526	Cubbi Woodmead	19 Jun 2026	7 600,00
367	504317	CMH Volvo Umhlanga	19 Jun 2026	10 000,00
368	514304	Cubbi Montague Gardens	19 Jun 2026	5 000,00
369	516795	Auto Monarch	19 Jun 2026	40 000,00
370	505766	N & T Disc Brakes CC	18 Jun 2026	4 000,00
371	511970	Land Rover Sandton	18 Jun 2026	50 000,00
372	517637	We Buy Cars JHB South	18 Jun 2026	30 300,00
373	517368	Motolek Humansdorp	18 Jun 2026	12 000,00
374	517616	We Buy Cars Germiston	18 Jun 2026	10 750,00
375	516063	King of Cars (Pty) Ltd	18 Jun 2026	450,00
376	513903	We Buy Cars Riverhorse	18 Jun 2026	111 500,00
377	507191	Inspectacar Lifestyle Motors	18 Jun 2026	20 000,00
378	515774	Weelee (Pty) Ltd	17 Jun 2026	285 675,00
379	515511	We Buy Cars Midstream	17 Jun 2026	12 500,00
380	516449	We Buy Cars Midstream	17 Jun 2026	17 800,00
381	516613	BB Nissan Gezina	17 Jun 2026	15 732,00
382	518227	Dewet & Bikes	17 Jun 2026	103 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	Reference Number	Respondent Name	Date Closed	Consumer Redress Value (ZAR)
383	517306	S3M Motors Pty Ltd	12 Jun 2026	107 000,00
384	518264	Highline Motorsports	12 Jun 2026	289 000,00
385	518369	Bidvest McCarthy VW Menlyn	12 Jun 2026	4 483 726,00
386	505362	Protec Auto Electrical CC	12 Jun 2026	11 000,00
387	518777	Big Boy Florida	12 Jun 2026	97 000,00
388	505751	Rob's Motors	12 Jun 2026	178 321,00
389	505621	Cartrack (Pty) Ltd	12 Jun 2026	1 298,00
390	516882	OVK Motors Toyota Ficksburg	11 Jun 2026	400 000,00
391	503628	Sunward Motors Silverton (Pty) Ltd	11 Jun 2026	500 000,00
392	517323	Motus Honda Westrand	11 Jun 2026	1 957,00
393	518703	We Buy Cars Springfield	11 Jun 2026	53 650,00
394	519553	We Buy Cars The Dome	11 Jun 2026	19 751,00
395	518122	Arnold Chatz Cars	11 Jun 2026	4 500,00
396	511907	Cartrack (Pty) Ltd	11 Jun 2026	1 200,00
397	519040	Mokopane VW	11 Jun 2026	15 000,00
398	518880	U-Save Car and Truck Rental	11 Jun 2026	6 797,00
399	519452	Hyundai Plumstead	11 Jun 2026	190 000,00
400	519082	Ford South Africa	11 Jun 2026	15 000,00
401	512313	Dot Car Sales	10 Jun 2026	3 500,00
402	511580	CARtime Edenvale	10 Jun 2026	2 000,00
403	504926	CMH Honda Mitsubishi Proton MG The Glen	10 Jun 2026	15 700,00
404	518033	Bargain Auto Goodwood	10 Jun 2026	155 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
405	511727	Altech Netstar (Pty) Ltd	10 Jun 2026	319,00
406	513108	Key Durban	10 Jun 2026	10 000,00
407	504876	Mazda Nelspruit	10 Jun 2026	3 000,00
408	505875	G.I.G Motors Edenvale	10 Jun 2026	19 950,00
409	515468	We Buy Cars Silver Lakes	10 Jun 2026	3 800,00
410	514265	Autocorp (Pty) Ltd	09 Jun 2026	93 217,00
411	515493	We Buy Cars Brackenfell	09 Jun 2026	91 849,00
412	518651	Cartrack (Pty) Ltd	09 Jun 2026	1 200,00
413	518236	Haval Eastrand	09 Jun 2026	15 000,00
414	517148	Cartrack (Pty) Ltd	09 Jun 2026	5 000,00
415	516720	Pitstop Auto Repair	09 Jun 2026	8 000,00
416	515641	Waterberg Toyota Bela Bela	09 Jun 2026	160 000,00
417	508529	Sir Motors Springs	08 Jun 2026	195 000,00
418	516731	Ryan Angilley Race Coatings	08 Jun 2026	2 000,00
419	515965	M5 Auto North Rand	08 Jun 2026	185 619,00
420	518388	Altech Netstar (Pty) Ltd	08 Jun 2026	2 616,00
421	513227	Auto Pedigree East London	08 Jun 2026	281 272,00
422	504787	CMH Kempster Ford Umhlanga	08 Jun 2026	15 000,00
423	511342	Altech Netstar (Pty) Ltd	08 Jun 2026	175,00
424	506747	NMI Ford Tygervalley	08 Jun 2026	746 524,00
425	505585	Auto Pedigree Germiston	08 Jun 2026	5 000,00
426	517800	We Buy Cars Polokwane	08 Jun 2026	2 000,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
427	515429	AutoGroup Vehicle Rescue	08 Jun 2026	16 000,00
428	518835	Big Boy Goodwood	08 Jun 2026	2 000,00
429	504885	Inspectacar Lifestyle Motors	05 Jun 2026	29 000,00
430	514236	Supreme Auto Worx	05 Jun 2026	6 800,00
431	514137	BB Ford Menlyn	05 Jun 2026	462 000,00
432	514063	Weelee (Pty) Ltd	05 Jun 2026	3 680,00
433	515469	Hyundai Hillcrest	05 Jun 2026	2 500,00
434	518783	Honda Umhlanga	05 Jun 2026	3 500,00
435	503576	King of Cars (Pty) Ltd	05 Jun 2026	53 000,00
436	517875	We Buy Cars JHB South	04 Jun 2026	123 150,00
437	518097	We Buy Cars The Dome	04 Jun 2026	12 000,00
438	513881	Kia Pinetown	04 Jun 2026	50 000,00
439	505280	Thekwini Toyota Durban	04 Jun 2026	5 000,00
440	516420	Kia Ranburg	04 Jun 2026	305 075,00
441	516095	Hyundai Germiston	04 Jun 2026	15 000,00
442	511303	Mercedes-Benz Sandton	04 Jun 2026	1 318 599,00
443	518997	Produkta Nissan Nelspruit	04 Jun 2026	209 000,00
444	513869	Arnold Motors	03 Jun 2026	20 000,00
445	515514	We Buy Cars Midstream	03 Jun 2026	81 500,00
446	515839	We Buy Cars JHB South	03 Jun 2026	351 300,00
447	518532	Lindsay Saker Audi & VW Bloemfontein	03 Jun 2026	49 000,00
448	518583	Omars Auto City	03 Jun 2026	1 200,00

MIOSA				
2026/04/01 until 2026/06/30				
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Consumer Redress Value (ZAR)**
449	506607	Hatfield VW & Commercial Melrose Arch	03 Jun 2026	19 934,00
450	505477	Tracker Connect (Pty) Ltd	03 Jun 2026	2 600,00
451	510979	Planet42	03 Jun 2026	8 267,00
452	516979	iPOP Cars	03 Jun 2026	1 919,00
453	515845	Motus VW Welkom	03 Jun 2026	380 000,00
454	505641	The Garage SA Greenstone	03 Jun 2026	450,00
455	518771	Motus Ford Germiston	03 Jun 2026	870 000,00
456	515553	Bidvest McCarthy Audi Centre Menlyn	03 Jun 2026	403 445,00
457	507705	We Buy Cars Midstream	03 Jun 2026	255 570,00
458	516573	Auto Show Bloemfontein	02 Jun 2026	120 000,00
459	503680	GP Combrink Car Sales CC	02 Jun 2026	50 000,00
460	517694	Car ConneXion Beacon Bay	02 Jun 2026	189 900,00
461	512645	Fox Auto Dealership	01 Jun 2026	199 000,00
462	514770	Fox Auto Dealership	01 Jun 2026	11 000,00
463	515384	We Buy Cars Vereeniging	01 Jun 2026	333 364,00
464	507052	Steel Falcon Lease & Trading t/a SA Car Loans	01 Jun 2026	92 000,00
465	508688	Car Service City Westgate	01 Jun 2026	19 300,00
				46 743 355,00

CGSO

Table 36: Redress to consumers by CGSO

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
1.	202511-0174678	Takealot	2026/04/01	Total Cash Refund	R4 499,00
2.	202603-0183627	Sani Pass Premier Hotel	2026/04/01	Total Cash Refund	R3 724,38
3.	202603-0183837	Premier Hotels And Resorts	2026/04/01	Total Cash Refund	R4 369,00
4.	202603-0183843	Makro	2026/04/01	Total Cash Refund	R749,99
5.	202509-0171249	Mother Of Plain Foods	2026/04/01	Total Cash Refund	R233,36
6.	202510-0172570	Mtn	2026/04/01	Total Cash Refund	R839,64
7.	202512-0176785	Incredible Connection	2026/04/01	Total Cash Refund	R1 499,00
8.	202512-0177100	Jet (The Foschini Group)	2026/04/01	Total Cash Refund	R2 500,00
9.	202512-0177152	Pick N Pay	2026/04/01	Total Cash Refund	R104,00
10.	202512-0177218	Rentoza	2026/04/01	Total Cash Refund	R1 499,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
11.	202512-0177260	Sleepmasters	2026/04/01	Total Cash Refund	R3 500,00
12.	202601-0179205	Reebok	2026/04/01	Total Cash Refund	R999,00
13.	202603-0183927	Technomobi	2026/04/01	Total Cash Refund	R2 899,00
14.	202603-0184073	Full House Retail (Pty) Ltd	2026/04/01	Total Cash Refund	R13 899,00
15.	202603-0184259	Makro	2026/04/01	Total Cash Refund	R5 499,00
16.	202601-0179535	Incredible Connection	2026/04/02	Total Cash Refund	R1 330,00
17.	202602-0182845	Mr Price Group	2026/04/02	Total Cash Refund	R5 329,92
18.	202603-0183575	Jayshrees Rivaz	2026/04/02	Total Cash Refund	R900,00
19.	202504-0160129	Rochester	2026/04/03	Total Cash Refund	R20 000,00
20.	202507-0167065	Stiles	2026/04/03	Total Cash Refund	R2 402,26
21.	202603-0183430	Pick N Pay	2026/04/03	Total Vouchers	R200,00
22.	202603-0184044	Sleepmasters	2026/04/03	Total Cash Refund	R4 298,00
23.	202512-0177406	Woolworths	2026/04/03	Total Cash Refund	R650,00
24.	202603-0183749	Mtn	2026/04/03	Total Cash Refund	R4 999,00
25.	202603-0184882	Woolworths	2026/04/03	Total Cash Refund	R1 800,00
26.	202603-0185669	Clicks	2026/04/03	Total Promise to Pay	R83,99
27.	202603-0184951	Hi-Fi Corporation	2026/04/07	Total Cash Refund	R12 499,00
28.	202511-0174523	Bradlows	2026/04/08	Total Cash Refund	R2 199,95
29.	202512-0177868	Mr Price Group	2026/04/08	Total Vouchers	R389,00
30.	202601-0180473	Makro	2026/04/08	Total Cash Refund	R11 999,00
31.	202602-0181155	Hisense	2026/04/08	Total Promise to Pay	R6 200,00
32.	202602-0182989	Makro	2026/04/08	Total Cash Refund	R4 999,00
33.	202512-0175979	Takealot	2026/04/09	Total Cash Refund	R726,00
34.	202512-0176123	Bioptron South Africa	2026/04/09	Total Cash Refund	R40 000,00
35.	202512-0176487	Avon Justine Pty Ltd	2026/04/09	Total Cash Refund	R700,00
36.	202602-0180886	Cape Town Avenue	2026/04/09	Total Cash Refund	R999,00
37.	202602-0181170	Gadgets Hub	2026/04/09	Total Cash Refund	R503,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
38.	202602-0181171	Flight Centre Pavilion	2026/04/09	Total Cash Refund	R24 378,00
39.	202603-0183782	Vfs Global - South Africa	2026/04/09	Total Cash Refund	R2 200,00
40.	202603-0183803	Hisense	2026/04/09	Total Replacement	R1 999,00
41.	202603-0183809	Takealot	2026/04/09	Total Cash Refund	R398,00
42.	202603-0183878	Hisense	2026/04/09	Total Cash Refund	R5 999,00
43.	202603-0183971	Hyperli Online	2026/04/09	Total Cash Refund	R2 275,00
44.	202512-0177376	Pick N Pay	2026/04/09	Total Cash Refund	R10 059,00
45.	202603-0184031	Cape Cookies	2026/04/09	Total Cash Refund	R39,99
46.	202603-0184670	Eagle Liner	2026/04/09	Total Cash Refund	R470,00
47.	202509-0169561	Cash Crusaders	2026/04/10	Total Cash Refund	R1 000,00
48.	202512-0176133	Morgan'S Second Hand	2026/04/10	Total Cash Refund	R4 240,00
49.	202512-0176326	Orlando Pirates	2026/04/10	Total Cash Refund	R1 353,00
50.	202601-0178674	Rentoza	2026/04/10	Total Cash Refund	R898,00
51.	202601-0179548	Planet Fitness	2026/04/10	Total Cash Refund	R20 396,93
52.	202601-0180613	Shoprite	2026/04/10	Total Cash Refund	R1 193,00
53.	202601-0180613	Shoprite	2026/04/10	Total Vouchers	R250,00
54.	202602-0181759	Hydraulics Shop Menlyn	2026/04/10	Total Cash Refund	R6 890,00
55.	202602-0181846	Mtn	2026/04/10	Total Cash Refund	R5 600,45
56.	202603-0183400	Exclusive Essential	2026/04/10	Total Cash Refund	R1 398,00
57.	202603-0183407	Rentoza	2026/04/10	Total Cash Refund	R490,00
58.	202603-0183930	Rineh Lora Beauty	2026/04/10	Total Cash Refund	R1 800,00
59.	202603-0184458	Makro	2026/04/10	Total Cash Refund	R1 650,00
60.	202603-0184578	Rage	2026/04/10	Total Cash Refund	R159,00
61.	202603-0185065	Mtn	2026/04/10	Total Cash Refund	R4 378,00
62.	202603-0185162	Mtn	2026/04/10	Total Cash Refund	R60,00
63.	202604-0185927	Booking.Com	2026/04/10	Total Cash Refund	R30 441,60
64.	202601-0180049	Mr Delivery	2026/04/10	Total Cash Refund	R390,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
65.	202511-0174370	Sleepking	2026/04/11	Total Cash Refund	R1 600,00
66.	202601-0179919	Takealot	2026/04/11	Total Cash Refund	R868,00
67.	202601-0180132	Cash Crusaders	2026/04/11	Total Cash Refund	R5 000,00
68.	202601-0180326	Takealot	2026/04/11	Total Cash Refund	R516,00
69.	202601-0180468	Takealot	2026/04/11	Total Cash Refund	R1 969,00
70.	202602-0181013	Crane International Academy	2026/04/11	Total Cash Refund	R500,00
71.	202603-0184214	Neimil	2026/04/11	Total Cash Refund	R2 135,00
72.	202603-0184478	Builders Warehouse	2026/04/11	Total Cash Refund	R189,00
73.	202603-0184691	Spar	2026/04/11	Total Cash Refund	R392,00
74.	202603-0185596	Makro	2026/04/11	Total Cash Refund	R10 499,00
75.	202604-0185685	Makro	2026/04/11	Total Cash Refund	R3 499,00
76.	202604-0185771	Makro	2026/04/11	Total Cash Refund	R1 410,00
77.	202604-0186128	Makro	2026/04/11	Total Cash Refund	R3 899,00
78.	202508-0169013	Mtn	2026/04/11	Total Cash Refund	R6 543,00
79.	202509-0170564	Adidas	2026/04/11	Total Cash Refund	R779,00
80.	202601-0180310	Mtn	2026/04/11	Total Vouchers	R310,00
81.	202601-0180576	Value.Co Trading	2026/04/11	Total Cash Refund	R104,00
82.	202602-0182813	Legit	2026/04/11	Total Cash Refund	R1 200,00
83.	202603-0184645	Makro	2026/04/11	Total Cash Refund	R3 599,00
84.	202512-0176575	Mr Price Mobile	2026/04/12	Total Cash Refund	R645,00
85.	202512-0176777	Holiday Club	2026/04/12	Total Cash Refund	R19 812,90
86.	202512-0177876	Rochester	2026/04/12	Total Cash Refund	R12 714,00
87.	202601-0178696	Pick N Pay	2026/04/12	Total Cash Refund	R750,00
88.	202601-0178706	Kfc	2026/04/12	Total Cash Refund	R150,00
89.	202601-0178769	Rentoza	2026/04/12	Total Cash Refund	R2 600,00
90.	202601-0180389	Shoprite	2026/04/12	Total Cash Refund	R90,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
91.	202603-0184655	Takealot	2026/04/12	Total Cash Refund	R5 694,00
92.	202511-0174157	Premier Hotel Cape Town	2026/04/12	Total Cash Refund	R5 436,00
93.	202511-0175038	Value.Co Trading	2026/04/12	Total Cash Refund	R1 600,00
94.	202603-0185082	Lexisnexis	2026/04/12	Total Cash Refund	R2 301,47
95.	202603-0185398	Company Partners	2026/04/12	Total Cash Refund	R1 280,00
96.	202511-0175552	Mtn	2026/04/13	Total Cash Refund	R684,09
97.	202511-0175438	Super Love Hair	2026/04/14	Total Cash Refund	R1 999,00
98.	202511-0175479	Booking.Com	2026/04/14	Total Promise to Pay	R1 980,00
99.	202511-0175514	Mfc Electricals And Civils	2026/04/14	Total Cash Refund	R26 000,00
100.	202512-0176286	One Day Only	2026/04/14	Total Cash Refund	R8 448,00
101.	202512-0176422	Booksite	2026/04/14	Total Cash Refund	R1 206,00
102.	202512-0176481	Https://Glp1-2U.Com/	2026/04/14	Total Cash Refund	R2 150,00
103.	202512-0177608	Builders Warehouse	2026/04/14	Total Cash Refund	R15 351,00
104.	202512-0177897	Mr Price Mobile	2026/04/14	Total Cash Refund	R525,00
105.	202603-0183794	Ticketpro	2026/04/14	Total Cash Refund	R935,00
106.	202603-0184229	Gadget Time	2026/04/14	Total Cash Refund	R1 600,00
107.	202603-0184471	Makro	2026/04/14	Total Cash Refund	R2 300,00
108.	202603-0184510	Takealot	2026/04/14	Total Cash Refund	R6 999,00
109.	202603-0184788	Pryde Trusses And Hardware	2026/04/14	Total Cash Refund	R3 405,00
110.	202604-0186231	Foschini	2026/04/14	Total Cash Refund	R1 099,00
111.	202604-0186236	Solar Lane	2026/04/14	Total Cash Refund	R34 787,50
112.	202508-0168699	Bella Luna	2026/04/14	Total Cash Refund	R1 740,00
113.	202510-0173806	Rise Telecoms	2026/04/14	Total Vouchers	R149,00
114.	202511-0175206	Touchdown Africa	2026/04/14	Total Cash Refund	R3 500,00
115.	202602-0182364	Jason Gregor Co	2026/04/14	Total Cash Refund	R2 239,20
116.	202603-0184804	Game	2026/04/14	Total Cash Refund	R4 899,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
117.	202603-0185300	Makro	2026/04/14	Total Cash Refund	R299,00
118.	202603-0185569	Takealot	2026/04/14	Total Cash Refund	R1 199,00
119.	202512-0176597	Incredible Connection	2026/04/15	Total Cash Refund	R3 897,00
120.	202512-0177018	Deluxe Laser And Aesthetics	2026/04/15	Total Cash Refund	R12 114,00
121.	202512-0177226	Nike	2026/04/15	Total Cash Refund	R2 100,00
122.	202602-0180820	Suntravel	2026/04/15	Total Cash Refund	R900,00
123.	202603-0184440	Game	2026/04/15	Total Cash Refund	R2 699,00
124.	202603-0184556	Takealot	2026/04/15	Total Cash Refund	R5 799,00
125.	202603-0184777	Game	2026/04/15	Total Vouchers	R13 488,00
126.	202603-0185088	Takealot	2026/04/15	Total Cash Refund	R1 449,00
127.	202603-0185651	Makro	2026/04/15	Total Cash Refund	R419,00
128.	202604-0186371	The Health Food Emporium And The Health Food Factory	2026/04/15	Total Cash Refund	R2 994,00
129.	202509-0170698	Builders Super Store	2026/04/16	Total Cash Refund	R15 000,00
130.	202604-0186477	Builders Super Store	2026/04/16	Total Cash Refund	R898,00
131.	202602-0182015	Rochester	2026/04/17	Total Promise to Pay	R13 000,00
132.	202602-0182777	Mtn	2026/04/17	Total Cash Refund	R698,00
133.	202602-0182995	Home Choice	2026/04/17	Total Cash Refund	R4 758,00
134.	202603-0185553	Phonetradr	2026/04/17	Total Cash Refund	R10 146,00
135.	202510-0172891	Incredible Connection	2026/04/17	Total Cash Refund	R5 999,00
136.	202511-0175015	Bradlows	2026/04/17	Total Cash Refund	R30 000,00
137.	202511-0175667	The Happy Nappy	2026/04/17	Total Cash Refund	R1 150,00
138.	202512-0177153	Bash (Tfg)	2026/04/17	Total Cash Refund	R2 499,00
139.	202512-0177227	Temu	2026/04/17	Total Cash Refund	R2 412,00
140.	202601-0180535	Game	2026/04/17	Total Cash Refund	R3 899,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
141.	202601-0180578	Makro	2026/04/17	Total Cash Refund	R7 956,00
142.	202603-0183295	Makro	2026/04/17	Total Cash Refund	R4 499,00
143.	202603-0183570	Makro	2026/04/17	Total Cash Refund	R10 000,00
144.	202603-0183939	Mtn	2026/04/17	Total Cash Refund	R1 300,00
145.	202603-0184009	Hi-Fi Corporation	2026/04/17	Total Exchanges	R8 000,00
146.	202603-0184011	Russells	2026/04/17	Total Cash Refund	R6 500,00
147.	202603-0184169	Makro	2026/04/17	Total Cash Refund	R6 499,00
148.	202603-0184527	Flowbins	2026/04/17	Total Cash Refund	R300,00
149.	202603-0184620	Cash Converters	2026/04/17	Total Cash Refund	R600,00
150.	202603-0184789	Home Choice	2026/04/17	Total Cash Refund	R6 499,00
151.	202603-0185132	Huawei Technologies Co., Ltd.	2026/04/17	Total Cash Refund	R2 804,00
152.	202603-0185167	Takealot	2026/04/17	Total Cash Refund	R334,00
153.	202603-0185476	Rio Perfumes	2026/04/17	Total Cash Refund	R1 975,00
154.	202603-0185563	Geewiz	2026/04/17	Total Cash Refund	R300,00
155.	202604-0185827	Jhb Bedding Company Shop V6 Dragon City	2026/04/17	Total Cash Refund	R1 680,00
156.	202601-0178817	Continental Butchery	2026/04/18	Total Cash Refund	R200,00
157.	202601-0178906	Above Books	2026/04/18	Total Cash Refund	R1 700,00
158.	202602-0181742	Colgate Palmolive (Pty) Ltd	2026/04/18	Total Vouchers	R400,00
159.	202602-0182199	Intercity Express	2026/04/18	Total Cash Refund	R1 260,00
160.	202603-0183381	Dischem	2026/04/18	Total Cash Refund	R173,00
161.	202603-0183490	Hi-Fi Corporation	2026/04/18	Total Cash Refund	R4 699,00
162.	202603-0184915	Pharmadiv	2026/04/18	Total Cash Refund	R3 182,49
163.	202604-0186155	Kfc	2026/04/18	Total Vouchers	R200,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
164.	202509-0169749	Houlson Beauty Professional & Hair	2026/04/18	Total Cash Refund	R5 417,88
165.	202511-0174037	Superbalist	2026/04/18	Total Cash Refund	R1 099,00
166.	202511-0174680	Mr Price Group	2026/04/18	Total Vouchers	R45,00
167.	202512-0176201	Lekkerslaap	2026/04/18	Total Cash Refund	R3 600,00
168.	202512-0176767	Audico Online	2026/04/18	Total Cash Refund	R6 000,00
169.	202512-0177146	Rochester	2026/04/18	Total Exchanges	R24 000,00
170.	202512-0177221	Russells	2026/04/18	Total Cash Refund	R1 794,00
171.	202512-0177262	Istore	2026/04/18	Total Cash Refund	R1 449,90
172.	202601-0180360	Ok Furniture	2026/04/18	Total Replacement	R11 347,00
173.	202604-0186691	Flourised Hair Growth	2026/04/18	Total Promise to Pay	R750,00
174.	202510-0172076	Discovery Vitality	2026/04/20	Total Cash Refund	R399,00
175.	202601-0179863	Superbalist	2026/04/20	Total Cash Refund	R385,00
176.	202603-0185205	Foschini	2026/04/20	Total Cash Refund	R999,00
177.	202603-0185211	Kfc	2026/04/20	Total Vouchers	R149,00
178.	202603-0185272	Makro	2026/04/20	Total Replacement	R105,00
179.	202603-0185314	Taoles Garden Events & Guest House	2026/04/20	Total Cash Refund	R8 500,00
180.	202512-0177617	Game	2026/04/20	Total Cash Refund	R799,00
181.	202601-0179417	Mtn	2026/04/20	Total Cash Refund	R989,00
182.	202604-0187087	Itutoring	2026/04/20	Total Cash Refund	R16 500,00
183.	202601-0180593	Truworths	2026/04/20	Total Vouchers	R550,00
184.	202602-0180929	Intercity Express	2026/04/21	Total Cash Refund	R535,00
185.	202603-0184868	Bean Solutions	2026/04/21	Total Cash Refund	R21 999,00
186.	202603-0185194	Samsung	2026/04/21	Total Cash Refund	R39 999,00
187.	202510-0172533	Pep	2026/04/21	Total Cash Refund	R500,00
188.	202601-0178727	Avon Justine Pty Ltd	2026/04/21	Total Cash Refund	R688,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
189.	202601-0178860	Mobi Trade Durban	2026/04/21	Total Cash Refund	R7 100,00
190.	202601-0179018	Howler	2026/04/21	Total Vouchers	R2 600,00
191.	202602-0180933	Rentoza	2026/04/21	Total Cash Refund	R470,00
192.	202602-0181146	Thikho Events Management	2026/04/21	Total Cash Refund	R750,00
193.	202603-0183818	Isabella Garcia	2026/04/21	Total Cash Refund	R322,00
194.	202603-0184748	Digital General Pty Ltd	2026/04/21	Total Cash Refund	R6 000,00
195.	202603-0184871	Makro	2026/04/21	Total Cash Refund	R999,00
196.	202603-0185079	Cosco Shipping Lines South Africa	2026/04/21	Total Cash Refund	R42 740,00
197.	202604-0185775	Chicken Licken	2026/04/21	Total Vouchers	R78,00
198.	202604-0185826	Dischem	2026/04/21	Total Cash Refund	R1 569,00
199.	202601-0180457	Hi-Fi Corporation	2026/04/21	Total Cash Refund	R90,00
200.	202506-0164863	Lebowa Funerals	2026/04/22	Total Cash Refund	R3 000,00
201.	202511-0174171	Royal Tombstones	2026/04/23	Total Cash Refund	R2 519,30
202.	202512-0177263	Bathu Sa	2026/04/23	Total Exchanges	R1 000,00
203.	202601-0179618	Takealot	2026/04/23	Total Cash Refund	R4 000,00
204.	202601-0180336	Huawei Technologies Co., Ltd.	2026/04/23	Total Cash Refund	R5 949,00
205.	202601-0180347	Makro	2026/04/23	Total Cash Refund	R949,00
206.	202601-0180410	Takealot	2026/04/23	Total Cash Refund	R200,00
207.	202602-0181459	Istore	2026/04/23	Total Vouchers	R500,00
208.	202603-0185061	Tekkie Heads	2026/04/23	Total Cash Refund	R1 600,00
209.	202510-0172524	Evetech	2026/04/23	Total Vouchers	R37 000,00
210.	202511-0174652	Ackermans	2026/04/23	Total Cash Refund	R613,00
211.	202512-0176177	Ok Furniture	2026/04/23	Total Cash Refund	R3 000,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
212.	202601-0178567	Fishaways (Famous Brands)	2026/04/23	Total Cash Refund	R170,00
213.	202601-0178631	Storage King	2026/04/23	Total Cash Refund	R2 500,00
214.	202601-0178983	Bt Games	2026/04/23	Total Cash Refund	R1 300,00
215.	202601-0179137	Mtn	2026/04/23	Total Cash Refund	R2 306,74
216.	202602-0182307	Samsung	2026/04/23	Total Cash Refund	R1 384,95
217.	202602-0182369	Airlink (Pty) Ltd	2026/04/23	Total Cash Refund	R6 020,74
218.	202603-0183258	First Group	2026/04/23	Total Cash Refund	R2 199,00
219.	202603-0184728	Bradlows	2026/04/23	Total Cash Refund	R4 299,00
220.	202603-0184811	Home Choice	2026/04/23	Total Cash Refund	R999,00
221.	202603-0184846	Rentoza	2026/04/23	Total Cash Refund	R230,00
222.	202603-0184917	Tripto Dot Travel (Pty) Ltd Trading As Trip.To Travel And Marvel Media	2026/04/23	Total Cash Refund	R75 900,00
223.	202603-0184982	Amazon South Africa	2026/04/23	Total Cash Refund	R999,00
224.	202603-0185461	Takealot	2026/04/23	Total Cash Refund	R1 800,00
225.	202603-0185567	Regennesys Business School	2026/04/23	Total Cash Refund	R13 750,00
226.	202604-0185966	Debonairs Pizza (Famous Brands)	2026/04/23	Total Cash Refund	R227,90
227.	202601-0179459	Mtn	2026/04/23	Total Cash Refund	R869,42
228.	202602-0183062	Mmr Electronics	2026/04/23	Total Cash Refund	R450,00
229.	202603-0183292	Cash Crusaders	2026/04/23	Total Cash Refund	R365,00
230.	202603-0183860	Isabella Garcia International	2026/04/23	Total Cash Refund	R281,00
231.	202603-0183936	Virgin Active	2026/04/23	Total Cash Refund	R7 840,00
232.	202603-0184718	Sleepmasters	2026/04/23	Total Cash Refund	R4 999,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
233.	202603-0184877	Takealot	2026/04/23	Total Cash Refund	R14 000,00
234.	202603-0185048	Mtn	2026/04/23	Total Cash Refund	R420,00
235.	202603-0185270	Mtn	2026/04/23	Total Cash Refund	R339,00
236.	202603-0185507	Pick N Pay	2026/04/23	Total Vouchers	R150,00
237.	202603-0185527	Makro	2026/04/23	Total Cash Refund	R999,00
238.	202604-0185746	Sleepmasters	2026/04/23	Total Cash Refund	R4 000,00
239.	202604-0186161	Rochester	2026/04/23	Total Cash Refund	R3 344,00
240.	202604-0186221	Incredible Connection	2026/04/23	Total Replacement	R6 000,00
241.	202604-0186222	Makro	2026/04/23	Total Replacement	R3 000,00
242.	202604-0187332	Virgin Active	2026/04/23	Total Cash Refund	R6 799,15
243.	202604-0187075	Cash Crusaders	2026/04/23	Total Cash Refund	R1 200,00
244.	202504-0159391	Shein	2026/04/24	Total Cash Refund	R951,00
245.	202511-0174233	Levi Strauss South Africa (Pty) Ltd	2026/04/24	Total Cash Refund	R1 500,00
246.	202511-0175472	Truworths	2026/04/24	Total Cash Refund	R179,00
247.	202512-0176414	Takealot	2026/04/24	Total Cash Refund	R8 199,00
248.	202603-0184001	Mtn	2026/04/24	Total Cash Refund	R3 848,00
249.	202512-0175876	Cash Crusaders	2026/04/24	Total Cash Refund	R3 509,00
250.	202601-0178722	Air Tanzania	2026/04/24	Total Cash Refund	R9 000,00
251.	202601-0178948	Sleepmasters	2026/04/24	Total Cash Refund	R7 597,00
252.	202601-0179926	Takealot	2026/04/24	Total Cash Refund	R5 799,00
253.	202602-0181876	Mtn	2026/04/24	Total Vouchers	R1 726,11
254.	202603-0183972	Makro	2026/04/24	Total Cash Refund	R6 999,00
255.	202603-0184223	Mtn	2026/04/24	Total Cash Refund	R324,46
256.	202603-0184231	Rentoza	2026/04/24	Total Cash Refund	R999,00
257.	202603-0184298	Pep	2026/04/24	Total Cash Refund	R1 000,00
258.	202603-0184568	Fair Price In-Store	2026/04/24	Total Replacement	R1 500,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
259.	202603-0184619	Cash Crusaders	2026/04/24	Total Cash Refund	R4 502,00
260.	202603-0184699	Mtn	2026/04/24	Total Cash Refund	R3 149,01
261.	202603-0185147	Makro	2026/04/24	Total Cash Refund	R568,00
262.	202603-0185232	Bradlows	2026/04/24	Total Cash Refund	R76 826,00
263.	202603-0185528	Liquor.Co.Za	2026/04/24	Total Cash Refund	R578,99
264.	202603-0185631	Takealot	2026/04/24	Total Cash Refund	R3 999,00
265.	202601-0178758	Hurley South Africa	2026/04/24	Total Cash Refund	R480,00
266.	202601-0179934	Mtn	2026/04/24	Total Cash Refund	R295,00
267.	202601-0180379	Makro	2026/04/24	Total Vouchers	R9 999,00
268.	202602-0182434	Pharmadiv Pty Ltd	2026/04/24	Total Cash Refund	R5 000,00
269.	202601-0178932	Boardmans	2026/04/25	Total Cash Refund	R699,00
270.	202601-0178807	Cake Zone	2026/04/25	Total Vouchers	R1 200,00
271.	202601-0179149	Cash Converters	2026/04/25	Total Cash Refund	R4 500,00
272.	202603-0183869	Toughess	2026/04/25	Total Cash Refund	R309,00
273.	202604-0187032	Saving Grace Education Group	2026/04/25	Total Cash Refund	R2 890,00
274.	202512-0176755	Ticketpro	2026/04/25	Total Promise to Pay	R240,00
275.	202512-0177478	Build It	2026/04/25	Total Replacement	R4 873,00
276.	202601-0179073	Cash Crusaders	2026/04/25	Total Cash Refund	R2 449,00
277.	202601-0179102	Russells	2026/04/25	Total Cash Refund	R9 384,00
278.	202601-0179126	Rentoza	2026/04/25	Total Cash Refund	R9 962,00
279.	202602-0181628	Russells	2026/04/25	Total Replacement	R1 500,00
280.	202602-0182242	Pick N Pay	2026/04/25	Total Cash Refund	R170,00
281.	202603-0183959	Mtn	2026/04/25	Total Cash Refund	R645,00
282.	202603-0184587	Takealot	2026/04/25	Total Cash Refund	R28 499,00
283.	202603-0184898	Takealot	2026/04/25	Total Replacement	R599,00
284.	202603-0184919	Makro	2026/04/25	Total Cash Refund	R2 449,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
285.	202603-0185212	Takealot	2026/04/25	Total Cash Refund	R369,00
286.	202603-0185655	Takealot	2026/04/25	Total Cash Refund	R180,00
287.	202604-0185688	Makro	2026/04/25	Total Cash Refund	R318,22
288.	202604-0185728	Takealot	2026/04/25	Total Replacement	R4 589,00
289.	202507-0166266	Makro	2026/04/29	Total Cash Refund	R2 597,00
290.	202602-0181774	Incredible Connection	2026/04/29	Total Cash Refund	R4 999,00
291.	202602-0182826	Planet Fitness	2026/04/29	Total Cash Refund	R190,00
292.	202603-0185024	Hisense	2026/04/29	Total Cash Refund	R5 199,00
293.	202604-0185789	Ackermans	2026/04/29	Total Vouchers	R189,00
294.	202604-0185976	Multichoice	2026/04/29	Total Cash Refund	R3 357,74
295.	202604-0186267	Value.Co Trading	2026/04/29	Total Cash Refund	R160,00
296.	202604-0187516	Makro	2026/04/29	Total Cash Refund	R9 998,00
297.	202511-0174917	Vencasa	2026/04/29	Total Replacement	R28 000,00
298.	202512-0175849	Forever New	2026/04/29	Total Cash Refund	R7 200,00
299.	202512-0177045	Ibidonstorage Rentastorage	2026/04/29	Total Cash Refund	R4 250,00
300.	202512-0177056	Intercape Ferreira Mainline	2026/04/29	Total Cash Refund	R1 700,00
301.	202601-0180319	Multichoice	2026/04/29	Total Cash Refund	R499,00
302.	202603-0185188	Lilyco Designs	2026/04/29	Total Cash Refund	R1 829,00
303.	202604-0186247	Makro	2026/04/29	Total Cash Refund	R1 000,00
304.	202604-0186247	Makro	2026/04/29	Total Replacement	R9 999,00
305.	202604-0186897	Inclusive By Nonku	2026/04/29	Total Cash Refund	R1 800,00
306.	202604-0187501	Lewis	2026/04/29	Total Cash Refund	R6 500,00
307.	202602-0180930	Virgin Active	2026/04/30	Total Cash Refund	R665,00
308.	202602-0182323	Incredible Connection	2026/04/30	Total Cash Refund	R1 699,00
309.	202604-0185790	Ackermans	2026/04/30	Total Cash Refund	R1 200,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
310.	202505-0161905	Mtn	2026/04/30	Total Promise to Pay	R4 999,00
311.	202511-0174078	Adidas	2026/04/30	Total Cash Refund	R699,00
312.	202601-0179086	Greyhound	2026/04/30	Total Cash Refund	R260,00
313.	202602-0183106	Dischem	2026/04/30	Total Cash Refund	R1 224,00
314.	202603-0183462	Bash (Tfg)	2026/04/30	Total Cash Refund	R2 999,00
315.	202603-0183494	Rentoza	2026/04/30	Total Cash Refund	R2 200,00
316.	202603-0184462	Melody Clothing Sa	2026/04/30	Total Cash Refund	R1 936,00
317.	202603-0184769	Boxer Superstore	2026/04/30	Total Cash Refund	R2 010,00
318.	202603-0184856	Computickets(Shoprite)	2026/04/30	Total Vouchers	R1 100,00
319.	202603-0184872	Pdf Guru	2026/04/30	Total Cash Refund	R850,00
320.	202603-0185069	Rentoza	2026/04/30	Total Cash Refund	R970,00
321.	202603-0185397	Computech Solutions	2026/04/30	Total Cash Refund	R31 949,00
322.	202604-0186066	Starlight Bodyworks	2026/04/30	Total Cash Refund	R980,00
323.	202604-0186207	Game	2026/04/30	Total Cash Refund	R1 199,00
324.	202512-0176122	Virgin Active	2026/04/30	Total Cash Refund	R854,50
325.	202601-0180005	Mtn	2026/04/30	Total Cash Refund	R1 050,00
326.	202507-0167284	Mtn	2026/04/30	Total Cash Refund	R206,50
327.	202603-0183808	Aquatic Pets Sa	2026/05/01	Cash Refunds	R942,70
328.	202603-0184129	Greyhound	2026/05/01	Cash Refunds	R420,00
329.	202604-0186280	Cook4life	2026/05/01	Cash Refunds	R5 760,00
330.	202604-0186358	Makro	2026/05/01	Cash Refunds	R329,00
331.	202604-0186383	Makro	2026/05/01	Cash Refunds	R4 255,00
332.	202604-0186440	Ackermans	2026/05/01	Cash Refunds	R1 649,00
333.	202604-0186751	Game	2026/05/01	Cash Refunds	R399,00
334.	202604-0187957	Relo Homestyle	2026/05/01	Cash Refunds	R12 000,00
335.	202510-0172117	Mtn	2026/05/01	Cash Refunds	R759,00
336.	202511-0174858	Uber Eats South Africa	2026/05/01	Cash Refunds	R89,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
337.	202511-0175035	The Diamond Box	2026/05/01	Cash Refunds	R10 000,00
338.	202511-0175113	Virgin Active	2026/05/01	Cash Refunds	R699,00
339.	202511-0175148	Game	2026/05/01	Cash Refunds	R5 499,00
340.	202601-0180089	Incredible Connection	2026/05/01	Cash Refunds	R3 599,00
341.	202603-0184782	Woolworths	2026/05/01	Cash Refunds	R650,00
342.	202603-0184807	Takealot	2026/05/01	Cash Refunds	R19 500,00
343.	202603-0185191	Intercity Express	2026/05/01	Cash Refunds	R535,00
344.	202603-0185613	Mtn	2026/05/01	Cash Refunds	R399,00
345.	202604-0185936	Makro	2026/05/01	Cash Refunds	R1 465,00
346.	202604-0186164	Multichoice	2026/05/01	Cash Refunds	R812,00
347.	202604-0186202	Sound Select	2026/05/01	Cash Refunds	R3 219,00
348.	202604-0186513	Planet Fitness	2026/05/01	Cash Refunds	R3 597,00
349.	202604-0187927	Woolworths	2026/05/01	Cash Refunds	R1 799,00
350.	202511-0174858	Uber Eats South Africa	2026/05/01	Ex Gratia	R50,00
351.	202603-0185577	Game	2026/05/01	Replacement	R9 000,00
352.	202604-0186254	Tiger Brands	2026/05/01	Vouchers	R500,00
353.	202602-0181010	Intercity Express	2026/05/03	Cash Refunds	R855,00
354.	202602-0181038	Sleepmasters	2026/05/03	Cash Refunds	R2 799,00
355.	202602-0182862	Rochester	2026/05/03	Cash Refunds	R5 344,00
356.	202602-0181824	Mtn	2026/05/05	Cash Refunds	R17 113,00
357.	202601-0179827	Gauteng Pools Installations	2026/05/05	Promise to Pay	R1 500,00
358.	202603-0184799	Rochester	2026/05/05	Replacement	R4 000,00
359.	202604-0186678	Mr Price Group	2026/05/06	Cash Refunds	R741,00
360.	202604-0187722	Swazi Nkosinathi Khanyile	2026/05/06	Cash Refunds	R470,00
361.	202511-0174615	Mtn	2026/05/07	Cash Refunds	R199,00
362.	202511-0174687	Woolworths	2026/05/07	Cash Refunds	R633,94

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
363.	202511-0175120	Mega Mall Online	2026/05/07	Cash Refunds	R624,00
364.	202512-0175938	Aamir Hardware	2026/05/07	Cash Refunds	R598,00
365.	202512-0177036	Mtn	2026/05/07	Cash Refunds	R350,23
366.	202601-0179145	Branded Lifestyles - Rustenburg	2026/05/07	Cash Refunds	R3 499,00
367.	202601-0179600	Lifestyle Home	2026/05/07	Cash Refunds	R3 746,00
368.	202601-0179709	Eagle Clothing	2026/05/07	Cash Refunds	R1 173,00
369.	202601-0180676	Monate Game Lodge	2026/05/07	Cash Refunds	R8 000,00
370.	202603-0183506	Russells	2026/05/07	Cash Refunds	R1 899,00
371.	202603-0184042	Ackermans	2026/05/07	Cash Refunds	R1 239,78
372.	202603-0184178	Leroy Merlin	2026/05/07	Cash Refunds	R3 899,00
373.	202603-0184347	Leroy Merlin	2026/05/07	Cash Refunds	R6 249,23
374.	202602-0182444	Intercape Ferreira Mainline	2026/05/07	Cash Refunds	R703,00
375.	202603-0183844	Rentoza	2026/05/07	Cash Refunds	R1 200,00
376.	202603-0184039	Ok Furniture	2026/05/07	Cash Refunds	R12 980,00
377.	202603-0184356	Asw Leather & Kitchen Furniture (Also "Almal Se Winkel")	2026/05/07	Cash Refunds	R11 700,00
378.	202603-0184551	Shoe City	2026/05/07	Cash Refunds	R300,00
379.	202603-0184976	Homemark	2026/05/07	Cash Refunds	R1 300,00
380.	202603-0185097	Virgin Active	2026/05/07	Cash Refunds	R1 010,00
381.	202603-0185127	Mtn	2026/05/07	Cash Refunds	R1 375,40
382.	202604-0186088	Mtn	2026/05/07	Cash Refunds	R849,00
383.	202604-0186337	Samsung	2026/05/07	Cash Refunds	R1 333,00
384.	202604-0186470	Bradlows	2026/05/07	Cash Refunds	R7 348,00
385.	202604-0186834	Makro	2026/05/07	Cash Refunds	R799,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
386.	202604-0187041	Mtn	2026/05/07	Cash Refunds	R680,00
387.	202604-0188087	X-Solar	2026/05/07	Cash Refunds	R800,00
388.	202605-0188436	Sasol Rewards	2026/05/07	Cash Refunds	R1 300,00
389.	202604-0186788	Mr Price Group	2026/05/07	Promise to Pay	R359,00
390.	202604-0188063	Bears	2026/05/07	Replacement	R10 999,00
391.	202603-0183697	Multichoice	2026/05/07	Cash Refunds	R4 265,97
392.	202604-0187489	Huawei Technologies Co., Ltd.	2026/05/07	Cash Refunds	R2 294,15
393.	202511-0175050	Weigh Better Sleep	2026/05/08	Cash Refunds	R665,00
394.	202510-0172476	Sa Solar Experts	2026/05/08	Ex Gratia	R7 000,00
395.	202509-0170150	Leroy Merlin	2026/05/08	Replacement	R4 199,00
396.	202509-0170652	Bradlows	2026/05/08	Replacement	R10 648,00
397.	202601-0180114	Specsavers	2026/05/08	Cash Refunds	R1 200,00
398.	202601-0180206	Pets Kingdom (Maria Jardine)	2026/05/08	Cash Refunds	R4 500,00
399.	202602-0180792	Bed King	2026/05/08	Cash Refunds	R17 946,11
400.	202602-0183107	Mtn	2026/05/08	Cash Refunds	R419,00
401.	202603-0184155	Mtn	2026/05/08	Cash Refunds	R6 800,00
402.	202603-0184956	Dunns	2026/05/08	Cash Refunds	R474,00
403.	202604-0185762	Takealot	2026/05/08	Cash Refunds	R4 999,00
404.	202604-0186386	Rentoza	2026/05/08	Cash Refunds	R610,00
405.	202604-0186425	Rochester	2026/05/08	Cash Refunds	R18 995,00
406.	202604-0186908	Makro	2026/05/08	Cash Refunds	R2 950,00
407.	202605-0188466	Superbalist	2026/05/08	Cash Refunds	R1 259,00
408.	202605-0188454	Multichoice	2026/05/08	Promise to Pay	R859,00
409.	202601-0180095	Baby City	2026/05/08	Replacement	R1 499,00
410.	202603-0184786	Bradlows	2026/05/08	Replacement	R5 272,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
411.	202602-0182651	Mtn	2026/05/08	Vouchers	R49,00
412.	202603-0184956	Dunns	2026/05/08	Vouchers	R300,00
413.	202605-0188246	Woolworths	2026/05/08	Vouchers	R100,00
414.	202602-0181657	Xsolar	2026/05/08	Cash Refunds	R598,00
415.	202603-0183237	Mtn	2026/05/08	Cash Refunds	R250,08
416.	202604-0186781	Makro	2026/05/08	Cash Refunds	R950,00
417.	202510-0172573	Makro	2026/05/09	Cash Refunds	R195,00
418.	202510-0173016	Makro	2026/05/09	Cash Refunds	R699,00
419.	202511-0175588	Silk Stitches Bridal Couture	2026/05/09	Cash Refunds	R9 200,00
420.	202512-0177257	Temu	2026/05/09	Cash Refunds	R1 089,00
421.	202601-0179864	Bears	2026/05/09	Replacement	R8 999,00
422.	202601-0179920	Pepsico Foods	2026/05/09	Vouchers	R59,99
423.	202602-0182886	Mtn	2026/05/09	Vouchers	R2 429,42
424.	202511-0175635	Makro	2026/05/09	Cash Refunds	R799,00
425.	202601-0179739	Game	2026/05/09	Cash Refunds	R4 600,00
426.	202601-0179758	Ticketpro	2026/05/09	Cash Refunds	R560,00
427.	202601-0179936	Rentoza	2026/05/09	Cash Refunds	R880,00
428.	202603-0184181	Pharmadiv	2026/05/09	Cash Refunds	R1 055,70
429.	202603-0184237	Peermont Hotels Mondior	2026/05/09	Cash Refunds	R2 700,00
430.	202603-0185618	Mtn	2026/05/09	Cash Refunds	R1 207,96
431.	202604-0186142	Ackermans	2026/05/09	Cash Refunds	R329,95
432.	202604-0186847	Driftwood Print	2026/05/09	Cash Refunds	R265,00
433.	202604-0186916	Makro	2026/05/09	Cash Refunds	R5 299,00
434.	202604-0186987	One Day Only	2026/05/09	Cash Refunds	R3 000,00
435.	202508-0168468	Jad Doors	2026/05/10	Cash Refunds	R43 500,00
436.	202511-0174763	Sculptsa	2026/05/10	Cash Refunds	R1 359,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
437.	202601-0179074	Storage King	2026/05/10	Cash Refunds	R10 270,00
438.	202601-0179103	First Technology It Suppliers (Pty) Ltd Trading As Lenovo Online	2026/05/10	Cash Refunds	R22 418,00
439.	202601-0179935	Mtn	2026/05/10	Cash Refunds	R259,00
440.	202601-0179001	Grospace	2026/05/10	Replacement	R4 800,00
441.	202601-0179000	Chekich	2026/05/10	Cash Refunds	R1 359,00
442.	202601-0179067	Incredible Connection	2026/05/10	Replacement	R8 999,00
443.	202511-0175135	Greyhound	2026/05/12	Cash Refunds	R1 320,00
444.	202601-0179746	Travelstart	2026/05/12	Cash Refunds	R9 097,00
445.	202601-0179768	Bash (Tfg)	2026/05/12	Cash Refunds	R8 999,00
446.	202601-0180094	Mtn	2026/05/12	Cash Refunds	R545,44
447.	202601-0179498	Camtech Batteries Pty Ltd	2026/05/12	Repairs	R1 300,00
448.	202510-0173063	Makro	2026/05/12	Cash Refunds	R450,00
449.	202511-0174913	Laduma Hardware	2026/05/12	Cash Refunds	R2 249,00
450.	202603-0183651	Mtn	2026/05/12	Cash Refunds	R1 940,00
451.	202603-0183999	Rentoza	2026/05/12	Cash Refunds	R360,00
452.	202603-0185150	Planet Fitness	2026/05/12	Cash Refunds	R3 160,50
453.	202604-0186281	Intercity Express	2026/05/12	Cash Refunds	R300,00
454.	202605-0188442	Signature Interior Design	2026/05/12	Cash Refunds	R2 130,00
455.	202605-0188588	Sportsmans Warehouse	2026/05/12	Cash Refunds	R1 316,60
456.	202605-0188798	Liquor Legends Hebron	2026/05/12	Cash Refunds	R3 273,00
457.	202605-0188859	Xsolar	2026/05/12	Cash Refunds	R3 414,00
458.	202511-0175459	On Air Tv	2026/05/13	Cash Refunds	R299,00
459.	202511-0175480	Tevo (Pty) Ltd	2026/05/13	Cash Refunds	R4 499,00
460.	202601-0179996	Avis Car Rental	2026/05/13	Cash Refunds	R487,38
461.	202601-0180434	Rentoza	2026/05/13	Cash Refunds	R290,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
462.	202601-0179331	Replay Store Atterbury	2026/05/13	Vouchers	R3 200,00
463.	202603-0185588	Airlink (Pty) Ltd	2026/05/13	Cash Refunds	R344,14
464.	202604-0186915	Adidas	2026/05/13	Cash Refunds	R839,00
465.	202604-0186959	The Cartridge Guy	2026/05/13	Cash Refunds	R1 005,00
466.	202604-0186977	Bluetech Computer	2026/05/13	Cash Refunds	R3 950,00
467.	202604-0187114	Travelwings	2026/05/13	Cash Refunds	R20 172,00
468.	202604-0187170	Young Designers Emporium	2026/05/13	Cash Refunds	R1 099,00
469.	202604-0187283	Makro	2026/05/13	Cash Refunds	R14 196,00
470.	202604-0187515	Fona Lux Goods	2026/05/13	Cash Refunds	R699,00
471.	202604-0187593	Makro	2026/05/13	Cash Refunds	R9 000,00
472.	202605-0188425	Makro	2026/05/13	Cash Refunds	R275,37
473.	202603-0185184	Rochester	2026/05/13	Replacement	R5 641,00
474.	202604-0186830	Takealot	2026/05/13	Replacement	R3 994,00
475.	202604-0187289	Huawei Technologies Co., Ltd.	2026/05/13	Replacement	R5 524,15
476.	202512-0176906	Nike	2026/05/14	Cash Refunds	R5 949,00
477.	202512-0177225	House And Home	2026/05/14	Cash Refunds	R6 949,00
478.	202601-0179463	Pick N Pay	2026/05/14	Cash Refunds	R1 749,00
479.	202601-0178979	Travelroyalty	2026/05/14	Promise to Pay	R150 000,00
480.	202509-0170615	Mtn	2026/05/14	Cash Refunds	R274,82
481.	202511-0174491	Clicks	2026/05/14	Cash Refunds	R190,00
482.	202511-0174729	Tri- Min Styled For You	2026/05/14	Cash Refunds	R32 400,00
483.	202512-0176439	Hibescape Holiday Rental	2026/05/14	Cash Refunds	R6 500,00
484.	202601-0179862	Airlink (Pty) Ltd	2026/05/14	Cash Refunds	R6 406,00
485.	202602-0181959	Pharmadiv	2026/05/14	Cash Refunds	R1 135,00
486.	202510-0172134	On Air Tv	2026/05/14	Cash Refunds	R189,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
487.	202511-0174662	Bd Spares	2026/05/14	Cash Refunds	R1 570,00
488.	202511-0174694	Leroy Merlin	2026/05/14	Cash Refunds	R1 314,00
489.	202601-0179538	Rentoza	2026/05/14	Cash Refunds	R420,00
490.	202604-0186170	Makro	2026/05/14	Cash Refunds	R10 999,00
491.	202604-0186223	Makro	2026/05/14	Cash Refunds	R2 299,00
492.	202604-0186688	Howler	2026/05/14	Cash Refunds	R1 770,00
493.	202604-0186997	Mtn	2026/05/14	Cash Refunds	R1 455,68
494.	202605-0188916	Konkhe Kuhamba Kahle Clothing	2026/05/14	Cash Refunds	R550,00
495.	202602-0181885	Takealot	2026/05/14	Replacement	R888,00
496.	202601-0180166	Khaulex	2026/05/14	Cash Refunds	R9 249,00
497.	202510-0171721	Pepsico Foods	2026/05/14	Vouchers	R60,00
498.	202604-0187048	Polo Retail Store	2026/05/14	Cash Refunds	R1 200,00
499.	202509-0170846	Takealot	2026/05/15	Cash Refunds	R149,99
500.	202601-0180370	Booking.Com	2026/05/15	Cash Refunds	R910,00
501.	202510-0172705	Prosales Broadcast	2026/05/15	Cash Refunds	R14 000,00
502.	202512-0176745	On Air Tv	2026/05/15	Cash Refunds	R543,00
503.	202601-0178954	Takealot	2026/05/15	Cash Refunds	R18 000,00
504.	202601-0179056	Takealot	2026/05/15	Cash Refunds	R3 000,00
505.	202601-0179316	Limited Supply Za	2026/05/15	Cash Refunds	R2 125,00
506.	202601-0179707	Amazon South Africa	2026/05/15	Cash Refunds	R834,00
507.	202601-0180028	Intercape Ferreira Mainline	2026/05/15	Cash Refunds	R3 717,21
508.	202601-0180513	Fridge Factory Shop	2026/05/15	Cash Refunds	R5 900,00
509.	202602-0183041	Pharmadiv	2026/05/15	Cash Refunds	R1 414,72
510.	202604-0186345	Foschini	2026/05/15	Cash Refunds	R1 699,00
511.	202604-0186619	Wimpy (Famous Brands)	2026/05/15	Cash Refunds	R500,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
512.	202604-0186793	Makro	2026/05/15	Cash Refunds	R5 000,00
513.	202604-0187092	Defy	2026/05/15	Cash Refunds	R36,00
514.	202604-0187028	Kenwood	2026/05/15	Promise to Pay	R1 300,00
515.	202601-0180478	Mtn	2026/05/15	Cash Refunds	R2 151,95
516.	202603-0185302	Sleepmasters	2026/05/15	Cash Refunds	R3 300,00
517.	202604-0187147	Superbalist	2026/05/15	Cash Refunds	R2 124,00
518.	202604-0187302	Russells	2026/05/15	Cash Refunds	R1 200,00
519.	202604-0187333	Multichoice	2026/05/15	Cash Refunds	R1 300,00
520.	202604-0187393	Makro	2026/05/15	Cash Refunds	R2 739,00
521.	202605-0189066	The Bed Centre	2026/05/15	Replacement	R5 600,00
522.	202603-0185612	Revibe	2026/05/16	Cash Refunds	R11 000,00
523.	202604-0187497	Takealot	2026/05/16	Cash Refunds	R4 550,00
524.	202604-0187511	Takealot	2026/05/16	Cash Refunds	R325,00
525.	202604-0187964	Wefixpro	2026/05/16	Cash Refunds	R600,00
526.	202604-0188108	Multichoice	2026/05/16	Cash Refunds	R859,00
527.	202605-0189161	Doug'S Hiring	2026/05/16	Cash Refunds	R2 381,40
528.	202604-0186256	Makro	2026/05/16	Cash Refunds	R899,00
529.	202604-0186310	Revibe	2026/05/16	Cash Refunds	R4 000,00
530.	202604-0186742	Carrol Boyes	2026/05/16	Cash Refunds	R1 899,00
531.	202604-0186960	Leroy Merlin	2026/05/16	Cash Refunds	R694,00
532.	202604-0187366	Booking.Com	2026/05/16	Cash Refunds	R4 320,00
533.	202604-0187387	Computickets(Shoprite)	2026/05/16	Cash Refunds	R40,00
534.	202604-0186429	Revibe	2026/05/16	Vouchers	R6 999,00
535.	202512-0176613	Temu	2026/05/17	Cash Refunds	R8 367,00
536.	202601-0179365	Takealot	2026/05/17	Cash Refunds	R500,00
537.	202602-0182962	Nike	2026/05/17	Cash Refunds	R1 849,99
538.	202603-0185551	Game	2026/05/17	Cash Refunds	R3 999,99

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
539.	202603-0185030	Rochester	2026/05/18	Cash Refunds	R3 390,00
540.	202604-0186990	Leroy Merlin	2026/05/18	Cash Refunds	R16 247,00
541.	202602-0181009	Virgin Active	2026/05/19	Cash Refunds	R10 435,00
542.	202602-0181220	Makro	2026/05/19	Cash Refunds	R5 907,00
543.	202604-0187471	L & B Pumps	2026/05/19	Cash Refunds	R47 207,61
544.	202605-0188662	Takealot	2026/05/19	Cash Refunds	R1 919,00
545.	202604-0187398	Fair Price In-Store	2026/05/19	Replacement	R750,00
546.	202604-0187438	Bears	2026/05/19	Replacement	R7 999,00
547.	202604-0186471	Russells	2026/05/19	Cash Refunds	R5 493,00
548.	202605-0189021	Pick N Pay	2026/05/19	Cash Refunds	R300,00
549.	202605-0189098	Lewis	2026/05/19	Cash Refunds	R6 500,00
550.	202605-0189243	Pep	2026/05/19	Cash Refunds	R999,00
551.	202605-0189021	Pick N Pay	2026/05/19	Ex Gratia	R100,00
552.	202601-0180612	Bawas Furniture Store	2026/05/20	Cash Refunds	R5 199,00
553.	202602-0182659	Makro	2026/05/20	Cash Refunds	R1 199,00
554.	202603-0183271	Makro	2026/05/20	Cash Refunds	R4 999,00
555.	202603-0183541	Makro	2026/05/20	Cash Refunds	R12 199,00
556.	202603-0184366	Woolworths	2026/05/20	Cash Refunds	R600,00
557.	202603-0185114	Makro	2026/05/20	Cash Refunds	R1 699,00
558.	202603-0185149	Makro	2026/05/20	Cash Refunds	R1 499,00
559.	202603-0185416	Takealot	2026/05/20	Cash Refunds	R2 990,00
560.	202604-0186227	Makro	2026/05/20	Cash Refunds	R299,00
561.	202604-0186445	Makro	2026/05/20	Cash Refunds	R278,00
562.	202604-0186980	Takealot	2026/05/20	Cash Refunds	R6 485,00
563.	202603-0183926	Woolworths	2026/05/20	Vouchers	R3 765,00
564.	202603-0184205	Metro Home City	2026/05/20	Vouchers	R200,00
565.	202509-0169766	Mtn	2026/05/20	Cash Refunds	R1 596,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
566.	202510-0172525	Mattress And Couch Factory Outlet	2026/05/20	Cash Refunds	R10 000,00
567.	202512-0176536	Steve Madden	2026/05/20	Cash Refunds	R1 192,00
568.	202512-0177327	Istore	2026/05/20	Cash Refunds	R13 500,00
569.	202512-0177609	Air Bnb	2026/05/20	Cash Refunds	R3 133,00
570.	202601-0178962	Yada Castle, Hammam Turkish Bath And Spa	2026/05/20	Cash Refunds	R1 700,00
571.	202601-0179358	Reebok Za	2026/05/20	Cash Refunds	R1 149,00
572.	202604-0186700	Flourised Hair Growth	2026/05/20	Cash Refunds	R750,00
573.	202604-0187624	Makro	2026/05/21	Cash Refunds	R1 599,00
574.	202602-0181517	Mtn	2026/05/21	Promise to Pay	R779,00
575.	202602-0181496	Mtn	2026/05/21	Vouchers	R345,00
576.	202512-0176803	Mtn	2026/05/21	Cash Refunds	R7 639,65
577.	202603-0183164	Ct Hotel Pretoria	2026/05/21	Cash Refunds	R1 310,00
578.	202602-0181610	Mtn	2026/05/21	Vouchers	R3 108,57
579.	202602-0181752	Mtn	2026/05/21	Vouchers	R6 390,00
580.	202604-0186753	Mtn	2026/05/21	Cash Refunds	R5 142,00
581.	202604-0186998	Mtn	2026/05/21	Cash Refunds	R833,00
582.	202604-0187705	Makro	2026/05/21	Cash Refunds	R1 000,00
583.	202604-0188027	Mtn	2026/05/21	Cash Refunds	R2 008,00
584.	202605-0188769	Home Choice	2026/05/21	Cash Refunds	R7 099,00
585.	202605-0189046	Holiday Oasis	2026/05/21	Cash Refunds	R19 750,00
586.	202605-0188289	Hi-Fi Corporation	2026/05/21	Promise to Pay	R1 299,00
587.	202512-0177326	Sybless Innovations	2026/05/22	Cash Refunds	R1 300,00
588.	202511-0173976	Mtn	2026/05/22	Cash Refunds	R360,00
589.	202511-0174019	Gwazela Driving School	2026/05/22	Cash Refunds	R3 500,00
590.	202603-0183497	Intercity Express	2026/05/22	Cash Refunds	R2 162,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
591.	202604-0185837	Anka Home (Berroni Home)	2026/05/22	Cash Refunds	R17 400,00
592.	202604-0186141	Hisense	2026/05/22	Cash Refunds	R5 449,00
593.	202604-0186176	Lowveld Tombstones	2026/05/22	Cash Refunds	R32 666,00
594.	202604-0186510	Mtn	2026/05/22	Cash Refunds	R1 749,61
595.	202604-0187655	Makro	2026/05/22	Cash Refunds	R7 508,00
596.	202604-0187719	Temu	2026/05/22	Cash Refunds	R425,00
597.	202604-0187867	Cash Crusaders	2026/05/22	Cash Refunds	R8 499,90
598.	202604-0187926	Uber	2026/05/22	Cash Refunds	R61,00
599.	202604-0188050	Cape Union Mart	2026/05/22	Cash Refunds	R1 399,00
600.	202604-0188067	Vape King (Pty) Ltd	2026/05/22	Cash Refunds	R1 400,00
601.	202604-0188158	Mfa Multi Furniture And Appliances	2026/05/22	Cash Refunds	R1 449,00
602.	202605-0188870	Makro	2026/05/22	Cash Refunds	R719,00
603.	202605-0188985	Huzayfa	2026/05/22	Cash Refunds	R7 500,00
604.	202605-0189265	Sa Surveillance	2026/05/22	Cash Refunds	R5 200,00
605.	202605-0189295	Takealot	2026/05/22	Cash Refunds	R1 699,00
606.	202605-0189542	Lianlia Paving, Gardens & Maintenance	2026/05/22	Cash Refunds	R4 000,00
607.	202605-0189542	Lianlia Paving, Gardens & Maintenance	2026/05/22	Promise to Pay	R755,00
608.	202603-0183215	Booking.Com	2026/05/22	Vouchers	R909,51
609.	202604-0186381	Woolworths	2026/05/22	Vouchers	R280,00
610.	202604-0188000	Kfc	2026/05/22	Vouchers	R60,00
611.	202604-0187682	Nike	2026/05/22	Cash Refunds	R1 899,99
612.	202604-0188047	David	2026/05/22	Cash Refunds	R700,00
613.	202605-0189247	Pep	2026/05/22	Cash Refunds	R379,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
614.	202603-0184210	Amazon South Africa	2026/05/22	Cash Refunds	R2 999,00
615.	202602-0181694	Makro	2026/05/23	Cash Refunds	R9 775,00
616.	202603-0183191	Takealot	2026/05/23	Cash Refunds	R5 199,00
617.	202604-0186981	Pc International	2026/05/23	Cash Refunds	R12 499,00
618.	202604-0187095	Respublica Hatfield Square	2026/05/23	Cash Refunds	R2 000,00
619.	202604-0188073	Cash Crusaders	2026/05/23	Replacement	R6 000,00
620.	202605-0188258	Makro	2026/05/23	Cash Refunds	R5 490,00
621.	202605-0189300	Game	2026/05/23	Cash Refunds	R5 999,00
622.	202604-0186870	Takealot	2026/05/23	Vouchers	R3 999,00
623.	202605-0188579	Makro	2026/05/23	Vouchers	R1 000,00
624.	202601-0179560	Mcdonalds	2026/05/23	Cash Refunds	R459,00
625.	202603-0185020	Builders Super Store	2026/05/23	Cash Refunds	R13 999,00
626.	202603-0185609	Mtn	2026/05/23	Cash Refunds	R1 600,00
627.	202604-0186706	Sound Select	2026/05/23	Cash Refunds	R1 596,90
628.	202605-0188359	Makro	2026/05/23	Cash Refunds	R718,00
629.	202605-0189118	Virgin Active	2026/05/23	Cash Refunds	R536,00
630.	202605-0189227	Home Choice	2026/05/23	Cash Refunds	R918,45
631.	202605-0189741	Mooi Mini	2026/05/23	Cash Refunds	R597,00
632.	202605-0189257	Makro	2026/05/23	Promise to Pay	R999,00
633.	202604-0187668	Bob Shop	2026/05/23	Vouchers	R2 700,00
634.	202510-0172663	Mtn	2026/05/25	Cash Refunds	R115,63
635.	202601-0179026	Electrobid (Pty) Ltd	2026/05/25	Cash Refunds	R700,00
636.	202602-0181764	Mtn	2026/05/25	Cash Refunds	R1 160,00
637.	202603-0183188	Game	2026/05/25	Cash Refunds	R5 499,00
638.	202603-0183331	The Bed King	2026/05/25	Replacement	R8 999,00
639.	202603-0184176	Mtn	2026/05/25	Cash Refunds	R246,50

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
640.	202603-0184558	Makro	2026/05/25	Vouchers	R4 999,00
641.	202512-0175918	Saibarco	2026/05/25	Cash Refunds	R3 950,00
642.	202512-0176407	Omninela Medical	2026/05/25	Cash Refunds	R228,00
643.	202601-0178398	Pep	2026/05/26	Cash Refunds	R1 000,00
644.	202601-0180297	Lekkeslaap.Co.Za	2026/05/26	Cash Refunds	R9 000,00
645.	202602-0182952	Makro	2026/05/26	Cash Refunds	R9 999,00
646.	202603-0183425	Planet Fitness	2026/05/26	Cash Refunds	R949,00
647.	202604-0187316	Alora	2026/05/26	Cash Refunds	R1 430,00
648.	202604-0187537	Hi-Fi Corporation	2026/05/26	Cash Refunds	R2 000,00
649.	202604-0187604	Makro	2026/05/26	Cash Refunds	R449,00
650.	202605-0188458	Ok Furniture	2026/05/26	Cash Refunds	R499,00
651.	202605-0189488	Foschini	2026/05/26	Cash Refunds	R800,00
652.	202605-0188219	Huawei Technologies Co., Ltd.	2026/05/26	Promise to Pay	R480,00
653.	202604-0187219	Bawas	2026/05/26	Replacement	R2 000,00
654.	202604-0187597	Adidas	2026/05/26	Cash Refunds	R2 000,00
655.	202605-0189136	Makro	2026/05/26	Cash Refunds	R5 999,00
656.	202605-0189293	Sportscene	2026/05/26	Cash Refunds	R670,00
657.	202602-0180896	Makro	2026/05/27	Cash Refunds	R9 299,00
658.	202602-0180897	Makro	2026/05/27	Cash Refunds	R14 998,00
659.	202602-0180902	Makro	2026/05/27	Cash Refunds	R5 299,00
660.	202602-0181103	Makro	2026/05/27	Cash Refunds	R6 900,00
661.	202602-0181135	Makro	2026/05/27	Cash Refunds	R299,00
662.	202602-0181164	Builders Warehouse	2026/05/27	Cash Refunds	R4 497,00
663.	202602-0181425	Builders Warehouse	2026/05/27	Cash Refunds	R3 999,00
664.	202602-0181770	Makro	2026/05/27	Cash Refunds	R9 200,00
665.	202602-0182083	Makro	2026/05/27	Cash Refunds	R3 999,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
666.	202602-0182314	Makro	2026/05/27	Cash Refunds	R1 390,00
667.	202602-0181693	Makro	2026/05/27	Replacement	R4 999,00
668.	202603-0185180	Planet Fitness	2026/05/27	Cash Refunds	R1 275,00
669.	202603-0185412	Walmart Africa	2026/05/27	Cash Refunds	R152,00
670.	202604-0186965	Bash (Tfg)	2026/05/27	Cash Refunds	R5 999,00
671.	202604-0187626	Takealot	2026/05/27	Cash Refunds	R1 709,00
672.	202605-0188787	Temu	2026/05/27	Cash Refunds	R733,00
673.	202603-0184727	Blend Cosmetics Sa	2026/05/27	Promise to Pay	R25 000,00
674.	202602-0180907	House And Home	2026/05/28	Cash Refunds	R2 499,00
675.	202604-0188125	Revibe	2026/05/28	Cash Refunds	R2 999,00
676.	202605-0188589	Makro	2026/05/28	Cash Refunds	R653,95
677.	202605-0189938	M Van Wyk	2026/05/28	Cash Refunds	R540,00
678.	202605-0188593	Makro	2026/05/28	Promise to Pay	R1 000,00
679.	202602-0182749	Defy	2026/05/28	Replacement	R11 999,00
680.	202604-0187958	Takealot	2026/05/28	Cash Refunds	R2 599,00
681.	202511-0175074	Vivari Spa	2026/05/28	Cash Refunds	R6 200,00
682.	202604-0186321	Loftsa	2026/05/28	Cash Refunds	R1 370,00
683.	202602-0182951	Takealot	2026/05/29	Replacement	R850,00
684.	202602-0182916	Bex Ballito	2026/05/29	Cash Refunds	R800,00
685.	202604-0187038	Ackermans	2026/05/29	Cash Refunds	R310,49
686.	202604-0187156	Ackermans	2026/05/29	Replacement	R2 500,00
687.	202604-0187588	Essops Linen	2026/05/29	Cash Refunds	R625,00
688.	202604-0187667	Natures Nook Health Shop Mossel Bay	2026/05/29	Cash Refunds	R180,00
689.	202604-0187978	Woolworths	2026/05/29	Cash Refunds	R200,00
690.	202604-0187986	Woolworths	2026/05/29	Cash Refunds	R4 399,02
691.	202605-0188422	Makro	2026/05/29	Cash Refunds	R269,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
692.	202605-0188453	Sports Dynamix	2026/05/29	Cash Refunds	R449,00
693.	202605-0188698	Crm Technology Pty Ltd	2026/05/29	Cash Refunds	R14 097,00
694.	202605-0188750	Bears	2026/05/29	Cash Refunds	R21 060,00
695.	202602-0182671	Samsung	2026/05/29	Exchanges	R43 646,40
696.	202602-0181042	Build It	2026/05/29	Replacement	R4 949,00
697.	202602-0181169	Samsung	2026/05/29	Replacement	R23 199,00
698.	202602-0182707	Takealot	2026/05/29	Cash Refunds	R14 740,00
699.	202602-0182880	Takealot	2026/05/29	Cash Refunds	R1 279,00
700.	202603-0183306	Planet Fitness	2026/05/29	Cash Refunds	R5 732,00
701.	202603-0183531	Russells	2026/05/29	Cash Refunds	R1 000,00
702.	202603-0183619	Takealot	2026/05/29	Cash Refunds	R7 399,00
703.	202603-0184239	Mtn	2026/05/29	Cash Refunds	R1 268,00
704.	202603-0184249	Mtn	2026/05/29	Cash Refunds	R199,00
705.	202603-0184276	Clicks	2026/05/29	Cash Refunds	R699,00
706.	202603-0184456	Makro	2026/05/29	Cash Refunds	R3 999,00
707.	202603-0184509	Takealot	2026/05/29	Cash Refunds	R6 399,00
708.	202603-0184557	Makro	2026/05/29	Cash Refunds	R1 950,00
709.	202603-0184912	Makro	2026/05/29	Cash Refunds	R750,00
710.	202603-0185376	Jet (The Foschini Group)	2026/05/29	Cash Refunds	R169,00
711.	202603-0185640	Takealot	2026/05/29	Cash Refunds	R4 199,00
712.	202604-0186617	Rochester	2026/05/29	Cash Refunds	R5 999,00
713.	202604-0186823	Rentoza	2026/05/29	Cash Refunds	R850,00
714.	202604-0187065	Jhb Bedding Company Shop V6 Dragon City	2026/05/29	Cash Refunds	R1 600,00
715.	202604-0187433	Uber	2026/05/29	Cash Refunds	R600,00
716.	202603-0184002	Takealot	2026/05/29	Cash Refunds	R37 252,00
717.	202603-0184014	Bradlows	2026/05/29	Cash Refunds	R4 348,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
718.	202603-0184160	Makro	2026/05/29	Cash Refunds	R6 111,00
719.	202603-0185315	Dischem	2026/05/29	Cash Refunds	R850,00
720.	202604-0186329	Takealot	2026/05/29	Cash Refunds	R6 599,00
721.	202604-0186777	Rochester	2026/05/29	Cash Refunds	R21 534,00
722.	202604-0187684	Payjustnow	2026/05/29	Cash Refunds	R1 778,00
723.	202604-0188040	Virgin Active	2026/05/29	Cash Refunds	R750,00
724.	202604-0188079	Fair Price Online	2026/05/29	Cash Refunds	R1 800,00
725.	202603-0185389	Ok Furniture	2026/05/29	Replacement	R5 490,00
726.	202604-0187660	Rentoza	2026/05/29	Cash Refunds	R1 230,00
727.	202604-0187856	Hi-Fi Corporation	2026/05/29	Cash Refunds	R5 719,00
728.	202511-0175507	Pharmadiv	2026/05/29	Cash Refunds	R510,00
729.	202604-0187308	Takealot	2026/05/29	Cash Refunds	R1 299,00
730.	202601-0180309	Payjustnow	2026/05/29	Vouchers	R17 399,00
731.	202603-0183589	Makro	2026/05/29	Cash Refunds	R3 000,00
732.	202512-0176065	Makro	2026/05/29	Cash Refunds	R1 499,00
733.	202601-0179311	Hi-Fi Corporation	2026/05/30	Cash Refunds	R1 099,00
734.	202602-0182743	Bradlows	2026/05/30	Cash Refunds	R19 000,00
735.	202603-0184507	Virgin Active	2026/05/30	Cash Refunds	R252,32
736.	202604-0186047	Takealot	2026/05/30	Cash Refunds	R5 378,00
737.	202604-0186880	Takealot	2026/05/30	Cash Refunds	R1 400,00
738.	202604-0186962	Takealot	2026/05/30	Cash Refunds	R11 999,00
739.	202604-0188173	Makro	2026/05/30	Cash Refunds	R259,00
740.	202605-0188395	Makro	2026/05/30	Cash Refunds	R1 635,00
741.	202605-0188606	Takealot	2026/05/30	Cash Refunds	R10 499,00
742.	202605-0189876	Health And Safety Shopping	2026/05/30	Cash Refunds	R1 268,00
743.	202605-0190126	Makro	2026/05/30	Cash Refunds	R858,57

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
744.	202605-0188206	Hi-Fi Corporation	2026/05/30	Vouchers	R10 000,00
745.	202605-0190117	Kfc	2026/05/30	Vouchers	R120,00
746.	202603-0185055	Builders Warehouse	2026/05/30	Cash Refunds	R11 998,00
747.	202603-0185426	Sleepmasters	2026/05/30	Cash Refunds	R3 772,00
748.	202605-0188853	Red Rhino By Klb Engineering	2026/05/30	Cash Refunds	R18 999,00
749.	202601-0180374	Mtn	2026/05/31	Cash Refunds	R1 636,00
750.	202602-0180931	Pick N Pay	2026/06/02	Cash Refunds	R760,00
751.	202602-0181717	Takealot	2026/06/02	Cash Refunds	R3 499,00
752.	202605-0189727	Atlas Paints And Nsf Coatings	2026/06/02	Cash Refunds	R43 320,00
753.	202602-0181319	Foschini	2026/06/02	Exchanges	R499,00
754.	202603-0184227	Makro	2026/06/02	Cash Refunds	R179,00
755.	202603-0184519	Builders Warehouse	2026/06/02	Cash Refunds	R5 100,00
756.	202603-0184815	Hi (The Foschini Group)	2026/06/02	Cash Refunds	R3 500,00
757.	202604-0185803	Makro	2026/06/02	Cash Refunds	R1 875,00
758.	202604-0186419	Builders Warehouse	2026/06/02	Cash Refunds	R4 999,00
759.	202604-0186817	Takealot	2026/06/02	Cash Refunds	R2 500,00
760.	202604-0186925	Soso D Hairline	2026/06/02	Cash Refunds	R4 600,00
761.	202604-0187538	Ackermans	2026/06/02	Cash Refunds	R3 099,00
762.	202604-0187890	Sense Beauty/ African Sense Beauty	2026/06/02	Cash Refunds	R2 710,00
763.	202604-0188118	Travelstart	2026/06/02	Cash Refunds	R16 134,53
764.	202605-0188598	Superbalist	2026/06/02	Cash Refunds	R4 589,00
765.	202605-0188716	Multi Properties (Pty) Ltd	2026/06/02	Cash Refunds	R5 000,00
766.	202605-0190178	Forever New	2026/06/02	Cash Refunds	R999,99
767.	202606-0190515	Incredible Connection	2026/06/02	Cash Refunds	R5 999,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
768.	202605-0189377	Game	2026/06/02	Vouchers	R699,00
769.	202604-0187990	Mtn	2026/06/02	Promise to Pay	R404,00
770.	202512-0176423	Duck Apparel Sa	2026/06/02	Cash Refunds	R2 300,00
771.	202512-0177387	Wigstore Bloemfontein	2026/06/02	Cash Refunds	R1 600,00
772.	202604-0186818	Hauwei Online Store	2026/06/02	Cash Refunds	R2 209,00
773.	202601-0180092	Sissy Boy Jeans	2026/06/02	Cash Refunds	R8 069,00
774.	202602-0182124	Hyperli Online	2026/06/03	Cash Refunds	R374,25
775.	202512-0176607	Power-Co-Company	2026/06/03	Cash Refunds	R13 000,00
776.	202512-0176638	S.P.C.C	2026/06/03	Exchanges	R699,00
777.	202512-0177477	Jefferson Tshabalala	2026/06/03	Cash Refunds	R3 000,00
778.	202511-0173946	Lg Electronics	2026/06/04	Cash Refunds	R12 000,00
779.	202511-0174591	Elad Weiss T/A Love Matcha	2026/06/04	Cash Refunds	R40 000,00
780.	202601-0178584	Firstshop	2026/06/04	Cash Refunds	R349,00
781.	202602-0180814	Olifantsfontein Artisans Academy Oaa	2026/06/04	Cash Refunds	R60 000,00
782.	202602-0181627	Takealot	2026/06/04	Cash Refunds	R4 499,00
783.	202602-0181381	Woolworths	2026/06/04	Vouchers	R500,00
784.	202602-0181640	Pepsico Foods	2026/06/04	Vouchers	R300,00
785.	202510-0173110	Home Choice	2026/06/04	Promise to Pay	R2 212,73
786.	202602-0181453	Fabiani (Tfg)	2026/06/04	Promise to Pay	R1 699,00
787.	202602-0181593	Simon'S Work Wear	2026/06/04	Cash Refunds	R13 456,00
788.	202602-0181691	Bash (Tfg)	2026/06/04	Cash Refunds	R699,00
789.	202602-0182245	Cash Converters	2026/06/04	Cash Refunds	R1 300,00
790.	202602-0182806	Goloka Gadgets And Gifts	2026/06/04	Cash Refunds	R450,00
791.	202602-0182998	Game	2026/06/04	Cash Refunds	R4 121,43
792.	202603-0183592	On Air Tv	2026/06/04	Cash Refunds	R398,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
793.	202603-0184260	Tekkie Town	2026/06/04	Cash Refunds	R849,95
794.	202604-0185786	Takealot	2026/06/04	Cash Refunds	R995,00
795.	202604-0186112	Takealot	2026/06/04	Cash Refunds	R596,00
796.	202604-0186168	Makro	2026/06/04	Cash Refunds	R6 098,00
797.	202604-0186693	Firstshop	2026/06/04	Cash Refunds	R1 599,00
798.	202604-0185805	Decofurn	2026/06/04	Exchanges	R6 999,00
799.	202604-0186183	Franco Ceccato (Pty) Ltd	2026/06/04	Exchanges	R259,00
800.	202602-0181119	Verimark	2026/06/04	Replacement	R1 199,00
801.	202602-0181490	Pep	2026/06/04	Replacement	R800,00
802.	202602-0182012	Takealot	2026/06/04	Replacement	R6 000,00
803.	202603-0184260	Tekkie Town	2026/06/04	Vouchers	R300,00
804.	202604-0187045	Temu	2026/06/04	Cash Refunds	R4 750,00
805.	202604-0187392	Mtn	2026/06/04	Cash Refunds	R8 894,78
806.	202604-0187410	Univa	2026/06/04	Cash Refunds	R2 999,00
807.	202604-0187681	Pedros Chicken	2026/06/04	Cash Refunds	R85,00
808.	202605-0188226	Ok Furniture	2026/06/04	Cash Refunds	R5 699,00
809.	202605-0188487	Pharmadiv	2026/06/04	Cash Refunds	R1 077,00
810.	202605-0188608	Cash Crusaders	2026/06/04	Cash Refunds	R2 999,00
811.	202605-0188827	Pick N Pay	2026/06/04	Cash Refunds	R480,00
812.	202605-0189139	Makro	2026/06/04	Cash Refunds	R3 999,00
813.	202605-0190139	Quillbot	2026/06/04	Cash Refunds	R846,59
814.	202604-0188174	Samsung	2026/06/04	Exchanges	R14 500,00
815.	202605-0188723	Cash Crusaders	2026/06/04	Exchanges	R6 200,00
816.	202605-0189856	Defy	2026/06/04	Replacement	R4 999,00
817.	202606-0190526	Istore	2026/06/04	Replacement	R7 099,00
818.	202604-0187594	Makro	2026/06/05	Cash Refunds	R4 999,00
819.	202604-0187928	The Stingray Group	2026/06/05	Cash Refunds	R1 199,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
820.	202604-0187929	Simply Asia Clearwater Mall	2026/06/05	Cash Refunds	R1 300,00
821.	202604-0188049	Rockets Bryanston	2026/06/05	Cash Refunds	R919,00
822.	202604-0188060	Game	2026/06/05	Cash Refunds	R22 999,00
823.	202604-0188196	Lagoon Beach Hotel & Spa	2026/06/05	Cash Refunds	R4 000,00
824.	202605-0188545	Connected Devices (Pty) Ltd	2026/06/05	Cash Refunds	R5 499,00
825.	202605-0189029	Magadima Tombstones	2026/06/05	Cash Refunds	R8 500,00
826.	202605-0189074	Woolworths	2026/06/05	Cash Refunds	R1 004,20
827.	202605-0189091	Fair Price In-Store	2026/06/05	Cash Refunds	R7 500,00
828.	202605-0189117	Fair Price In-Store	2026/06/05	Cash Refunds	R500,00
829.	202605-0189156	Bash (Tfg)	2026/06/05	Cash Refunds	R899,00
830.	202605-0189159	Adidas	2026/06/05	Cash Refunds	R600,00
831.	202605-0189354	Yellow Subtrading	2026/06/05	Cash Refunds	R320,00
832.	202605-0188821	Takealot	2026/06/05	Cash Refunds	R4 299,00
833.	202605-0189080	Superbalist	2026/06/05	Cash Refunds	R2 372,00
834.	202605-0189121	Makro	2026/06/05	Cash Refunds	R14 999,00
835.	202605-0189138	The Cartridge Guy	2026/06/05	Cash Refunds	R1 200,00
836.	202605-0189234	Makro	2026/06/05	Cash Refunds	R694,00
837.	202605-0189329	Mr Price Mobile	2026/06/05	Cash Refunds	R228,00
838.	202605-0189724	Woolworths	2026/06/05	Cash Refunds	R3 438,00
839.	202605-0190055	Open Tickets	2026/06/05	Cash Refunds	R600,00
840.	202605-0190172	Multichoice	2026/06/05	Cash Refunds	R152,00
841.	202605-0190237	Game	2026/06/05	Cash Refunds	R523,00
842.	202605-0190467	Temu	2026/06/05	Cash Refunds	R18,00
843.	202605-0189981	Mtn	2026/06/05	Vouchers	R850,00
844.	202605-0189296	Moi Mooi	2026/06/05	Promise to Pay	R1 396,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
845.	202605-0189306	Dr Roof	2026/06/06	Cash Refunds	R8 050,00
846.	202605-0189584	Pep	2026/06/06	Cash Refunds	R130,00
847.	202604-0187280	Mtn	2026/06/06	Cash Refunds	R2 261,90
848.	202603-0183957	Booking.Com	2026/06/07	Cash Refunds	R1 500,00
849.	202604-0185798	Takealot	2026/06/07	Cash Refunds	R599,00
850.	202604-0185828	Shoprite	2026/06/07	Vouchers	R300,00
851.	202511-0175650	Lashcore	2026/06/07	Cash Refunds	R650,00
852.	202512-0176159	Ngwenya Lodge	2026/06/07	Cash Refunds	R14 000,00
853.	202512-0176566	Scentora Sa	2026/06/07	Cash Refunds	R1 180,00
854.	202512-0177162	Mtn	2026/06/07	Cash Refunds	R299,00
855.	202601-0179696	Mtn	2026/06/07	Cash Refunds	R4 008,32
856.	202601-0179839	Game	2026/06/07	Cash Refunds	R3 999,00
857.	202605-0189389	Multichoice	2026/06/07	Cash Refunds	R479,00
858.	202512-0177456	Old School	2026/06/07	Ex Gratia	R500,00
859.	202604-0187506	Kfc	2026/06/07	Vouchers	R350,00
860.	202604-0186282	Galeo	2026/06/07	Cash Refunds	R1 035,00
861.	202604-0186913	Laboratory Supplies Company(Pty)Ltd	2026/06/07	Cash Refunds	R52 072,00
862.	202605-0190206	Makro	2026/06/07	Cash Refunds	R467,10
863.	202605-0189379	Hi-Fi Corporation	2026/06/07	Replacement	R8 200,00
864.	202511-0173978	Pep	2026/06/08	Cash Refunds	R300,00
865.	202512-0176002	Makro	2026/06/08	Cash Refunds	R2 500,00
866.	202511-0173978	Pep	2026/06/08	Replacement	R1 700,00
867.	202605-0188499	Shoprite	2026/06/08	Vouchers	R600,00
868.	202510-0172692	Zara	2026/06/09	Cash Refunds	R599,00
869.	202509-0170369	Hisense	2026/06/10	Cash Refunds	R3 999,00
870.	202604-0185759	Takealot	2026/06/10	Cash Refunds	R13 999,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
871.	202604-0187272	Technomobi	2026/06/10	Cash Refunds	R4 199,00
872.	202605-0189290	Ascot Beds And Furniture	2026/06/10	Cash Refunds	R3 190,00
873.	202605-0189480	Safasteel	2026/06/10	Cash Refunds	R13 137,60
874.	202605-0190074	Makro	2026/06/10	Cash Refunds	R799,00
875.	202605-0190130	Checkers Hyper	2026/06/10	Cash Refunds	R1 800,00
876.	202605-0190151	Makro	2026/06/10	Cash Refunds	R4 999,00
877.	202605-0190383	Jeep Apparel	2026/06/10	Cash Refunds	R4 399,00
878.	202605-0189871	Makro	2026/06/10	Replacement	R6 999,00
879.	202605-0190132	Le Morgan	2026/06/10	Replacement	R10 000,00
880.	202605-0189426	Greyhound	2026/06/10	Promise to Pay	R415,00
881.	202606-0190996	Coco Vogue Revive Lounge	2026/06/10	Vouchers	R400,00
882.	202512-0177837	Kfc	2026/06/12	Cash Refunds	R99,99
883.	202601-0179072	Mtn	2026/06/12	Cash Refunds	R6 583,00
884.	202601-0179465	Makro	2026/06/12	Cash Refunds	R10 200,00
885.	202605-0188748	Mtn	2026/06/12	Cash Refunds	R829,00
886.	202605-0189250	Van Schaick Bookstore Pty Ltd	2026/06/12	Cash Refunds	R1 300,00
887.	202605-0189607	Samsung	2026/06/12	Cash Refunds	R36 000,00
888.	202511-0175367	Rynfield Pre Primary	2026/06/12	Cash Refunds	R811,33
889.	202604-0186376	Evetech	2026/06/12	Cash Refunds	R2 750,00
890.	202604-0186416	Makro	2026/06/12	Cash Refunds	R2 199,00
891.	202604-0186496	Rentoza	2026/06/12	Cash Refunds	R410,00
892.	202604-0186756	Rentoza	2026/06/12	Cash Refunds	R2 480,00
893.	202604-0186784	Totalsport	2026/06/12	Cash Refunds	R1 300,00
894.	202604-0186893	Cash Crusaders	2026/06/12	Cash Refunds	R2 699,00
895.	202605-0189279	Bradlows	2026/06/12	Cash Refunds	R24 548,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
896.	202605-0189852	Babu Cell And Laptops	2026/06/12	Cash Refunds	R500,00
897.	202605-0189870	Edgars (Retailability)	2026/06/12	Cash Refunds	R399,00
898.	202605-0189924	Cardinal Photographer (Pty) Ltd	2026/06/12	Cash Refunds	R2 500,00
899.	202606-0190534	Bbrw	2026/06/12	Cash Refunds	R3 995,00
900.	202605-0189397	Able (Pty) Ltd T/A Sosofa (Scooch Sa Pty Ltd)	2026/06/12	Replacement	R12 000,00
901.	202606-0191171	Kfc	2026/06/12	Vouchers	R120,00
902.	202601-0179306	Makro	2026/06/13	Cash Refunds	R1 099,00
903.	202603-0184611	Travelstart	2026/06/13	Cash Refunds	R13 348,00
904.	202603-0184906	Gunmansa	2026/06/13	Cash Refunds	R1 365,00
905.	202605-0189443	Mess It Up Kids	2026/06/13	Cash Refunds	R1 800,00
906.	202605-0189502	Computer Mania	2026/06/13	Cash Refunds	R5 000,00
907.	202605-0189509	Bokkompie@Holiday Accommodation Uilenkraalsmond	2026/06/13	Cash Refunds	R11 250,00
908.	202606-0190502	Fair Price In-Store	2026/06/13	Cash Refunds	R1 700,00
909.	202606-0190572	Checkers	2026/06/13	Cash Refunds	R1 949,00
910.	202605-0189779	Hi-Fi Corporation	2026/06/13	Replacement	R10 999,00
911.	202605-0189840	Hi-Fi Corporation	2026/06/13	Replacement	R7 500,00
912.	202606-0191170	Lewis	2026/06/13	Replacement	R14 150,00
913.	202602-0182778	Worcester Fas And Sporg	2026/06/13	Cash Refunds	R1 876,61
914.	202603-0184089	Bosch Appliances	2026/06/13	Cash Refunds	R7 999,00
915.	202604-0186483	Makro	2026/06/13	Cash Refunds	R207,80
916.	202604-0187395	Rentoza	2026/06/13	Cash Refunds	R501,62
917.	202604-0187455	The Cartridge Guy (Pty) Ltd.	2026/06/13	Cash Refunds	R850,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
918.	202604-0187565	Discovery Vitality	2026/06/13	Cash Refunds	R211,00
919.	202605-0188309	Pick N Pay	2026/06/13	Cash Refunds	R294,00
920.	202605-0188906	Russells	2026/06/13	Cash Refunds	R4 293,00
921.	202605-0188996	Queen Sheila	2026/06/13	Cash Refunds	R3 645,00
922.	202605-0189388	Multichoice	2026/06/13	Cash Refunds	R479,00
923.	202606-0190621	Spitfire Furniture	2026/06/13	Cash Refunds	R800,00
924.	202605-0189576	Exact	2026/06/13	Replacement	R5 799,00
925.	202604-0186296	Mtn	2026/06/13	Vouchers	R150,00
926.	202605-0188928	Kfc	2026/06/13	Vouchers	R200,00
927.	202605-0189593	Makro	2026/06/13	Vouchers	R1 000,00
928.	202604-0187390	Hi-Fi Corporation	2026/06/13	Cash Refunds	R11 999,00
929.	202604-0187480	Ok Furniture	2026/06/13	Cash Refunds	R4 199,00
930.	202604-0187620	House And Home	2026/06/13	Cash Refunds	R1 010,47
931.	202605-0188861	Mtn	2026/06/13	Cash Refunds	R2 800,00
932.	202605-0189548	Istore	2026/06/13	Cash Refunds	R699,00
933.	202602-0181020	Scent	2026/06/14	Cash Refunds	R1 308,00
934.	202509-0171359	Russells	2026/06/14	Replacement	R5 477,00
935.	202602-0180988	Skyworth	2026/06/15	Replacement	R6 000,00
936.	202602-0181977	Builders Warehouse	2026/06/15	Promise to Pay	R4 000,00
937.	202604-0185740	Cash Crusaders	2026/06/16	Cash Refunds	R500,00
938.	202511-0174176	Mtn	2026/06/18	Cash Refunds	R333,00
939.	202512-0176096	Go Solr	2026/06/18	Cash Refunds	R5 800,00
940.	202601-0179982	Makro	2026/06/18	Cash Refunds	R800,00
941.	202605-0189299	Russells	2026/06/18	Cash Refunds	R3 047,00
942.	202605-0189806	Nike	2026/06/18	Cash Refunds	R1 500,00
943.	202510-0172237	Moi Mooi	2026/06/18	Cash Refunds	R2 500,00
944.	202510-0173828	Pinkfoot Boutique	2026/06/18	Cash Refunds	R5 794,05

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
945.	202511-0175027	Michael Ngomane	2026/06/18	Cash Refunds	R6 000,00
946.	202602-0182861	Game	2026/06/18	Cash Refunds	R3 999,00
947.	202602-0183076	Edgars (Retailability)	2026/06/18	Cash Refunds	R975,00
948.	202603-0184776	Beekman Group	2026/06/18	Cash Refunds	R34 800,00
949.	202604-0187988	Intellicell	2026/06/18	Cash Refunds	R399,00
950.	202605-0188831	Takealot	2026/06/18	Cash Refunds	R529,00
951.	202605-0189008	Mtn	2026/06/18	Cash Refunds	R1 706,84
952.	202605-0189499	Beats By Boity	2026/06/18	Cash Refunds	R800,00
953.	202605-0189909	Opentickets	2026/06/18	Cash Refunds	R600,00
954.	202605-0189915	Hi-Fi Corporation	2026/06/18	Cash Refunds	R1 999,00
955.	202605-0190030	Sphe Sithole	2026/06/18	Cash Refunds	R1 980,00
956.	202605-0190042	Wildside Maintenance	2026/06/18	Cash Refunds	R3 500,00
957.	202606-0191156	Makro	2026/06/18	Cash Refunds	R1 099,00
958.	202601-0179516	Grundig	2026/06/18	Replacement	R9 000,00
959.	202605-0189798	Mtn	2026/06/18	Cash Refunds	R320,98
960.	202605-0189041	Ayana	2026/06/19	Cash Refunds	R270,00
961.	202605-0189506	Sterns	2026/06/19	Cash Refunds	R14 000,00
962.	202605-0189863	Takealot	2026/06/19	Cash Refunds	R8 699,00
963.	202605-0189999	Furniture Vibe	2026/06/19	Cash Refunds	R16 800,00
964.	202606-0191480	Incredible Connection	2026/06/19	Cash Refunds	R799,00
965.	202606-0191553	Takealot	2026/06/19	Cash Refunds	R239,00
966.	202605-0189979	Foneyam	2026/06/19	Replacement	R1 900,00
967.	202603-0185419	Lift Airlines	2026/06/19	Vouchers	R2 405,00
968.	202604-0187618	Mtn	2026/06/19	Cash Refunds	R889,07
969.	202604-0188051	Temu	2026/06/19	Cash Refunds	R702,00
970.	202605-0189709	Hi-Fi Corporation	2026/06/19	Cash Refunds	R5 799,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
971.	202605-0190039	Isabella Garcia International	2026/06/19	Promise to Pay	R205,66
972.	202510-0172130	Waltons Stationery	2026/06/20	Cash Refunds	R8 490,00
973.	202601-0178861	Supply Holdings	2026/06/20	Cash Refunds	R3 500,00
974.	202605-0190218	Mtn	2026/06/20	Cash Refunds	R400,00
975.	202602-0181148	Takealot	2026/06/20	Cash Refunds	R324,00
976.	202602-0181231	Mtn	2026/06/20	Vouchers	R4 083,08
977.	202603-0183323	Mtn	2026/06/21	Cash Refunds	R1 502,83
978.	202603-0184306	Mtn	2026/06/21	Cash Refunds	R632,47
979.	202602-0181411	Takealot	2026/06/21	Vouchers	R10 999,00
980.	202605-0190085	Checkers Hyper	2026/06/21	Vouchers	R100,00
981.	202604-0187306	Blue Label Connect	2026/06/23	Cash Refunds	R1 611,00
982.	202605-0189869	Drilling Africa	2026/06/23	Cash Refunds	R43 734,50
983.	202606-0190587	Builders Warehouse	2026/06/23	Cash Refunds	R5 247,00
984.	202606-0190801	Table.Charm	2026/06/23	Cash Refunds	R1 230,00
985.	202605-0190070	Hungry Lion	2026/06/23	Vouchers	R255,00
986.	202510-0172119	Psi Super	2026/06/23	Cash Refunds	R966,34
987.	202604-0187305	Multichoice	2026/06/23	Cash Refunds	R698,00
988.	202604-0187627	Build It	2026/06/23	Cash Refunds	R850,00
989.	202604-0187866	Busbud	2026/06/23	Cash Refunds	R841,00
990.	202605-0189196	Greyhound	2026/06/23	Cash Refunds	R750,00
991.	202606-0190829	Makro	2026/06/23	Cash Refunds	R538,00
992.	202606-0192246	Woolworths	2026/06/23	Cash Refunds	R945,00
993.	202606-0190977	Kfc	2026/06/23	Vouchers	R200,00
994.	202510-0172454	Stella Nova Beauty Bar	2026/06/23	Cash Refunds	R1 800,00
995.	202601-0179339	Truworths	2026/06/23	Cash Refunds	R2 299,00
996.	202605-0189183	Game	2026/06/23	Cash Refunds	R2 499,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
997.	202512-0176033	Laundry4u	2026/06/24	Cash Refunds	R267,00
998.	202603-0185580	Outdoor Warehouse	2026/06/24	Cash Refunds	R3 499,00
999.	202604-0187427	Takealot	2026/06/24	Cash Refunds	R7 999,00
1000.	202507-0166856	Bradlows	2026/06/25	Cash Refunds	R8 000,00
1001.	202510-0171620	Dalani Trip Planners	2026/06/25	Cash Refunds	R3 335,32
1002.	202602-0183067	Rentoza	2026/06/25	Cash Refunds	R680,00
1003.	202604-0186888	Rentoza	2026/06/25	Cash Refunds	R2 680,00
1004.	202604-0187401	Rentoza	2026/06/25	Cash Refunds	R619,00
1005.	202511-0174101	Pep	2026/06/25	Cash Refunds	R300,00
1006.	202602-0182809	Rentoza	2026/06/25	Cash Refunds	R1 870,00
1007.	202603-0185266	Rentoza	2026/06/25	Cash Refunds	R540,00
1008.	202605-0190452	Takealot	2026/06/25	Cash Refunds	R2 067,00
1009.	202606-0190565	Mtn	2026/06/25	Cash Refunds	R605,12
1010.	202606-0191151	The Bedshop Meadowdale	2026/06/25	Cash Refunds	R7 499,00
1011.	202511-0174101	Pep	2026/06/25	Replacement	R1 700,00
1012.	202606-0190542	Russells	2026/06/25	Replacement	R25 999,95
1013.	202606-0190727	Yuppiechef	2026/06/25	Vouchers	R3 200,00
1014.	202601-0180497	Digital Generation - Asus	2026/06/26	Cash Refunds	R22 040,00
1015.	202511-0175065	Levi Strauss South Africa	2026/06/27	Cash Refunds	R809,00
1016.	202601-0179189	Wolmans Luggage Sandton City Mall	2026/06/27	Cash Refunds	R3 060,00
1017.	202601-0179247	Rentoza	2026/06/27	Cash Refunds	R165,00
1018.	202601-0179433	Rentoza	2026/06/27	Cash Refunds	R620,00
1019.	202602-0182922	Bradlows	2026/06/27	Cash Refunds	R6 896,00
1020.	202603-0183917	Rentoza	2026/06/27	Cash Refunds	R2 960,00
1021.	202603-0184430	Rentoza	2026/06/27	Cash Refunds	R870,00

CGSO					
No	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
1022.	202603-0184593	On Air Tv	2026/06/27	Cash Refunds	R279,00
1023.	202603-0185410	Virgin Active	2026/06/27	Cash Refunds	R1 965,00
1024.	202604-0185734	Rentoza	2026/06/27	Cash Refunds	R1 580,00
1025.	202605-0188308	Lovisa	2026/06/27	Cash Refunds	R880,00
1026.	202606-0191123	Discovery Vitality	2026/06/27	Cash Refunds	R6 800,00
1027.	202603-0183952	Sleepmasters	2026/06/27	Exchanges	R5 599,00
1028.	202604-0187078	Cook 4 Life	2026/06/27	Cash Refunds	R1 976,05
1029.	202605-0188563	Mtn	2026/06/27	Cash Refunds	R998,43
1030.	202605-0189092	Spar	2026/06/27	Cash Refunds	R1 399,00
1031.	202605-0189386	Shein	2026/06/27	Cash Refunds	R415,00
1032.	202606-0190507	John Ghatti	2026/06/27	Cash Refunds	R3 500,00
1033.	202606-0190647	Pick N Pay	2026/06/27	Cash Refunds	R1 202,84
1034.	202606-0190915	Makro	2026/06/27	Cash Refunds	R6 500,00
1035.	202606-0191167	Famous Shoes Sa	2026/06/27	Cash Refunds	R679,00
1036.	202606-0191216	Builders Warehouse	2026/06/27	Cash Refunds	R73,50
1037.	202606-0191949	General Coatings	2026/06/27	Cash Refunds	R6 486,00
1038.	202606-0190601	Takealot	2026/06/27	Exchanges	R4 249,00
1039.	202606-0191947	Game	2026/06/27	Replacement	R1 299,00
1040.	202604-0186967	Pick N Pay	2026/06/27	Vouchers	R500,00
1041.	202605-0189438	Leroy Merlin	2026/06/27	Vouchers	R500,00
1042.	202605-0189703	Faranani	2026/06/27	Vouchers	R12 000,00
1043.	202601-0178810	Jet Ski Cape Town	2026/06/30	Cash Refunds	R1 000,00
1044.	202601-0178844	Tevo (Pty) Ltd	2026/06/30	Cash Refunds	R3 999,99
1045.	202602-0182478	Rentoza	2026/06/30	Cash Refunds	R2 330,00
1046.	202603-0185063	Hi-Fi Corporation	2026/06/30	Cash Refunds	R5 999,00
1047.	202603-0185168	Rochester	2026/06/30	Cash Refunds	R32 922,02
1048.	202604-0187640	Mr Price Group	2026/06/30	Cash Refunds	R1 400,00

CGSO					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
1049.	202604-0188172	Legit	2026/06/30	Cash Refunds	R529,00
1050.	202605-0188708	House And Home	2026/06/30	Cash Refunds	R22 999,00
1051.	202605-0189990	Cash Converters	2026/06/30	Cash Refunds	R3 128,00
1052.	202605-0190215	Makro	2026/06/30	Cash Refunds	R14 999,00
1053.	202606-0191138	Xanadu Adult Shop	2026/06/30	Cash Refunds	R260,00
					R4 879 796,86

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