NATIONAL CONSUMER COMMISSION

a member of the dtic group

NATIONAL CONSUMER COMMISSION

2026-2027

QUARTER TWO

PERFORMANCE REPORT

Endorsement
I hereby support the endorsement of the report. Signature:_____ Name: Mr. Lefu Nhlapo Rank: Company Secretary Date: 29/10/2026
Recommendation for the approval of the report
I hereby recommend the approval of the report. Signature:_____ Name: Mr. Pfarelo Mukwevho Rank: Chairperson of Audit and Risk Committee Date: 29.10.2026
Approval by the Accounting Authority
I hereby approve the report. Signature:_____ Name: Mr. Hardin Ratshisusu Rank: Acting Commissioner Date: 30 October 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
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 National Consumer Commission (NCC) has a total of 16 performance targets in the 2026/27 Annual Performance Plan (APP). In quarter 2, 14 of the 16 performance targets were applicable. The NCC achieved 8 targets against the 14 applicable targets (see Table 1). Therefore, the NCC achieved a performance score of 57.14% against the quarter 2 APP targets.

Table 1: Targets not met in quarter 2

Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation
Publication of draft track and trace regulations.	**Not Achieved** The NCC submitted draft regulations to **the dtic**. The draft regulations have not yet been published.	The regulations are undergoing internal process of **the dtic**. Consultation is also taking place with State Attorney.
85% of cases won before the National Consumer Tribunal.	**Not Achieved** 78% (7 out of 9) of the judgments were issued by the Tribunal in favour of the NCC.	2 of the 9 cases were not in favour of the NCC.
75% of consumer complaints finalised.	**Not Achieved** 27,13% (486 out of 1791) of consumer complaints finalised.	Increased complexity and volume of complaints.
6 000 direct marketers registered on the Opt-Out Registry system.	**Not Achieved** 490 direct marketers registered on the Opt-Out Registry system.	Opt-Out Registry system was not launched to enable direct markers to register because of the concerns raised by the stakeholders. The NCC developed the Opt-Out Registry guidelines to address the concerns raised. The NCC also met with various stakeholders to clear concerns and challenges.

Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation
100 thousand consumers protected from unwanted direct marketing.	**Not Achieved** There were no consumers registered for the purposes of opting out from unwanted direct marketing.	Opt-Out Registry system was not launched to enable direct markers to register because of the concerns raised by the stakeholders. The NCC developed the Opt-Out Registry guidelines to address the concerns raised. The NCC also met with various stakeholders to clear concerns and challenges.
50 jobs created to improve service levels of non-compliant suppliers through undertakings or settlements.	**Not Achieved** During the reporting period, no settlement agreements concluded by the NCC resulted in the creation of jobs. Only 2 jobs were confirmed during the second quarter.	The target was not met due to suppliers' inability to enter into settlement agreements containing specific terms and conditions relating to job creation as a prerequisite for resolving the matters or having the agreements made consent orders.

2. KEY HIGHLIGHTS

2.1. Matters for further enforcement and their impact

2.1.1. During the quarter under review, the NCC continued to strengthen its enforcement efforts to ensure compliance with the Consumer Protection Act No. 68 of 2008 (CPA) and to uphold consumer rights across all sectors. A total of 129 enforcement actions were undertaken, specifically against suppliers of illicit goods, other than imported Clothing, Textile, Footwear, and Leather (CTFL). This was achieved through the issuance of Compliance Notices.

2.2. Redress to Consumers

2.2.1. The total value of redress to consumers amounted to R58 214 831,55 (fifty-eight million, two hundred and fourteen thousand, eight hundred and thirty-one rand and fifty-five cents). This is comprised of the following:

a) The National Consumer Tribunal (NCT) and the courts granted eleven (11) judgments, and 9 were in favour of the NCC which resulted in redress to consumers to the value of R483 075.00 (four hundred and eighty-three thousand and seventy-five rand).
b) Furthermore, the NCC undertook enforcement action on 148 matters arising from investigation activities and the resolution of consumer complaints. These interventions resulted in financial savings for consumers amounting to R3 778 157,46 (three million seven hundred and seventy-eight thousand one hundred and fifty-seven rand and forty-six cents), achieved primarily through resolution of matters, cancellation of contracts and refunds.
c) The remaining consumer savings, amounting to R53 953 599,09 (fifty-three million, nine hundred and fifty-three thousand, five hundred and ninety-nine rand and nine cents), are attributable to interventions secured through accredited ombuds. These interventions contributed significantly to the overall redress achieved for consumers during the quarter under review.

2.3. Administrative Fines Imposed

In total, administrative fines to the value of R455,000.00 (four hundred and fifty-five thousand rand only) were imposed on suppliers.

2.4. Illicit Goods and Non-Compliant CTFL Products

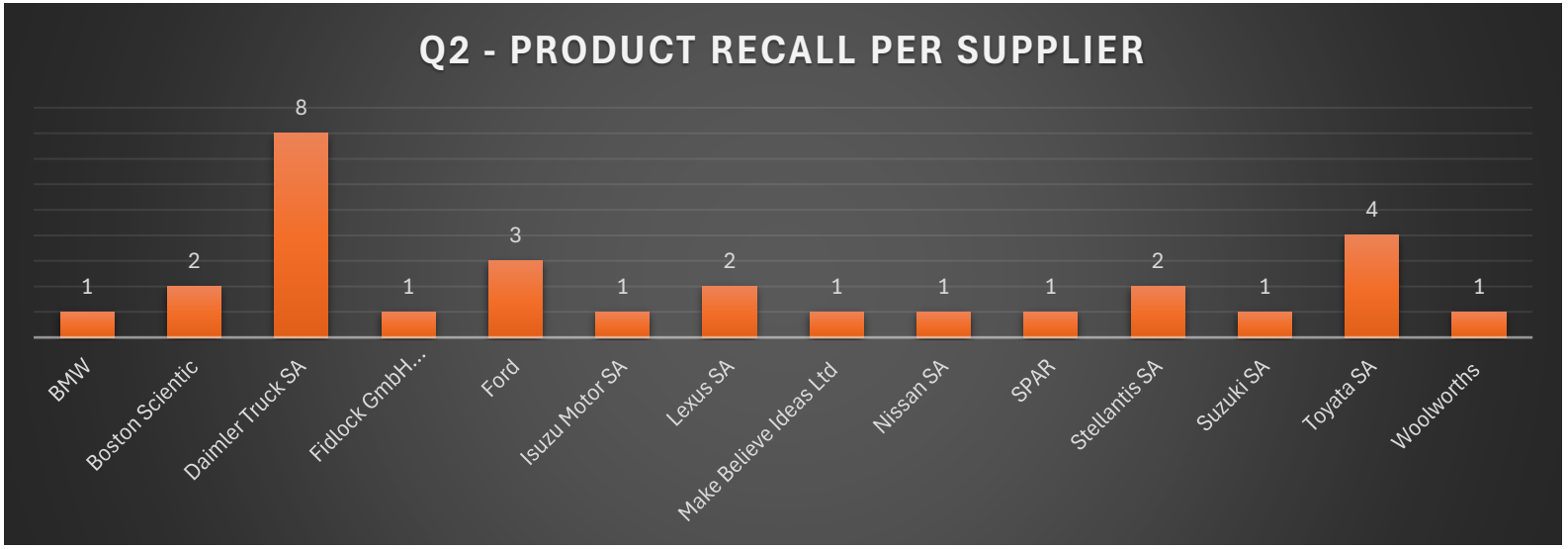
Twenty-seven (27) cases of non-compliant CTFL goods were finalised. Through collaboration with the South African Revenue Service (SARS), the NCC successfully prevented the importation of 18 consignments of non-compliant CTFL products valued at R1 270 563.49

(one million, two hundred and seventy thousand, five hundred and sixty-three rand and forty-nine cents) from entering the South African market.

2.5. Product Recalls

2.5.1. The NCC administered 29 product recalls during the second quarter. Majority of the recalls (23 out of 29) were from the motor vehicles industry. The NCC engaged with each recall in terms of its Product Safety Guidelines, with consumer interests uppermost. Figure 1 illustrates the 29 product recalls per supplier:

Figure 1: Product recalls per supplier



2.6. Ponzi Schemes

Two preservation orders relating to the Lengau People Society Scheme were secured in collaboration with the NPA following investigations. The first order preserves an amount of R28 540 693.79 (twenty-eight million, five hundred and forty thousand, six hundred and ninety-three rand and seventy-nine cents), while the second provides for the preservation of all assets and property associated with the scheme (about 18 Motor vehicles). The scheme is primarily promoted as a financial service, including money lending (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.

2.7. High impact investigations initiated

2.7.1. **AIMX / Wingfoot:** The supplier is allegedly involved in misleading marketing of speculative stock exchange software. The consumers are also not allowed to cancel when they seek to.

2.7.2. **Chery SA**: The supplier is alleged to be selling unsafe vehicles and also conducting recalls without informing the NCC.

2.7.3. **South African Airways and Airchefs**: Allegedly, a strain of Listeria was detected in food that Airchefs supplied in SAA planes and lounges. It is further alleged that the matter was concealed and employees were forced to sign non-disclosure undertakings.

2.7.4. **Weelee**: It is alleged that the supplier sold vehicles to consumers which do not meet the CPA safety and quality standards.

2.8. High impact investigations finalised

2.8.1. **Geffen Trading (Pty) Ltd**: Importer misrepresented the country of origin on goods produced in the occupied Palestinian areas, and passed them off as Israeli products, and supplied them to Shoprite Checkers and Pick ‘n Pay, carrying the misleading labels. Importer admitted CPA violations, and remediation processes are underway.

2.8.2. **FoneYam**: In addition to unreasonably high cancellation fees, the supplier levied excessively high rental fees on the devices, resulting in them making payments disproportionately exceeding the price of the cell phone devices.

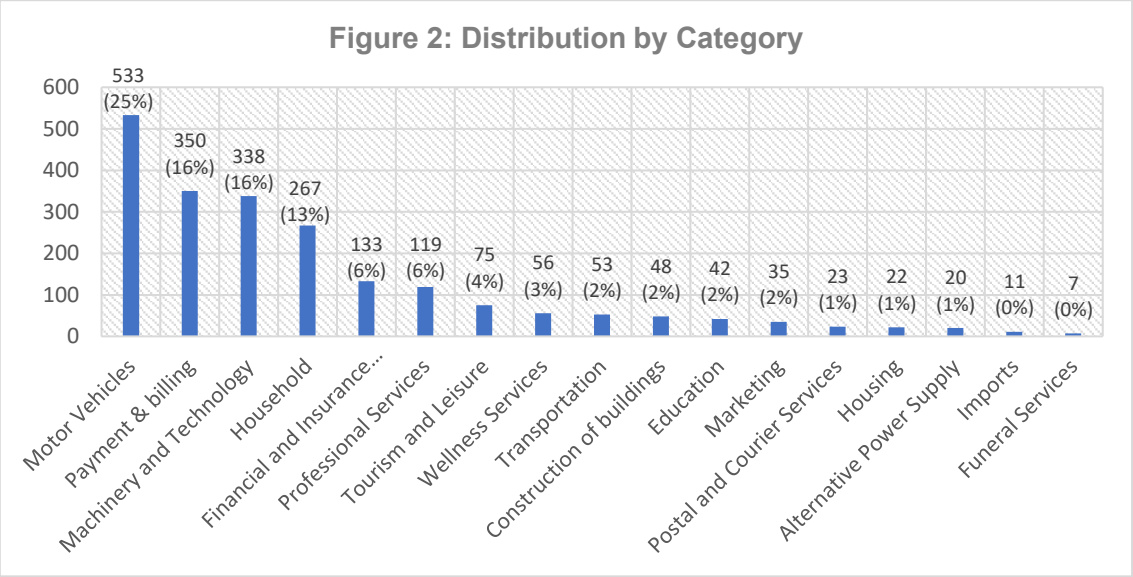
2.8.3. **MyTravelution**: The supplier dishonestly and directly marketed its products to consumers and failed to cancel the transactions when so requested by the consumers. Supplier paid no regard to "cooling off" period and also levied high cancellation costs, without justification. NCC is referring supplier's conduct for adjudication, mainly as a result of their unfair terms and conditions and refusal to cancel, in cases where supplier has failed to cancel.

2.9. Stakeholder Engagements, Partnerships, and International Cooperation

2.9.1. Key highlights during the quarter included the signing of a Memorandum of Understanding (MoU) with the Georgian Competition and Consumer Agency, the Eswatini Consumer and Competition Commission (ESCC) benchmarking and capacity-building engagement, the University of Pretoria job-shadowing programme, participation in the inaugural Food Safety Indaba, and a range of joint advocacy and consumer education interventions with regulatory and industry partners.

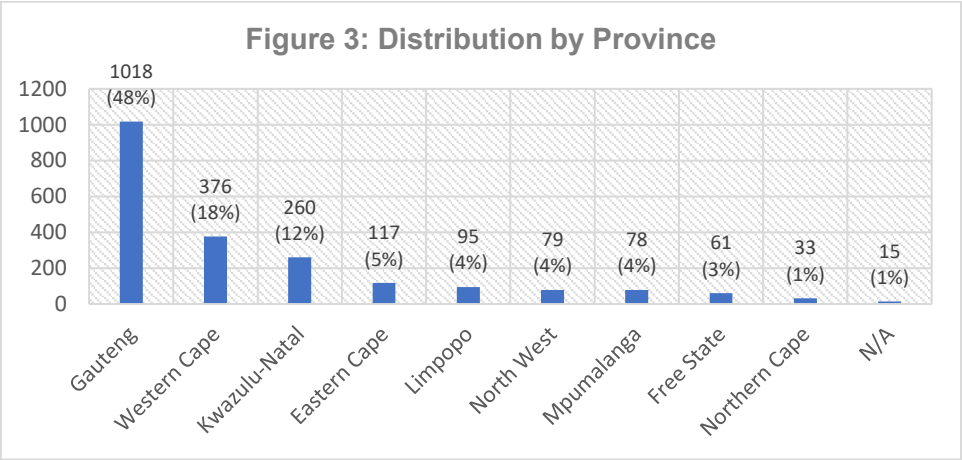
2.10. Complaints Management

2.10.1. A total of 2 132 consumer complaints were received in the second quarter with 1 791 escalated to the complaints management function. Compared to the second quarter of the previous year, the complaints received have increased by 93.6% from 1 101. Figure 2 disaggregates the different categories of complaints. In relation to this, the top four categories were Motor Vehicles 533 (25%), Payment and Billing 350 (16%), Machinery and Technology 338 (16%) and Household 267 (13%).



2.10.2. Figure 3 categorises the complaints that were received according to provinces. In accordance with figure 3, most complaints were received from Gauteng with 1 018 (48%) of complaints followed by Western Cape from which 376 complaints (18%) were received. A

total of 260 (12%) complaints were received from (12%). The least number of complaints, 33, were received from the Northern Cape and this constitutes 1% of the total complaints.



2.11. Business and Consumer Education

2.11.1. Business Education Outreach Initiatives

a) The NCC intensified its consumer protection and compliance mandate through targeted outreach initiatives across 6 provinces. A key highlight was the implementation of 2 door-to-door initiatives in strategic industrial hubs, namely the Mafikeng Industrial Site in the North-West, and the Kroonstad Industrial Site in the Free State.

b) Through 20 targeted initiatives, 491 business entities were reached, equipping them with direct, practical CPA guidance and reinforcing awareness of their statutory obligations. This kind of approach is aimed at strengthening the NCC's effort of heightening business compliance interventions by promoting understanding of consumer protection requirements and encouraging voluntary compliance at the business level.

2.11.2. Consumer Education Outreach Initiatives

a) The second quarter of 2026 marked a significant scale-up in consumer education and digital outreach, driven principally by the Money Smart Week South Africa 2026 campaign. The campaign served as the primary catalyst for increased visibility, audience reach, and engagement across the NCC's digital platforms, reinforcing the strategic value of coordinated, campaign-led consumer education.

b) Cumulative digital reach across Facebook, LinkedIn and X increased substantially during the quarter, rising from 100,012 in July to 347,853 in August and 395,359 by September.

c) When combined with physical outreach, a total reach of 398,415 across physical and digital platforms was achieved, demonstrating the breadth of the NCC's consumer education footprint during the reporting period.

d) The substantial increase in digital reach, combined with sustained engagement across multiple platforms, underscores the NCC's growing capacity to use strategic campaigns, targeted messaging and digital channels to broaden consumer awareness and strengthen the impact of consumer education interventions.

2.11.3. Media Highlights

a) The NCC recorded increased media visibility during the review period. According to the Newsclip Media Monitoring Quarterly Statistical Report, broadcast media was the primary contributor to this growth, with mentions increasing from 319 to 760, representing a 138% increase. Print coverage also improved by 21%, from 147 to 178 mentions.

b) Total media mentions grew by 37%, strengthening opportunities for the NCC to communicate its consumer protection mandate. Radio and television coverage increased significantly, creating opportunities to reach consumers through interviews, news bulletins and educational discussions. Print mentions increased by 21%, providing opportunities to communicate regulatory developments and consumer rights in greater depth.

c) Media reports addressed product recalls and safety, retailer compliance, consumer complaints, pricing concerns, unwanted direct marketing and other consumer protection matters.

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SECTION B
PERFORMANCE AGAINST APP

2026-2027

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3. PERFORMANCE OF THE ORGANISATION

3.1. The NCC has a total of 16 performance targets in the 2026/27 Annual Performance Plan (APP). In quarter 2,14 of the 16 performance targets were applicable. The NCC achieved 8 targets against the 14 applicable targets. Therefore, the NCC achieved a performance score of 57.14% against the quarter 2 APP targets. The NCC did not achieve the following targets as indicated in table 1 below:

Table 2: Targets not met in quarter 2 with corrective action

Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action
Publication of draft track and trace regulations.	**Not Achieved** The NCC submitted draft regulations to **the dtic**. The draft regulations have not yet been published.	The regulations are undergoing internal process of **the dtic**. Consultation is also taking place with State Attorney.	Follow up and continuous engagement with **the dtic** to ensure that draft regulations are published.
85% of cases won before the National Consumer Tribunal.	**Not Achieved** 78% (7 out of 9) of the judgments were issued by the Tribunal in favour of the NCC.	2 of the 9 cases were not in favour of the NCC.	The NCC has implemented the litigation strategy that saw a significant increase of wins compared to the previous quarter and this trend is likely to continue.
75% of consumer complaints finalised.	**Not Achieved** 27,13% (486 out of 1791) of consumer complaints finalised.	Increased complexity and volume of complaints.	The year-to-date performance is at 42% arising from the resolution of 935 complaints out of a total of 2 240. The NCC has added 5 junior investigators to improve capacity.

Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action
6 000 direct marketers registered on the Opt-Out Registry system.	**Not Achieved** 490 direct marketers registered on the Opt-Out Registry system.	Opt-Out Registry system was not launched to enable direct markers to register because of the concerns raised by the stakeholders. The NCC developed the Opt-Out Registry guidelines to address the concerns raised. The NCC also met with various stakeholders to clear concerns and challenges.	The system was opened for direct marketers on the 15th of September 2026, and the official launch also took place in October. There will be a drive to register direct marketers. In addition, the NCC has published draft Opt-Out Registry guidelines to address the concerns of direct marketers, and these will be finalised in the third quarter.
100 thousand consumers protected from unwanted direct marketing.	**Not Achieved** There were no consumers registered for the purposes of opting out from unwanted direct marketing.	Opt-Out Registry system was not launched to enable direct markers to register because of the concerns raised by the stakeholders. The NCC developed the Opt-Out Registry guidelines to address the concerns raised. The NCC also met with various stakeholders to clear concerns and challenges.	The system was opened for direct marketers on the 15th of September 2026, and the official launch also took place in October. There will be a drive to register direct marketers.
50 jobs created to improve service levels of non-compliant suppliers through undertakings or settlements.	**Not Achieved** During the reporting period, no settlement agreements concluded by the NCC resulted in the creation of jobs.	The target was not met due to suppliers' inability to enter into settlement agreements containing specific terms and conditions relating to job creation as a prerequisite for resolving the matters or	The NCC will follow-up to monitor compliance with previous settlement commitments to create employment.

Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action
	There were also no placements made in relation to the previously concluded settlements.	having the agreements made consent orders. Only 2 jobs were confirmed during the second quarter	

3.2. In relation to the targets affecting the Opt-Out Registry, the Minister promulgated the amended Regulation effective from 15 April 2026. The NCC engaged the stakeholders such as Information Regulator, Real Estate Business Owners of South Africa, Direct Marketing Association of Southern Africa, Vodacom, Consumer Goods Council of South Africa, The Banking Association of South Africa, Wireless Application Service Providers Association, National Clothing Retail Federation and National Clothing Retail Federation of South Africa. A webinar was also conducted on the 24th of July with more than 400 direct marketers in attendance. Following engagements with affected the stakeholders, the NCC will implement the Opt-Out Registry in phases to allow direct marketers sufficient time to incorporate the Opt-Out Registry requirements into their processes.

3.3. In relation to track and trace, the NCC engaged with key stakeholders including SARS, Boarder Management Authority and SAHPRA to consult on the appropriate framing of the consumer protection framework to support track and trace. These engagements were necessary as these are key stakeholders whose mandates and operational functions are relevant to the proposed track-and-trace framework. The NCC submitted the proposed draft track and trace regulations to **the dtic** for consideration.

3.4. With the delays in the implementation of the Opt-Out Registry, the publication of the draft track and trace regulations and low uptake by suppliers in service improvement remedies, these may necessitate the revision of some of the 2026/27 APP targets.

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

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

4.1.1. In line with the NCC's mandate to promote a fair, transparent, and safe marketplace for consumers in South Africa, the NCC intensified its enforcement efforts against the supply and distribution of illicit goods and illegal imports during the second quarter. A total of one hundred and twenty-nine (129) compliance notices were issued to suppliers, distributors and importers found to be in contravention of the CPA and related legislation.

4.1.2. This achievement reflects significant progress in the NCC's strategic objective of enhancing compliance with consumer protection laws and curbing unfair business practices. The targeted inspections and subsequent enforcement actions demonstrate the NCC's proactive stance in protecting consumers from harmful and non-compliant goods that undermine both consumer safety and legitimate economic activity.

4.1.3. Moreover, the strengthened enforcement posture reinforces public confidence in the NCC's role as a key regulator safeguarding consumer right and promoting fair trade in South Africa. This milestone underscores the NCC's continued commitment to upholding the principles of fairness, accountability, and consumer welfare, contributing to a safer and more compliant marketplace.

Table 3: Enforcement action against suppliers of illicit goods

No	Date of enforcement	Name of the supplier	Nature of enforcement
1	20 July 2026	YINGYUN TRADING	Compliance Notice
2	20 July 2026	SPRING LIGHTS 13499 CC	Compliance Notice
3	21 July 2026	VALOTYPE 266	Compliance Notice
4	20 July 2026	HARHEN TRADING T/A HAMZA TRADING WHOLESALERS	Compliance Notice
5	20 July 2026	SHOP NO.6-7 CHINA TOWN	Compliance Notice
6	20 July 2026	ROYAL BUTCHERY & TAKEAWAYS	Compliance Notice
7	20 July 2026	LINYANA CASH & CARRY	Compliance Notice
8	20 July 2026	ALEX SPAZA SHOP	Compliance Notice
9	20 July 2026	TURFLOOP TUCK SHOP	Compliance Notice
10	20 July 2026	TONRUSCLOTH INVESTMENT T/A PRICE BUSTERS	Compliance Notice
11	20 July 2026	ABELE SWEETS	Compliance Notice
12	20 July 2026	CHINA TRADING SQUARE	Compliance Notice
13	03 Aug 2026	JUST ON COSMETICS	Compliance Notice
14	03 Aug 2026	TANIC MINI MARKET	Compliance Notice
15	17 Aug 2026	BLOODRIVER SUPERMARKET	Compliance Notice
16	21 Sep 2026	MT MINI MARKET	Compliance Notice
17	21 Sep 2026	NAPOLI SUPERMARKET	Compliance Notice
18	21 Sep 2026	SUPREME CHICKENS	Compliance Notice
19	30 Sep 2026	AFRICAN TUCKSHOP	Compliance Notice
20	21 Sep 2026	UNITY SUPERMARKET & TRADING (PTY) LTD	Compliance Notice
21	30 Sep 2026	BSBH VLEISMARK	Compliance Notice
22	30 Sep 2026	GRAND SUPERMARKET	Compliance Notice
23	21 Sep 2026	SHAHZEEB CELL & SOUND	Compliance Notice
24	30 Sep 2026	ASIAN MINI MARKET	Compliance Notice
25	30 Sep 2026	ATP AFRICAN ATTIRE	Compliance Notice
26	21 Sep 2026	MEAT SPOT	Compliance Notice
27	30 Sep 2026	BD FOOD BAZAAR	Compliance Notice
28	30 Sep 2026	SMASH CAFÉ	Compliance Notice
29	21 Sep 2026	NEW TASTE FASHION	Compliance Notice
30	30 Sep 2026	ABDULLAH SUPERMARKET	Compliance Notice
31	21 Sep 2026	PRETORIA SUPERMARKET	Compliance Notice
32	21 Sep 2026	BORSHA COSMETICS & HUBBLY	Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
33	30 Sep 2026	CNR MINI SUPERMARKET	Compliance Notice
34	30 Sep 2026	LABIBA FRUIT & VEG	Compliance Notice
35	21 Sep 2026	EDNR FASHION	Compliance Notice
36	21 Sep 2026	PERFECT CURTAIN CHINA MALL MIDRAND	Compliance Notice
37	21 Sep 2026	MOOI MOOI CURTAIN CHINA MALL MIDRAND	Compliance Notice
38	21 Sep 2026	KAYNAT CELL & SOUND	Compliance Notice
39	21 Sep 2026	ADNAM BSBH SUPERMARKET	Compliance Notice
40	21 Sep 2026	JMI STYLE	Compliance Notice
41	21 Sep 2026	ABECHE STARS TRADING	Compliance Notice
42	30 Sep 2026	KING STORE	Compliance Notice
43	30 Sep 2026	KANEBATA 777 SHOP	Compliance Notice
44	30 Sep 2026	MEAT AND CHICKEN BUTCHERY	Compliance Notice
45	30 Sep 2026	MALIK AMADAMBANE	Compliance Notice
46	30 Sep 2026	WALALA WASALA MUNA	Compliance Notice
47	21 Sep 2026	DIVINE WEST STORE	Compliance Notice
48	21 Sep 2026	PRETORIA NORTH ALL PRICE GENERAL DEALER	Compliance Notice
49	21 Sep 2026	DAILY SUPERMARKET	Compliance Notice
50	21 Sep 2026	MUAS SUPERMARKET T/A ANIKA SUPERMARKET	Compliance Notice
51	21 Sep 2026	BEST VALUE SUPERMARKET T/A FAMILY BEST BEFORE	Compliance Notice
52	21 Sep 2026	RS CELLULAR	Compliance Notice
53	21 Sep 2026	SHOPRITE CHECKERS	Compliance Notice
54	21 Sep 2026	CHIC & TREND AFRICAN FOOD	Compliance Notice
55	21 Sep 2026	CHIPRECIOUS ENTERPRISE	Compliance Notice
56	30 Sep 2026	SHANAN SHOHAG TRADING	Compliance Notice
57	30 Sep 2026	RICO STUDIO C20	Compliance Notice
58	30 Sep 2026	GARRID MD SUPERMARKET	Compliance Notice
59	30 Sep 2026	MB CELLULAR & ELECTRONICS	Compliance Notice
60	21 Sep 2026	FATEH HOLDINGS	Compliance Notice
61	30 Sep 026	CHEAP PRICE WHOLESALERS	Compliance Notice
62	30 Sep 2026	ZQ BABA CASH & CARRY	Compliance Notice
63	30 Sep 2026	ZAIN CELLULAR & WHOLESALERS	Compliance Notice
64	21 Sep 2026	MIRACLE SUPERMARKET (PTY) LTD	Compliance Notice
65	21 Sep 2026	MINI J SUPERMARKET	Compliance Notice
66	21 Sep 2026	NR CELLCLINIX	Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
67	30 Sep 2026	RSA MINI MARKET	Compliance Notice
68	21 Sep 2026	STUNNING BEAUTY	Compliance Notice
69	30 Sep 2026	THE GENERAL STORE	Compliance Notice
70	30 Sep 2026	TOP UP SUPERMARKET	Compliance Notice
71	21 Sep 2026	PATOWARY TRADERS	Compliance Notice
72	30 Sep 2026	SONA CELLPHONE REPAIRS	Compliance Notice
73	30 Sep 2026	HEPPI & DEE FASHION DISCOUNT	Compliance Notice
74	30 Sep 2026	JIA HUI TRADING	Compliance Notice
75	30 Sep 2026	MEEM SUPERMARKET (PTY) LTD	Compliance Notice
76	30 Sep 2026	YONGXING TRADING T/A ONE BY ONE	Compliance Notice
77	30 Sep 2026	SUPERVALUE WHOLESALE BUTCHERY	Compliance Notice
78	30 Sep 2026	CHANG HE T/A LADY SECRET	Compliance Notice
79	30 Sep 2026	H12 STORE	Compliance Notice
80	30 Sep 2026	RVB LUGGAGE	Compliance Notice
81	30 Sep 2026	NORTH HARDWARE	Compliance Notice
82	11 Sep 2026	LAXIMI NAREYAN SUPERMARKET	Compliance Notice
83	11 Sep 2026	DEOURBELL LADIES AND FASHION BOTIQUE	Compliance Notice
84	11 Sep 2026	ZZMAN KZ TAKEAWAY	Compliance Notice
85	30 Sep 2026	F44 SHOP	Compliance Notice
86	30 Sep 2026	CANYSTYLE BOTIQUE	Compliance Notice
87	30 Sep 2026	JAMONA SUPERMARKET	Compliance Notice
88	30 Sep 2026	BORAH NIGERIA FOOD	Compliance Notice
89	30 Sep 2026	MAHALA FASHION	Compliance Notice
90	30 Sep 2026	MAHALA FASHION SHOP2	Compliance Notice
91	30 Sep 2026	RIS ENTERPRISE	Compliance Notice
92	30 Sep 2026	M ARIF CELL AND SOUND	Compliance Notice
93	29 Sep 2026	ADIMASU AFRICAN SUPERMARKET	Compliance Notice
94	30 Sep 2026	WENG FAMILY	Compliance Notice
95	30 Sep 2026	MEHAR CELLPHONE ELECTRONICS	Compliance Notice
96	11 Sep 2026	ST SUPERMARKET & TAKE-AWAY TRADING AS CHEAP CHEAP FOOD SUPERMARKET	Compliance Notice
97	21 Sep 2026	FAMILY SPAZA	Compliance Notice
98	21 Sep 2026	JONNY'S SUPERMARKET	Compliance Notice
99	30 Sep 2026	LADIES DELITE HAIR	Compliance Notice
100	21 Sep 2026	SALEME SPAZA	Compliance Notice

No	Date of enforcement	Name of the supplier	Nature of enforcement
101	11 Sep 2026	THABARAK SWEET MART WHOLESALE	Compliance Notice
102	30 Sep 2026	RAICA GENERAL DEALER (PTY)LTD	Compliance Notice
103	30 Sep 2026	BEST ELECTRONICS	Compliance Notice
104	30 Sep 2026	FRIENDS SUPERMARKET	Compliance Notice
105	30 Sep 2026	AUTOSTYLE	Compliance Notice
106	30 Sep 2026	BISMILLAH SUPERMARKET	Compliance Notice
107	30 Sep 2026	C11	Compliance Notice
108	30 Sep 2026	JAHANA TRADING	Compliance Notice
109	21 Sep 2026	QUEEN'S SHOP	Compliance Notice
110	21 Sep 2026	RIVERSPICE	Compliance Notice
111	30 Sep 2026	SA CELLWORLD	Compliance Notice
112	30 Sep 2026	SANJIDA SUPERMARKET	Compliance Notice
113	10 Sep 2026	SOORJI AFRICAN SHOP (PTY) LTD	Compliance Notice
114	21 Sep 2026	WINTER SWEET (PTY) LTD	Compliance Notice
115	21 Sep 2026	LZ IMPORT EXPORT AND TRADING CC	Compliance Notice
116	30 Sep 2026	MINI MART	Compliance Notice
117	21 Sep 2026	MOOI MOOI CURTAINS TRADING AS MEI MOOI MOOI (PTY) LTD	Compliance Notice
118	30 Sep 2026	SUNNYSIDE GREENGROCER	Compliance Notice
119	21 Sep 2026	KANNAN & WESTON DESIGNER FASHION TRADINGS AS MAAICKA TRADING (PTY) LTD	Compliance Notice
120	21 Sep 2026	LED LIGHT HARDWARE	Compliance Notice
121	11 Sep 2026	FIRST HELP TOWING	Compliance Notice
122	30 Sp2026	GAME KOKSTAD	Compliance Notice
123	30/09/2026	PRO-LOGISTICS FORWARDING	Compliance Notice
124	21/07/2026	RSL TRUST	Compliance Notice
125	30/09/2026	SQUAD CARS TRUST	Compliance Notice
126	21/09/2026	MEGA AUTO	Compliance Notice
127	30/09/2026	MOTOR SPARES SUPPLIERS	Compliance Notice
128	30/09/2026	SIMONE HAASBROEK (VIDABOSHMA LONGHAIR)	Compliance Notice
129	30/09/2026	MUDOAY GLASS AND ALUMINIUM	Compliance Notice

4.2. Matters for further enforcement

4.2.1. A total of ten (10) matters were referred by the NCC to the NCT for further enforcement during quarter 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 4: Matters referred for further enforcement in quarter 2.

No.	Name of the Supplier	Alleged Contravention
1	CARS TO GO	Defective vehicle/ unfair contractual terms
2	HARMONY STUDIOS (PTY) LTD	Defective motor vehicle
3	MYAA AUTO	Defective battery
4	REVOLUTION AUTO PTY LTD	Defective motor vehicle
5	AFRI WHEELS	Defective motor vehicle
6	BRYANSTON EXECUTIVE CARS (CC2025/02/0210 - SUNIL JUGATHPAUL)	Unfair contractual terms
7	AFFORDABLE SOLUTIONS	Defective motor vehicle
8	JC'S AUTO MECH BOSCH CAR SERVICE	Defective services
9	KWIMANE TIMBER (PTY) LTD	Non-delivery of the purchased goods
10	CARS TO GO	Defective motor vehicle

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

4.3.1. The NCC continues to partner with SARS Customs in combating the import of CTFL goods that are not compliant with the labelling provisions of the CPA. The NCC enforces compliance through ordering the destruction or shipping of goods back to the country of origin.

The NCC has also commenced the discussions with the Border Management Authority to strengthen collaboration in this area. During the second quarter, 27 CTFL investigations were finalised on goods with a total customs value amounting to R2 301 999.87 (two million, three hundred and one thousand, nine hundred and ninety-nine rand and eighty-seven cents) with the following action taken:

a) To protect consumers and ensure a fair and safe marketplace, the NCC successfully oversaw the release of four (4) consignments of non-compliant imported goods, with a total value of R214,716.00 (two hundred and fourteen thousand, seven hundred and sixteen rand), for destruction during the second quarter. This decisive action forms part of the NCC's strategic focus on enforcement and compliance monitoring, aimed at removing unsafe, counterfeit, and substandard products from the South African market. The destruction of these goods not only curtails the circulation of potentially harmful products but also sends a strong deterrent message to importers, suppliers and distributors engaging in unlawful trade practices.

Table 5: CTFL goods that were destroyed.

No.	Importer	Date Issued	Customs Value
1	LAVITICUS HOLDINGS (PTY) LTD	17/07/2026	R39 005,00
2	SHIPAID TRADING ENTERPRISE	29/07/2026	R40 967,00
3	UNKNOWN EYEWEAR	08/07/2026	R9 082,00
4	BAIYE SA (PTY) LTD	07/09/2026	R125 662.00
Total			**R214,716.00**

b) Compliance notices or directives for exportation were issued for six (6) consignments, valued at R490 800,49 (Four hundred and ninety thousand, eight hundred rand and forty-nine cents). These consignments were subsequently sent back to their countries of origin at the importer's cost.

Table 6: Compliance notices and directives to export CTFL back to the country of origin.

No.	Importer	Date	Customs Value
1	LY TRADING CC	30/07/2026	R3 788,00
2	MULTI FLORA	03/07/2026	R87 973,00
3	UMEH JOHNSON	03/07/2026	R27 460,00
4	OFENTSE SELLO	27/07/2026	R42 539,00
5	FF FORMOSA CC	17/08/2026	R190 439,49
6	ISLAND TRADERS CO PTY LTD	31/08/2026	R138 601,00
	TOTAL		**R490 800,49**

c) The NCC assessed and released nine (9) consignments with a total value of R1 030 436,38 (one million, thirty thousand, four hundred and thirty-six rand and thirty-eight cents) during the second quarter. These consignments were found to be compliant with the relevant provisions of the CPA and associated regulations.

Table 7: CTFL goods released to the market.

No	Importer	Date Issued	Customs Value
1.	EXOTIC MARIGOLD	20/07/2026	R2 005,38
2	NEXT BEST IMPORT & IMPORT	20/07/2026	R1 358,00
3	ROLI KHAMA	21/07/2029	R29 053,00
4	GLOBAL VILLAGE LOGISTIC	03/07/2026	R8 508,00
5	BEADS HABBY AND CRAFT	11/08/2026	R128 064,00
6	LR MATEZA (PTY) LTD	31/08/2026	R284 834,00
7	EDURA PTY LTD	31/08/2026	R381 406,00
8	1721 DISTRIBUTORS (PTY) LTD	31/08/2026	R52 219,00
9	FEIDA TRADING PTY LTD	11/09/2026	R143 989,00
TOTAL			**R1 030 436,38.**

d) The issuance of PAJA letters for the eight (8) consignments had a direct and positive impact on the market by preventing non-compliant goods valued at R565 047,00 (five hundred and sixty-five thousand and forty-seven rand) 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 8: Other CTFL prevented from entering the country through PAJA letters.

No.	Importer	Date	Customs Value
1	CHUKWU TONY C/O MATT PEE LOGISTICS	21/07/2026	R11 042,00
2	LABODS FREIGHT SERVICES	15/07/2026	R12 909,00
3	AZCARR (PTY) LTD T/A OSMAN WHOLESALERS	20/07/2026	R231 252,00
4	NEXT BEST IMPORT & IMPORT	20/07/2026	R161 800,00
5	ORBIT IMPORT & IMPORT C/O BUSISIWE PATRICIA SINDANA	29/07/2026	R4 390,00
6	K2019385092 SOUTH AFRICA	03/08/2026	R26 193,00
7	AFRICAN STAR PAC CC	31/08/2026	R50 067,00
8	PINNACLE SHIPPING C/O ZULZI ONDEMAND	31/08/2026	R67 394,00
TOTAL			**R565 047,00**

4.4. Redress to consumers

4.4.1. In fulfilling its mandate to protect consumer rights under the CPA, the NCC secured redress in four (4) matters (further enforcements) for quarter 2 with a total value of R483 075,00 (four hundred and eighty-three thousand and seventy-five rand). These outcomes demonstrate the NCC's continued commitment to ensuring justice for consumers and accountability among suppliers. The details of these matters are indicated below:

Table 9: Redress to consumers.

No.	Date	Name of the supplier	Nature of Enforcement	Value of redress
1	13 July 2026	IMAGINE CRUISING (PTY) LTD T/A IMAGINE HOLIDAYS	NCT Consent Order	R33 000.00
2	02 September 2026	SPARES FOR AFRICA CC	High Court Judgment	R5 000
3	07 September 2026	KIA EASTRAND	High Court Judgment	R245,075,00
4	16 September 2026	AFFORDABLE INVESTMENTS CC T/A USED CAR CENTRE (Consent Order)	NCT Consent Order	R200 000.00
Total				**R483 075,00.**

4.4.2. In addition to the above matters, the resolution of 148 complaints by the complaints management and investigation activities has led to a total of R3 778 157,46 (three million, seven hundred and seventy-eight thousand, one hundred and fifty-seven rand and forty-six cents) which was saved for consumers in the form of actual refunds, credits to the accounts, amongst other measures.

4.5. Matters concluded before the NCT and the Courts in favour of the NCC

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

4.5.1. IMAGINE CRUISING (PTY) LTD T/A IMAGINE HOLIDAYS

The NCT considered an application by the NCC to confirm a settlement agreement as a consent order in terms of section 74(1) of the CPA. The matter arose from a complaint by a consumer who had entered into a travel agreement with Imagine Cruising (Pty) Ltd t/a Imagine Holidays for a European trip at a total cost of R66,500.00 (sixty-six thousand, five hundred rand). The consumer paid R33,000.00 (thirty-three thousand rand) deposit and a further R34,000.00 (thirty-four thousand rand). After cancelling the agreement, the respondent refunded only R34,000.00 (thirty-four thousand rand) and retained the deposit. Following an investigation, the NCC found reasonable grounds to believe that the respondent had contravened sections 17(2)– (4), 48(2)(a) and (b), and 51(1)(a) and (b) of the CPA. The parties subsequently concluded a settlement agreement

4.5.2. LIEN SHIN TRADING (PTY) LTD

The NCC initiated a complaint against Lien Shin Trading (Pty) Ltd following market monitoring inspections conducted on 3 November 2025 and a follow-up inspection on 2 December 2025. During both inspections, investigators found that the respondent continued displaying and selling food products with obscure foreign-language labels, missing date markings, and expired best-before dates, despite being given an opportunity to rectify the non-compliance. The NCT found that the respondent contravened sections 24(3), 40(1)(a) and (b), 40(2), and 55(2)(d) of the CPA, read with Regulations 12 and 7(a) of the Foodstuffs, Cosmetics and Disinfectants Act Regulations 146. The prohibited conduct consisted of selling food products with misleading or foreign-language trade descriptions, failing to display mandatory date markings, selling expired products, and using unfair marketing practices that prevented consumers from making informed purchasing decisions. The supplier was ordered to pay administrative fine in the amount of R100 000.00 (one hundred thousand rand).

4.5.3. SPARES FOR AFRICA CC

Spares 4 Africa appealed the NCT's decision to the Gauteng Division of the High Court. The matter was enrolled on the civil appeals roll on 1 September 2026 before Justices Mkhabela and Van Niekerk, arising from the NCT matter NCT-266654-2023-73(2) involving the NCC -. The appeal did not proceed on the merits because the appellant conceded the points in limine raised by the NCC that the appeal had lapsed. The High Court consequently dismissed the appeal and ordered Spares 4 Africa CC to pay the appeal costs, including counsel's fees on Scale B.

4.5.4. SUNWARD MOTORS (PTY) LTD AND ANOTHER

The second respondent (MFC, a division of Nedbank) raised a point in limine challenging the Tribunal's jurisdiction to adjudicate the relief sought by the NCC, particularly the cancellation of the instalment sale agreement and the refund of instalments paid by the consumer. It argued that the finance agreement is regulated by the National Credit Act (NCA), that the transaction comprised separate contractual relationships, and that such relief falls within the jurisdiction of the High Court rather than the Tribunal. The NCT dismissed the point in limine, holding that the complaint concerns the alleged supply of defective goods to a consumer under the CPA, and that section 5(2)(d) preserves the application of the CPA to goods supplied under a credit agreement. It found that any issues regarding the competency of the final relief should be determined when the merits are heard, confirmed that the Tribunal has jurisdiction to adjudicate the matter, and directed that the case proceed to the merits, with no order as to costs.

4.5.5. BRAAI BLOCK (PTY) LTD

The supplier appealed the NCT's ruling that had refused condonation for the late filing of its rescission application. The rescission application sought to set aside an earlier NCT order of 10 December 2024, which had found the company in contravention of sections 26(3)(a) and 26(3)(b) of the CPA and imposed an administrative fine of R1 million. Braai Block argued that the condonation process was

procedurally unfair and that it had shown good cause for the delay. The original NCT order found that Braai Block had contravened sections 26(3)(a) and 26(3)(b) of the CPA by failing to provide transaction records containing the supplier's full or registered business name and the address from which the goods or services were supplied. On appeal, the full Tribunal held that Braai Block had failed to provide a complete explanation for the delay and had poor prospects of success because it sought rescission under section 165(a) despite having been present and legally represented when the original order was granted. The appeal was accordingly dismissed, with no order as to costs.

4.5.6. KIA EASTRAND

Kia East Rand appealed a High Court challenge against the NCT's decision arising from the sale of a 2015 Audi A3 to a consumer on 9 September 2022. Within six months of purchase, the vehicle repeatedly overheated and displayed engine oil pressure warning faults despite several repair attempts, leading the consumer to cancel the agreement and seek a refund. The NCT found in favour of the consumer, ordered a refund of R245,075 (two hundred and forty-five thousand and seventy-five rand), and imposed a R50,000 (fifty thousand rand) administrative fine.

The NCT found that Kia East Rand contravened section 56(3) of the CPA by failing to refund or replace the vehicle after the original defect persisted following repairs within the statutory six-month period. On appeal, the High Court upheld the Tribunal's finding, holding that the recurring engine oil pressure fault triggered the consumer's right to a refund irrespective of the later dispute about overfilled engine oil, and confirmed that the R50,000 (fifty thousand rand) administrative fine was appropriate in the circumstances. The High Court dismissed the appeal application by the supplier.

4.5.7. FLAWLESS CARS (PTY) LTD

The NCC applied to the NCT for an administrative fine after Flawless Cars failed to comply with a compliance notice issued on 15 August 2025. The notice arose from a consumer complaint involving a used Ford Fiesta purchased for R170,000 (one hundred and seventy thousand rand), which developed persistent defects, was repeatedly retained for repairs, and was allegedly never returned to the consumer. Because the underlying complaint was time-barred for a referral of merits, the NCC pursued enforcement of the compliance notice instead. The NCT held that the merits of the consumer complaint were not before it, as the sole issue was whether the respondent had failed to comply with the compliance notice issued under section 100(1). It found that the respondent admitted non-compliance, had not challenged the notice under section 101, provided no valid justification for ignoring it for over a year, and only attempted to engage after the NCC referred the matter to the NCT. The NCT considered the factors in section 112(3) of the CPA and concluded that the respondent's disregard for the regulator and the resulting financial prejudice to the consumer warranted a punitive administrative fine. The NCT found that the respondent failed to comply with a valid compliance notice issued in terms of section 100(1) of the CPA, thereby justifying enforcement.

4.5.8. AFFORDABLE INVESTMENTS CC T/A USED CAR CENTRE

The NCC investigated a complaint against Affordable Investments CC t/a Used Car Centre after a consumer purchased a defective used motor vehicle. Although the supplier refunded the purchase price, the NCC found that the sale agreement contained unfair contractual terms that attempted to limit or exclude the consumer's statutory rights relating to defective goods and repairs, resulting in a settlement being made an order of the NCT. The supplier admitted to contravening section 51(1)(b)(i) of the CPA, agreed to pay an administrative fine of R50,000 (fifty thousand rand) in three equal monthly instalments commencing 30 days after the consent order, and agreed that the settlement would be binding and enforceable as an order of the NCT.

4.5.9. ECONOMIC INNOVATIVE BAGS TA B29 SHOP

The NCC initiated a complaint following proactive market-monitoring inspections conducted at the respondent's business in the Western Cape on 13 November and 2 December 2025. Although the respondent removed its "no refunds" notice after the first inspection, it continued selling goods without issuing transaction records to consumers. The NCC alleged that the respondent contravened section 26(2) of the CPA by failing to provide consumers with written transaction records or receipts for completed sales. The NCT found that the respondent had contravened section 26(2) of the CPA, declared the conduct prohibited, and imposed an administrative fine of R80,000 (Eighty thousand rand), payable within 60 business days. The NCT held that the evidence, including the inspector's testimony and the respondent's failure to oppose the application, established that the respondent repeatedly failed to issue transaction records despite being warned. It rejected the respondent's justification that it was a small business, finding that section 26(2) of the CPA applies to all suppliers except limited statutory exemptions that did not apply in this case.

4.5.10. In total, administrative fines to the value of R455,000.00 (four hundred and fifty-five thousand rand) were imposed on the suppliers in relation to the matters indicated above.

4.6. Investigation into Scams and Ponzi Schemes

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

accountable. Through these efforts, and by enforcing the CPA, the NCC seeks to curb online fraud, strengthen financial integrity, and build public trust thereby advancing South Africa's broader objectives of ethical business conduct and a resilient, trustworthy digital economy.

4.6.2. The NCC and the NPA collaboration efforts resulted in two preservation orders relating to the Lengau People Society Scheme. The first preservation order was granted in respect of an amount of R28 540 693.79 (twenty-eight million, five hundred and forty thousand, six hundred and ninety-three rand and seventy-nine cents), while the second preservation order provides for the preservation of all assets (18 motor vehicles) and property associated with the Lengau People Society Scheme. The scheme is primarily 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.

4.6.3. The model of the scheme creates a continuous cycle that relies heavily on a constant inflow of new funds to remain operational. Based on its structure, particularly the promise of unrealistic returns and reliance on new member contributions, the scheme exhibits the defining characteristics of a Ponzi scheme.

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

Table 10: Investigations into Scams and Ponzi Schemes

No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
1	ACF SUNENERGY SOLAR ELECTRICITY (PTY) LTD	14/05/2026	30/07/2026	Entity approaches disadvantaged communities and informal settlements, soliciting payments of R215–R300 for solar panels and installation.

No.	Name of the matter	Date approved for Investigation	Date the matter was referred to NPA	Summary of the matter
2	UPMONEY (PTY) LTD	25/06/2026	10/09/2026	A grocery stokvel that was found to be operating unlawfully and defrauding the public of their investments. The scheme relied on newly recruited members to sustain itself
3	TRADECRYPTO (PTY) LTD	25/06/2026	10/09/2026	Crypto Trading Entity: They defraud the public by marketing their product using prominent persons.

4.7. Product Recalls administered

4.7.1. The NCC administered a total of 29 product recalls in terms of Section 60 of the CPA, read with Product Safety Guidelines issued in 2011, in the quarter under review. The guidelines are 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.

4.7.2. Section 60 of the CPA applies where there is a product failure i.e. a product not performing in the intended manner or to the intended effect, or defect i.e. a material imperfection in the manufacture of a product affecting its usefulness, practicality or the safety of its users, or a hazard. Whilst there is often unique, consumer specific redress that 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 is shared across OEMs. The following are the instances or occasions where resort is had to general product safety recalls:

a) The return of any goods because of a failure, defect or hazard;

b) Personal injury, illness or damage to property caused wholly or partially as a result of a product failure, defect or hazard; and

c) Other indication of failure, defect or hazard.

4.7.3. 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 4: Product recalls categorised per products

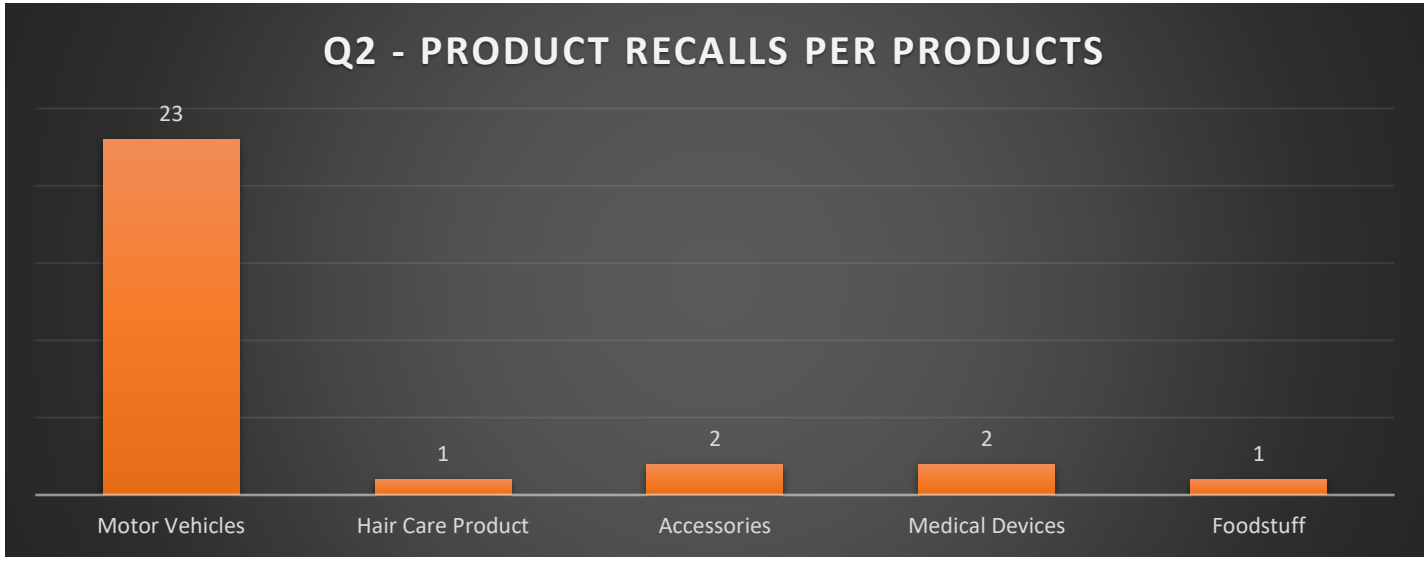

Table 11: Product recalls administered in the second quarter

Item	Name of Supplier	Product	Defect	Hazards
1.	SPAR	SPAR Yoghurt (Fat Free, Low Fat, Double Cream Spar Active Drinking Yoghurt)	Machine malfunction resulting in product blowing.	Changes in product taste, smell and appearance may affect the health of the consumer .
2.	BMW South Africa	BMW 3/4/5/7 Series, X3 and X4 Pinion Starter	Due to production-related influences, the affected vehicles may experience increased wear in the solenoid switch after a high number of starting operations.	As a result, the engine's starting capability deteriorates. Under certain circumstances, the engine may no longer be able to start. In addition, a short circuit in the solenoid switch cannot be ruled out, which may lead to local overheating at the starter. In such a case, smoke may be visible or noticeable while driving or when leaving the vehicle. BMW AG therefore recommends that the vehicle should not be left unattended after the engine has been started.
3.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	26S49 - Certain 2026 Model Year Ford Transit, Ford Transit Custom and Ford Tourneo Custom Automatic Transmission Snap Ring	Certain Ford Transit, Ford Transit Custom and Ford Tourneo Custom vehicles equipped with an 8F57 transmission may contain an Electronic One-Way Clutch Assembly built with an unseated snap ring.	Customers may experience a sudden and unexpected loss of movement, caused by an unseated snap ring. When shifted into Drive, the vehicle may fail to move forward due to a loss of first gear. Similarly, the vehicle may lose the ability to operate in reverse.

Item	Name of Supplier	Product	Defect	Hazards
4.	Nissan South Africa	Nissan Qashqai – Fuel Pipe (J12)	Nissan has identified that during engine operation there is potential for movement of the fuel pipe within its retaining clip within the engine bay. This movement can potentially lead to wear on the fuel pipe.	It is possible for the wear to generate a perforation condition on the fuel pipe resulting in a potential fuel leak.
5.	Lexus SA Motors PTY (LTD)	Lexus LX600 - 25SD-107 V35A Engine Replacement (Phase2)	The subject vehicles are equipped with a V35A engine that contains crankshaft main bearings which allow the crankshaft to rotate within the engine assembly while running. During a specific production period, there is a possibility that engine machining debris of a particular size and amount may not have been cleared from the engine during manufacturing and subsequently contaminated the engine assembly during the production process. For these engines in the subject vehicles, the pressure on main bearings due to the engine configuration is such that, if the aforementioned machining debris adheres to the bearings and operation of the engine continues at higher loads over time, failure of the bearings may occur.	Loss of motive power while driving at higher speeds can increase the risk of an accident.

Item	Name of Supplier	Product	Defect	Hazards
			This can lead to potential engine knocking, engine rough running, engine no start and/or an engine stall. In the subject vehicles an engine stall while driving leads to a loss of motive power, while driving at higher speeds can increase the risk of an accident.	
6.	Toyota SA Motors PTY (LTD)	Toyota LC300 - 25SD-107 V35A Engine Replacement (Phase2)	The subject vehicles are equipped with a V35A engine that contains crankshaft main bearings which allow the crankshaft to rotate within the engine assembly while running. During a specific production period, there is a possibility that engine machining debris of a particular size and amount may not have been cleared from the engine during manufacturing and subsequently contaminated the engine assembly during the production process. For these engines in the subject vehicles, the pressure on main bearings due to the engine configuration is such that, if the aforementioned machining debris adheres to the bearings and operation of the engine continues at higher loads over	Loss of motive power while driving at higher speeds can increase the risk of an accident.

Item	Name of Supplier	Product	Defect	Hazards
			time, failure of the bearings may occur. This can lead to potential engine knocking, engine rough running, engine no start and/or an engine stall. In the subject vehicles an engine stall while driving leads to a loss of motive power, while driving at higher speeds can increase the risk of an accident.	
7.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	Certain 2017- 2020 Model Year Ranger / Everest with 10R80 Transmission (25SE3)	On certain Ford Ranger and Ford Everest vehicles, the transmission fluid pump gear may fail. This failure may result in a reduction of hydraulic pressure within the transmission.	Customers may experience a loss of movement resulting from transmission fluid pump gear failure.
8.	Toyota SA Motors PTY (LTD)	Urban Cruiser - Fuel Gauge	During the manufacturing process of the combination meter, there is a possibility that the improper correction value of the fuel indicator has been written in the memory of the combination meter.	If the improper correction value is stored in the memory, there is a possibility that the fuel level indicator in the combination meter may indicate more fuel than actually remaining, and the low fuel warning light may not turn on as the fuel decreases, so the customer may not notice and run out of fuel, resulting in the engine stalling and the engine not starting. In some countries, this may result in non-compliance with regulations.

Item	Name of Supplier	Product	Defect	Hazards
9.	Daimler Truck Southern Africa Limited	Mercedes Benz Atego 967, Actros 963, Arocs 964, and eActros 983	Through a self-disclosure by supplier ZF Friedrichshafen AG, Daimler Truck AG was informed that there may have been a manufacturing deviation in Atego 967, Actros 963, Arocs 964, and eActros 983 model vehicles on the ball joints that are installed in steering components (e.g. drag links, steering links, tie rods). It cannot be ruled out that individual components did not fully undergo the prescribed hardening process and have therefore gotten into vehicles with insufficient material hardness.	This may result in increased wear and, in later phases, reduced fatigue strength to the point of a possible fatigue fracture, which would probably occur at low speeds with high steering forces. In the event of such a fracture, vehicle can no longer be steered and there would be a risk of accident.
10.	Stellantis South Africa	Alfa Romeo – Tonale Engine Management Software Update (F60W)	The Alfa Romeo Tonale vehicles equipped with a 1.5i engine, may suffer engine damage caused by bending or breakage of the connecting rods due to misfire. To solve this problem, the engine control module software must be updated.	The Alfa Romeo Tonale vehicles equipped with a 1.5i engine, may suffer engine damage caused by bending or breakage of the connecting rods due to misfire. In the worst case, this could cause a fire in the vehicle while driving.
11.	Toyota SA Motors PTY (LTD)	Toyota RAV4 PHEV, Corolla Cross, Corolla HB, Crown, GR Corolla 25SD-063 – Combination Meter reprogram	The subject vehicles are equipped with a combination meter system where various information is displayed (telltale and indicator lights, vehicle gauges,	This may cause the memory device to deteriorate earlier than intended. If this occurs, the 12.3-in monitor will not be displayed at ignition on and will remain in

Item	Name of Supplier	Product	Defect	Hazards
			messages, etc.) in a 12.3-inch display monitor in the instrument panel. Due to improper programming of the combination meter, unnecessary data is repeatedly written to a memory device in the combination meter when the combination meter operates.	this state. If the vehicle is driven without a working 12.3-in monitor and certain malfunctions occur during that drive, there is a possibility that indicators for those malfunctions could be missed if the driver does not notice the redundant notification on the centre multimedia screen. Depending on the malfunction, continuous driving could lead to an increased risk of an accident.
12.	Daimler Truck Southern Africa Limited	Mercedes Benz Actros 963, Arocs 964, Atego 967 and eActros 983 (3090755)	As part of our constant quality monitoring, we have determined in vehicles of the model Actros 963, Arocs 964, Atego 967 and eActros 983 that diodes were soldered onto the PCB instead of transistors on 258 accelerator pedals during the assembly process of the accelerator pedal supplier. If voltage peaks occur, the diode may in the most unfavourable case be destroyed.	As a result of the voltage peak, the accelerator pedal sensor may fail due to a destroyed diode. In the case of a failure of the accelerator pedal sensor, signals are no longer sent to the drive control unit (CPC), throttle response then no longer occurs and the vehicle coasts down and becomes an immobility case. In the case of a failure of the accelerator pedal, the "cruise control" function also fails and cannot be reactivated. This can increase the risk of accident, in particular for following traffic. The function of the brakes, illumination and warning lamps remain

Item	Name of Supplier	Product	Defect	Hazards
				ensured in the case of the occurrence of damage.
13.	Daimler Truck Southern Africa Limited	Mercedes Benz Arocs 964 (3290358)	It cannot be ruled out in vehicles of the model Arocs 964 from the CKD assembly in East London (South Africa) that the screws of the clamped assembly may become unfastened due to settling effects in the clamped assembly of the leaf spring at the front axle during vehicle use. Records from the CKD assembly verify that the correct torque and tightening angle were applied in the production. If the clamped assembly should become unfastened over the course of the vehicle service life due to settling effects, the front axle may move during braking due to a missing clamping effect.	This can lead to a strong pulling to one side, whereby the driver may not be able to keep the vehicle in lane. The risk of accident is significantly increased in this case.
14.	Daimler Truck Southern Africa Limited	Mercedes Benz Actros 963 and Arocs 964 (3290367)	As part of our constant quality monitoring, we have established that in Actros 963 and Arocs 964 models, depending on the model designation, up to two screws per installed axle bearing bracket are missing. The axle bearing bracket	If the threaded connection of the axle bearing bracket loosens after approx. 600,000 km, smaller components may be lost (screw: 145 g; nut: 45 g). Furthermore, depending on the severity of the damage, there may be relevant impairments to the

Item	Name of Supplier	Product	Defect	Hazards
			assumes the function of guiding the rear axle in the longitudinal direction of the vehicle.	driving and braking function (skewing and pulling to one side) up to a lateral misalignment of the axle. This may lead to an increased risk of an accident.
15.	Daimler Truck Southern Africa Limited	Mercedes Benz 2445 BUS (5499799)	Mercedes-Benz do Brasil Ltda. (MBBras) informs that, following Production Conformity (CoP) testing carried out on O500 Family buses manufactured between December 22, 2022, and May 27, 2025 – chassis numbers 9BMBA1MC7RB315121 to 9BM634016TB424693 (non-sequential) – a possible deviation was identified in the particulate and NOx emission parameters defined by the Euro V standard.	During testing, MBBras observed that the analysed samples presented missing PVR1 and PV6 parameters, an incorrect wiring harness configuration, and reversed terminal assembly. These conditions may affect the performance of the ATS (Aftertreatment System) and prevent full compliance with the UN ECE R49.05 requirements for particulate and NOx emissions. Once it was confirmed that OM460.987 engines might not fully meet the specified regulatory parameters, MBBras retained all engines at the factory for rework, leaving only vehicles already in the field to be corrected accordingly.
16.	Daimler Truck Southern Africa Limited	FUSO FJ model (C00909)	Excessive stress is applied on the high-pressure fuel pipes due to the combination of vibration and surface abnormalities.	As a result, the high-pressure fuel pipes may crack at the bend-regions, and in the worst case it lead to fuel leakage from fuel pipes.

Item	Name of Supplier	Product	Defect	Hazards
17.	Daimler Truck Southern Africa Limited	FUSO Fighter model FK, FM, FN (C00963)	Due to black substance (oxidation) formation on contact surface, it leads improper electrical conduction.	As a result, turn Indicator lamp doesn't work at random occasions. Flasher indication on instrument cluster also doesn't light up during this failure.
18.	Daimler Truck Southern Africa Limited	FUSO Canter FE8 (C00962)	The LCD device on ICUC (meter cluster) software is inappropriate for some functions.	1. LCD screen may black out if the ignition key is turned on an off in a short period of time. The sleep mode becomes abnormal 2. The display may fade out if cabin temperature goes up to approximately 60 degrees Celsius.
19.	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	26C39 – Compliance Recall Certain 2026-2027 Model Year Ford Ranger Double Cab Vehicles B-Pillar Ramp Replacement	In some of the affected vehicles, the Side Curtain Airbags may interact with the B-pillar trim during inflation and not deploy as intended. If there is interaction during deployment, the B-pillar ramp may detach and become a projectile.	In a case where the B-pillar ramp detaches it could become a projectile increasing the risk of injury to occupants
20.	Woolworths (Pty) Ltd	WBeauty Complete Clarifying Shampoo	As part of the supplier's ongoing quality assurance processes, an issue affecting a limited batch of the product identified and initiated additional testing. Further testing identified the presence of Pluralibacter gergoviae, a bacterium sometimes found in wet manufacturing environments.	While the risk to healthy individuals is considered low, consumers and/or customers with weakened immune systems are advised to discontinue use of the product to avoid possible bacterial infection.

Item	Name of Supplier	Product	Defect	Hazards
21.	Make Believe Ideas Ltd ("MBI")	Groovy Baby 'I Spy a Fly' board book	The fly's wings on the last page of the book may in some instances detach from the book when pulled, posing a potential choking hazard. Removing the wings from the book permanently eliminates the potential hazard from the book. All other Groovy Baby products are unaffected by this issue.	The fly's wings on the last page of the book may in some instances detach from the book when pulled, posing a potential choking hazard. Removing the wings from the book permanently eliminates the potential hazard from the book. All other Groovy Baby products are unaffected by this issue
22.	Boston Scientific	Imager™ II Angiographic Catheter	Boston Scientific is initiating a recall of Imager II Angiographic Catheters ("Catheters") due to a manufacturing issue affecting the catheter tip.	The most common adverse health consequence of tip detachment in the intravascular space with a likelihood of occurrence of every time used is a delay in procedure to exchange for a new device. Although considered remote, the most serious potential adverse health consequence within the intravascular space is life threatening embolism resulting from a device fragment obstructing blood flow resulting in end organ failure.
23.	Isuzu Motors South Africa (Pty) Ltd	Isuzu RG19 (Field Action 26FSL0080)	There is a possibility that the brake pedal pivot pin may have excessive free play or movement.	If the brake pedal pivot pin has excessive free play, the brake pedal may move laterally (sideways) during brake application. This may make it more difficult

Item	Name of Supplier	Product	Defect	Hazards
				for the driver to fully depress the brake pedal and could potentially reduce braking performance when attempting to stop the vehicle.
24.	Fidlock GmbH Kirchhorster Straße 39, 30659 Hanover, Germany	FIDLOCK HERMETIC dry bag medi; colorway Petrol	The adhesive bonding of the closure strips to the bag's film is defective and may detach completely or partially, causing the product to lose its function and individual magnets to fall out. This only affects products in the colorway petrol with the lot number 2409140930201. The lot number is located on the back of the seal strip. (see photo attached)	The magnets are classified as small parts that can be swallowed and pose a high risk, particularly to children, as they may swallow them. Swallowing the magnets (particularly several at once) poses a serious health risk and can lead to death.
25.	Suzuki Auto South Africa (Pty) Ltd	Grand Vitara (APQ415)	Low fuel indicator light not working in speedometer Assy.	Loss of fuel in the tank without the light coming on.
26.	Stellantis South Africa (01D)	Jeep Grand Cherokee (WL)	The Airbag Control Unit module on the affected models may have been built containing software which may cause transient door airbag pressure sensor faults to remain active for the lifetime of the sensor. This may result in delayed deployment of the Side Air Bag (SAB).	A delayed deployment of the SAB may reduce from seat occupant protection in the event of certain types of crashes, potentially resulting in an increased risk of injury to motor vehicle occupants.

Item	Name of Supplier	Product	Defect	Hazards
27.	Lexus SA Motors PTY (LTD)	Lexus GX, Lexus UX	During meter startup, due to a software error of the combination meter, the 3D graphics Micro Controller Unit may not fully initialize resulting in a blank image in the 3D Graphics area, which is part of the meter.	In this condition, the indicators for engine oil pressure, engine coolant temperature, electrical charge, and other warning messages may not display on the combination meter.
28.	Toyota SA Motors PTY (LTD)	Land Cruiser Prado	During meter startup, due to a software error of the combination meter, the 3D graphics Micro Controller Unit may not fully initialize resulting in a blank image in the 3D Graphics area, which is part of the meter.	In this condition, the indicators for engine oil pressure, engine coolant temperature, electrical charge, and other warning messages may not display on the combination meter.
29.	Boston Scientific (97645673-FA)	Direxion and Direxion HI-FLO Torqueable Microcatheter	The supplier is initiating the recall of specific lots of DirexionTM and Direxion HI-FLOTM Microcatheters due to a manufacturing issue that may cause difficulty withdrawing the device from the carrier hoop and difficulty advancing or withdrawing the device through a guide catheter.	The most serious observed outcome was a single reported event of shaft separation within the body requiring an additional intervention to retrieve the retained fragment. This was the only serious injury reported. The most serious potential harm is life-threatening embolism, which is assessed as a remote likelihood of occurrence. There have been no complaints reporting this harm to date.

4.8. Consumer and Business Education

4.8.1. Consumer Education

a) The NCC achieved significant reach and expanded its footprint through a combination of digital communication, physical outreach and strategic stakeholder collaboration. These interventions strengthened the delivery of consumer protection information to diverse communities and supported the broader objective of improving consumer awareness, knowledge and access to information.

b) A cumulative 398,415 consumers were reached through a combination of physical and digital consumer education campaigns delivered across various communication platforms during the quarter. The scale of this reach reflects the effectiveness of an integrated outreach approach, combining broad digital dissemination with direct community-level engagement to maximise the accessibility and visibility of consumer protection information.

Table 12: Online consumer education initiatives

Social Media		Cumulative Statistics		
		July	August	September
Platform	Post	Reach	Reach	Reach
Facebook	Your rights against price gouging	46,787	53,093	67 920
	Signing a contract?	49,937	85,176	91 652
	Two types of agreements you need to know	-	-	1 941
	Find money you already have	-	5,959	28 791
	Mistakes can be fixed	-	26,268	27 174
	The Cost of A Signature	-	41,149	15 482

Social Media		Cumulative Statistics		
		July	August	September
Platform	Post	Reach	Reach	Reach
	Your best defense is proof	-	11,370	17 791
	Platform Total	96,724	223,015	250 751
LinkedIn	Two types of agreements you need to know	824	964	976
	Signing a contract?	1,101	1,158	1 160
	Your rights against price gouging	475	485	491
	Find money you already have	-	37,625	37 662
	Mistakes can be fixed	-	33,673	41 701
	The Cost of a Signature	-	25,538	30 500
	Your best defense is proof	-	23,739	30 368
	Platform Total	2,400	123,182	142 858
X (formerly Twitter)	Two types of agreements you need to know	270	309	314
	Signing a contract?	369	376	378
	Your rights against price gouging	249	252	254
	Find money you already have	-	178	186
	Mistakes can be fixed	-	192	222
	The cost of a signature	-	145	162
	Your best defense is proof	-	204	234
	Platform Total	888	1,656	1 750
Grand Total		**100,012**	**347,853**	**395 359**

c) Physical workshops and exhibitions in rural and township communities across various provinces were conducted across three provinces. These interventions provided direct and accessible platforms for consumers to engage with consumer education practitioners, obtain practical information on their rights and responsibilities, and strengthen their understanding of consumer protection matters. The focus on rural and township areas also supported efforts to extend consumer education beyond traditional urban and metropolitan centres and reach communities that may have limited access to information and vulnerable groups.

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

Table 13: Consumer education initiatives undertaken.

No.	Type of outreach	Date of event	Province	District	Audience & number of attendees	Topic shared
1.	Consumer Education Workshop	09 July 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	127	“The Mandate of the NCC”
2.	Consumer Education Workshop	15 July 2026	Gauteng	West Rand District Municipality	38	"Contracts and the Consumer Protection Act"
3.	Consumer Education Workshop	15 July 2026	North-West	Dr Kenneth Kaunda District Municipality	100	"Contracts and the Consumer Protection Act"
4.	Consumer Education Exhibition	16 July 2026	North-West	Dr Kenneth Kaunda District Municipality	136	"Contracts and the Consumer Protection Act"
5.	Consumer Education Exhibition	24 July 2026	Gauteng	Tshwane Metropolitan	827	“The mandate of the National Consumer Commission and unsafe/expired food and product recalls.”

No.	Type of outreach	Date of event	Province	District	Audience & number of attendees	Topic shared
6.	Consumer Education Workshop/ Exhibition	29 July 2026	Northern Cape	Francis Baard District Municipality	435	"Contracts and the Consumer Protection Act"
7.	Consumer Education Exhibition	04 August 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	149	“Defective goods, rights and recourse”
8.	Consumer Education Workshop and Exhibition	06 August 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	225	"Contracts and the Consumer Protection Act"
9.	Consumer Education Workshop and Exhibition	07 August 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	420	"Contracts and the Consumer Protection Act"
10	Consumer Education Workshop	24 August 2026	Western Cape	Garden Route District Municipality	65	"Money Smart: The Power of Possible."
11	Consumer Education Workshop	24 August 2026	Western Cape	Garden Route District Municipality	41	"Money Smart: The Power of Possible."
12	Consumer Education Workshop	25 August 2026	Western Cape	Garden Route District Municipality	21	"Money Smart: The Power of Possible."
13	Consumer Education Workshop	25 August 2026	Western Cape	Garden Route District Municipality	47	"Money Smart: The Power of Possible."
14	Consumer Education Workshop	25 August 2026	Western Cape	Garden Route District Municipality	37	"Money Smart: The Power of Possible."
15	Consumer Education Workshop	26 August 2026	Western Cape	Garden Route District Municipality	57	"Money Smart: The Power of Possible."
16	Consumer Education Workshop	26 August 2026	Western Cape	Garden Route District Municipality	59	"Money Smart: The Power of Possible."

No.	Type of outreach	Date of event	Province	District	Audience & number of attendees	Topic shared
17	Consumer Education Workshop	26 August 2026	Western Cape	Garden Route District Municipality	19	"Money Smart: The Power of Possible."
18	Consumer Education Workshop	27 August 2026	Western Cape	Garden Route District Municipality	44	"Money Smart: The Power of Possible."
19	Consumer Education Workshop	27 August 2026	Western Cape	Garden Route District Municipality	47	"Money Smart: The Power of Possible."
20	Consumer Education Workshop	27 August 2026	Western Cape	Garden Route District Municipality	48	"Money Smart: The Power of Possible."
21	Consumer Education Exhibition	08 September 2026	Mpumalanga	Ehlanzeni District Municipality	114	"Non-compliant goods and services."
22	Consumer Education Workshop	09 September 2026	Mpumalanga	Ehlanzeni District Municipality	72	"Non-compliant goods and services."
23	Consumer Education Workshop	10 September 2026	Mpumalanga	Ehlanzeni District Municipality	124	"Non-compliant goods and services."
24	Consumer Education Exhibition	29 September 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	204	“Advancing Consumer Trust Through Accelerating Food Safety”
25	Consumer Education Exhibition	30 September 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	79	“Advancing Consumer Trust Through Accelerating Food Safety”
Total					**3 056**	

4.8.2. Business Education

a) A total of 20 business education initiatives were conducted, reaching 491 business entities. These interventions were aimed at enhancing business awareness, promoting compliance, and equipping businesses with information and practical guidance relevant to their operations and growth.

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

Table 14: Business education initiatives undertaken.

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
1.	Door-to-Door Joint Inspection and Advocacy Drive	30 September 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	• Consumers • Spaza Shops • Informal Traders	• KZN Department of Economic Development and Environmental Affairs • South African Bureau of Standards • Limpopo Department of Economic	• Section 23: Price display • Section 24: Labelling and trade description • Section 26: Sales records • Section 41: Faults, misleading and deceptive representation	7

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
						Development, Environment and Tourism • Department of Labour. Department of Trade, Industry and Competition, National Council of Educational Research and Training • South African Police Service • Environmental Health Practitioner	• Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale	
2.	Door-to-Door Joint Inspection and	29 September 2026	KwaZulu-Natal	eThekwini Metropolitan Municipality	• Consumers • Spaza Shops • Informal Traders	• National Consumer Commission	• Section 23: Price display • Section 24: Labelling and	7

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
	Advocacy Drive						trade description • Section 26: Sales records • Section 41: Faults, misleading and deceptive representation • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale	
3.	Exhibition	18 September 2026	Gauteng	University of Johannesburg (UJ) Soweto	• Consumers • SMMEs • Informal Traders	• Gauteng Consumer Office • Ombudsman City of Johannesburg	• Limited knowledge of the Consumer Protection Act (CPA) among some spaza	39

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
						• Gauteng Enterprise Propeller • Business Culture • Tax Ombud • South African Reserve Bank • National Empowerment Fund • Jumbo • Altron • Standard Bank • Capitec • OK • First National Bank • World of Sweets	shop owners and informal traders. • Challenges with compliance with consumer protection and other business requirements. • Lack of awareness of consumer rights, including returns, refunds, pricing, and product safety. • Difficulty accessing funding and financial support for business growth • Product safety and quality concerns, particularly	

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
							regarding goods sold to consumers	
4.	Exhibition	17 September 2026	Gauteng	University of Johannesburg (UJ) Soweto	• Consumers • SMMEs • Informal Traders	• Gauteng Consumer Office • Ombudsman City of Johannesburg • Gauteng Enterprise Propeller • Business Culture • Tax Ombud • SA Reserve Bank	• Limited knowledge of the Consumer Protection Act (CPA) among some spaza shop owners and informal traders. • Challenges with compliance with consumer protection and other business requirements. • Lack of awareness of consumer rights, including returns, refunds, pricing and product safety. • Difficulty	57

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
							accessing funding and financial support for business growth • Product safety and quality concerns, particularly regarding goods sold to consumers	
5.	Workshop	18 September 2026	Gauteng	Sebothoma Hall, Hammanskraal	• Consumers • SMMEs • Informal Traders	• Consumer Affairs • City of Tshwane • Department of Cooperative Governance and Traditional Affairs • Gauteng Liquor Board	• Fundamental Consumer Rights • Fixed-term contracts • Surcharge • CPA Month Implied Warranty • OORS (Opt-Out Register System)	18

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
						• Small Enterprise Development and Finance Agency • Gauteng Department of Economic Development • Gauteng Provincial Treasury • Gauteng Enterprise Propeller • GCA • South African Revenue Service • NBS • Companies Tribunal		

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
6.	Workshop	18 August 2026	Mpumalanga	Nkangala District Municipality, Steve Tshwete Local Municipality; Eastdene Community Hall	• Consumers • SMMEs • Informal Traders	• NCC • MP Economic Development & Tourism	• Consumer Rights & Business Duties • SMME Legal Awareness • Complaint Resolution • Information Transparency • Truthful Claims Guidance	11
7.	Door-to-Door Joint Inspection and Advocacy Drive	18 August 2026	Free State	Bloemfontein: Mangaung Metro	• Motor Vehicle Sector (Mafikeng Industrial Site)	• NCC • SAPS • Free State Department of Economic, Small Business Development, Tourism and Environmental Affairs • Motor Industry Ombudsman of South Africa	• Section 23: Price display. • Section 26: Sales records • Section 48: Unfair terms and conditions • OORS: Mandatory direct marketer registration.	8

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
						• EHP		
8.	Door-to-Door Joint Inspection and Advocacy Drive	18 August 2026	Free State	Bloemfontein: Mangaung Metro	• Spaza Shops • Informal Traders • Retail & Foodstuffs	• Department of Home Affairs • The South African Police Service	• Section 23: Price display. • Section 24: Labelling and trade description. • Section 26: Sales records. • Section 41: Faults, misleading and deceptive representation. • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale.	4
9.	Door-to-Door Joint Inspection and	19 August 2026	Free State	Bethlehem: Dihlabeng	Motor Vehicle Sector	• DHA • SAPS	• Section 23: Price display. • Section 26: Sales	12

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
	Advocacy Drive			Local Municipality			records. • Section 48: Unfair terms and conditions. • OORS: Mandatory direct marketer registration.	
10	Door-to-Door Joint Inspection and Advocacy Drive	19 August 2026	Free State	Bethlehem: Dihlabeng Municipality	• Spaza Shops • Informal Traders • Retail & Foodstuffs	• DHA • SAPS	• Section 23: Price display. • Section 24: Labelling and trade description. • Section 26: Sales records. • Section 41: Faults, misleading and deceptive representation. • Section 48: Unfair terms and conditions • Section 55: Dented	6

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
							cans displayed for sale.	
11	Door-to-Door Joint Inspection and Advocacy Drive	20 August 2026	Free State	Kroonstad: Moqhaka local Municipality	Motor Vehicle Sector	• DHA • SAPS	• Section 26: Sales records • Section 48: Unfair terms and conditions • OORS: Mandatory direct marketer registration	8
12	Industrial Park: Door-to-Door Joint Inspection and Advocacy Drive	20 August 2026	Free State	Kroonstad: Moqhaka local Municipality	Kroonstad Industrial Park	• DHA • SAPS	• Section 26: Sales records • Section 48: Unfair terms and conditions • OORS: Mandatory direct marketer registration	2
13	Workshop	22 July 2026	Gauteng	Emfuleni Local Municipality. Sedibeng District. Ruster-Vaal	• SMMEs • Spaza Shop Owners • Informal Traders	• NCC • Gauteng Economic Development • National	• Fundamental Consumer Rights • Product Safety and Quality • Sales Records	23

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
				Community Hall.	• Consumers	Gambling Board Liquor Board • Gauteng Economic Development • National Treasury • Retail Motor Industry • National Automobile Dealers' Association	and Price Disclosure • Product Labelling • Surcharge • Dispute Resolution & Compliance • Opt-Out Registry	
14	Workshop	24 July 2026	Microsoft Teams	OORS Webinar	• Business • Industry Stakeholders • Consumers • Regulatory Authorities • Provincial Consumer Protection Offices	• NCC • Department of Trade, Industry and Competition	• System Implementation & Operational Timelines. • Database Cleansing Process & Technical Integration. • Cleansing Fee Structure and Cost	248

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
					• Sector Ombuds • Government Departments		Models. • Consumer Scope, Preference Levels & Pre-emptive Blocks. • Interplay Between Prior Consent, Existing Relationships, & Pre-emptive Blocks. • POPIA Alignment. • Direct Marketer Registration & Account Setup. • Data Privacy, Security, & Governance. • Frequency & Maintenance of Cleansing Requirements. • Third-Party Vendors, Industry	

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
							• Sector Impact, & Legacy Systems.	
15	**Industrial Park**: Door-to-Door Joint Inspection and Advocacy Drive	28 July 2026	North-West Province	Mahikeng: Ngaka Modiri Molema District Municipality	Motor Vehicle Sector (Mafikeng Industrial Site)	• NCC • South African Police Services • North-West Gambling Board • Motor Industry Ombud of South Africa • Department of Agriculture and Rural Development, EHP • Department of Health • Department of Home Affairs • Ditsobotla Local Municipality	• Section 23: Price display. • Section 26: Sales records • Section 48: Unfair terms and conditions • OORS: Mandatory direct marketer registration.	12
16	Door-to-Door Joint Inspection And Advocacy Drive	28 July 2026	North-West Province	Mahikeng: Ngaka Modiri Molema District Municipality	• Spaza Shops • Informal Traders		• Section 23: Price display. • Section 24: Labelling and trade description. • Section 26: Sales records. • Section 41: Faults, misleading and deceptive	6

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
						• Department of Employment and Labour	representation. • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale.	
17	Door-to-Door Joint Inspection and Advocacy Drive	29 July 2026	North-West	Delareyville: Tswaing Local Municipality	Motor Vehicle Sector		• Section 23: Price display. • Section 26: Sales records. • Section 48: Unfair terms and conditions. • OORS: Mandatory direct marketer registration.	4
18	Door-to-Door Joint Inspection and Advocacy Drive	29 July 2026	North-West Province	Delareyville: Tswaing Local Municipality	• Spaza Shops • Informal Traders • Retail &		• Section 23: Price display. • Section 24: Labelling and trade	6

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
					Foodstuffs		description. • Section 26: Sales records. • Section 41: Faults, misleading and deceptive representation. • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale.	
19	Door-to-Door Joint Inspection and Advocacy Drive	30 July 2026	North-West Province	Lichtenburg: Ditsobotla Local Municipality	Motor Vehicle Sector		• Section 23: Price display. • Section 26: Sales records • Section 48: Unfair terms and conditions • OORS: Mandatory direct marketer	9

No.	Type of outreach	Date of event	Province	District	Audience	Stakeholders	Topic	Number of Businesses
							registration.	
20	Door-to-Door Joint Inspection and Advocacy Drive	30 July 2026	North-West Province	Lichtenburg: Ditsobotla Local Municipality	• Spaza Shops • Informal Traders • Retail & Foodstuffs		• Section 23: Price display. • Section 24: Labelling and trade description. • Section 26: Sales records. • Section 41: Faults, misleading and deceptive representation. • Section 48: Unfair terms and conditions • Section 55: Dented cans displayed for sale.	4

4.9. Stakeholder engagements

4.9.1. Key highlights during the quarter included

a) the signing of a Memorandum of Understanding (MoU) with the Georgian Competition and Consumer Agency;
b) the Eswatini Consumer and Competition Commission (ESCC) benchmarking and capacity-building engagement;
c) the University of Pretoria job-shadowing programme; and
d) participation in the inaugural Food Safety Indaba.

4.9.2. During July 2026, the NCC had engagements with the Companies and Intellectual Property Commission (CIPC) and the South African Revenue Service (SARS). These engagements focused on strengthening cooperation in relation to business registration, product traceability and the identification of mechanisms to improve the availability and use of information across regulatory systems.

4.9.3. The engagement with SARS was particularly significant in advancing discussions on cooperation around the Track and Trace framework and the potential development of a common product identifier. These initiatives have the potential to strengthen product traceability across the supply chain, support more effective regulatory interventions and enhance the NCC's ability to respond to unsafe, defective or non-compliant products.

4.9.4. The NCC also strengthened collaboration with the Global Anti-Scam Alliance (GASA) and Amazon, with engagements focusing on consumer education, emerging scams and e-commerce consumer protection. These engagements provided an opportunity to deepen understanding of evolving digital consumer risks and explore collaborative approaches to protecting consumers in an increasingly digital marketplace.

4.9.5. Engagement with the University of Fort Hare further supported the implementation of the existing institutional partnership, with the focus on translating the partnership into practical programmes and areas of mutual benefit.

4.9.6. The NCC continued to strengthen regulatory and institutional cooperation through engagements with the South African Health Products Regulatory Authority (SAHPRA) and the Financial Sector Conduct Authority (FSCA). The engagement with SAHPRA focused on health product traceability and the need for strengthened cooperation in safeguarding consumers within the health

products environment. Discussions with the FSCA addressed complaint referrals, information sharing and capacity building for officials responsible for complaints management. The engagement also included the sharing of complaint trends and insights, supporting a more informed and coordinated approach to identifying systemic consumer risks and improving regulatory responses.

4.9.7. The NCC also engaged with the South African Banking Risk Information Centre (SABRIC), with discussions focusing on identifying training and technical capacity requirements. This engagement contributed to ongoing efforts to strengthen institutional capability and improve the NCC's ability to respond effectively to consumer risks, particularly those associated with financial and digital environments.

4.9.8. The programme provided students with an opportunity to bridge academic learning with practical experience and contributed to developing consumer protection knowledge and regulatory awareness among future legal professionals. It also strengthened the NCC's contribution to skills development and the creation of a pipeline of professionals with a deeper understanding of consumer law and enforcement.

4.9.9. The NCC participated in a joint consumer protection awareness webinar with **the dtic**, the National Credit Regulator (NCR) and the Consumer Goods and Services Ombud (CGSO). The webinar focused on "Know Your Consumer Rights: Complaints, Unfair Business Practices, Defective and Unsafe Products." The initiative provided a coordinated platform for strengthening consumer awareness of consumer rights, available redress mechanisms and the responsibilities of businesses under the consumer protection framework. It also demonstrated the value of collaborative public education in ensuring that consumers are better equipped to identify unfair practices, report non-compliance and exercise their rights.

4.9.10. A further key milestone was the NCC's participation in the inaugural Food Safety Indaba in Durban on 28 September 2026, held under the theme "Advancing Consumer Trust Through Accelerating Food Safety." The Commissioner addressed the Indaba on "Protecting Consumers in the Food Supply Chain: The Role of Consumer Protection and Product Recalls in Ensuring Food Safety." The Indaba provided an important multi-stakeholder platform for knowledge sharing and dialogue on food safety, consumer protection and product recalls. It highlighted the critical relationship between effective food safety systems, consumer confidence, product traceability and

timely recall mechanisms. The outcomes of the engagement are expected to contribute to the development of a national framework on food safety and support greater coordination among stakeholders across the food supply chain.

4.9.11. The NCC also strengthened regional cooperation through engagements with the Seychelles Fair Trading Commission and the Botswana Competition and Consumer Commission. These engagements provided opportunities for cross-border knowledge exchange, benchmarking and the sharing of experiences relating to consumer protection, regulatory approaches and product recalls.

4.9.12. The NCC further advanced cooperation with the Border Management Authority (BMA) through the development of defined workstreams covering joint enforcement, public awareness and consumer education, capacity building, information sharing and coordinated implementation planning.

5. PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

Table 15: Progress towards achievement of the APP targets against quarterly milestones.

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
1.	Track and trace regulations of goods	Publication of the track and trace regulations	Publication of draft track and trace regulations.	**Not Achieved** The NCC submitted draft regulations to **the dtic**. The draft Regulations have not yet been published.	The regulations are undergoing Internal Process of **the dtic**. Consultation is also taking place with State Attorney.	Follow up and continuous engagement with **the dtic** to ensure that draft regulations are published.	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
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	None	None	None
3	Number of non-compliant suppliers reduced.	Non-compliant suppliers reduced by 1 000.	Non-compliant suppliers reduced by 300.	**Achieved** A total of 338 compliance certificates were issued to compliant suppliers. Enforcement and Legal Division issues 7 Compliance certificates. Complaints and Investigations Division issued 331 Compliance Certificates.	None	None	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
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.	**Achieved** Total Redress amounted to R58 214 831,55. • NCC contribution to redress is R4 261 232,46 consisting of Judgments/consent orders for R 483 075, NCC's redress amounts and Complaints and Investigation to the value of R3 778 157,46. • CGSO contributed R4 641 831.09 and	None	None	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
				MIOSA an amount of R49 311 768.			
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** 78% (7 out of 9) of the judgments were issued by the Tribunal in favour of the NCC.	2 of the 9 cases were not in favour of the NCC.	The NCC has implemented the litigation strategy that saw a significant increase of wins compared to the previous quarter and this trend is likely to continue.	None
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.	**Achieved** 100% (2 out of 2) of the judgments were issued by the Courts in favour of the NCC.	None	None	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
7	Percentage of consumer complaints finalized.	75% of consumer complaints finalised.	75% of consumer complaints finalised.	**Not Achieved** 27,13% (486 out of 1791) of consumer complaints finalised.	Increased complexity and volume of complaints.	The year-to-date performance is at 42% arising from the resolution of 935 complaints out of a total of 2 240. The NCC has added 5 junior investigators to improve capacity.	None
8	Number of direct marketers registered on the Opt-Out Registry.	20 000 direct marketers registered on the Opt-Out Registry system.	6 000 direct marketers registered on the Opt-Out Registry system.	**Not Achieved** 490 direct marketers registered on the Opt-Out Registry system.	Opt-Out Registry system was not launched to enable direct markers to register because of the concerns raised by the stakeholders.	The system was opened for direct marketers on the 15th of September 2026, and the official launch	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
					The NCC developed the Opt-Out Registry guidelines to address the concerns raised. The NCC also met with various stakeholders to clear concerns and challenges.	also took place in October. There will be a drive to register direct marketers.	
9	Number of consumers protected from unwanted direct marketing.	500 000 consumers protected from unwanted direct marketing.	100 thousand consumers protected from unwanted direct marketing.	**Not Achieved** There were no consumers registered for the purposes of opting out from unwanted direct marketing.	Opt-Out Registry system was not launched to enable direct markers to register because there were extended with direct marketers who were raising legal	The system was opened for direct marketers on the 15th of September 2026, and the official launch also took place in October. There will be a	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
					challenges with the regulations.	drive to register direct marketers.	
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** 29 product recalls administered within 20 business days of receipt of recall notice from suppliers.	None	None	None
11	Number of consumers reached.	500 000 consumers reached.	100 000 consumers reached.	**Achieved** 398,415 consumers reached[1]	The strategic utilisation of digital media platforms significantly expanded consumer reach. Furthermore, the 2026 MSWSA	None	None

[1] During the first quarter, the target was reported as 288 695. The Internal audit review identified that the achievement was understated by 1 089 with the correct amount being 289 784.

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
					Campaign generated strong digital engagement and traction, demonstrating increased consumer interest, awareness, and interaction across digital platforms.		
12	Number of businesses reached for compliance awareness.	1 000 businesses reached.	300 businesses reached.	**Achieved** 491 Businesses were reached	A webinar that was held on Opt-Out Registry attracted a large number of businesses	None	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 providers were paid within 6 business days (438 invoices)	None	None	None

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
14	Percentage of vacancy rate.	10% vacancy rate of funded positions.	10% vacancy rate of funded positions.	**Achieved** The NCC's vacancy rate is 9% (8 out of 86 positions).	None	None	None
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**	None	None	None
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** During the reporting period, no settlement agreements concluded by the NCC resulted in the creation of jobs. Only 2 jobs were confirmed during the second quarter.[2]	The target was not met due to suppliers' inability to enter into settlement agreements containing specific terms and conditions relating to job creation as a prerequisite for resolving the	The NCC will follow-up to monitor compliance with previous settlement commitments to create employment.	None

[2] During the preparation of the quarter 2 report, it was confirmed that 10 jobs were created during the first quarter. This information was not reported by the concerned supplier and therefore not recorded in the quarter 1 report.

Output Indicator		Target for 2026/27 as per APP	Quarter Two Target as per APP	Quarter Two Actual Output	Reasons for Deviation	Corrective Action	Comments For Quarter Two
					matters or having the agreements made consent orders.		

6. HUMAN RESOURCE VACANCY REPORT

Table 16: Number of vacant executive positions in relation to total vacancies

Information	Number of positions
Total executive positions on the structure	7
Number of vacant executive positions	2

Table 17: 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	Position not yet permanently filled by the Executive Authority	The process has not yet commenced.	N/A	Yes- From 1 May 2024
2.	Deputy Commissioner	1 August 2025	Position not yet filled by the Executive Authority	The process has not yet commenced.	N/A	No

Table 18: 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	1 April 2026	The recommended candidates declined the offers.	The recommended candidates declined the offers.	The recruitment process to continue.	No
2.	Manager: Financial Accounting	30 September 2026	The incumbent was successfully appointed to the higher position.	The position will be advertised during Q3	01 December 2026	No
3.	Investigator	1 March 2026	The position is advertised and the recruitment process is ongoing.	The advert closed pending shortlisting process	1 December 2026	No

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
4.	Senior Legal Advisor: Litigations	Newly funded position	The funding for the position was only made available during Q2.	The interviews were concluded pending approval for the appointment	1 November 2026	No
5.	Legal Advisor: Exemptions & Accreditations	Newly funded position	Recruitment was concluded in Q2, when funding became available.	The recruitment process was concluded, and the offer was made and accepted	Successful candidate accepted the offer and will start on 01 November 2026	No
6.	Office Manager: Office of the Commissioner	Newly funded position	Newly funded position	Job description has been reviewed	January 2027	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 19: Progress on the implementation of risk mitigation plans

Status of risks	Number of actions (YTD)	Comments
Open (not started)	79	
In progress (already started)	16	
Closed (resolved)	63	

7.2. Progress on the implementation of strategic risks

Table 20: 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.	Senior Manager Investigation	Quarter 1 & 2	**Implemented** Five Junior Investigator positions have been filled.	**Medium**

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Procurement of vehicles through the transversal contract.			Implemented in Q1	
STR 2	Lack of skills to investigate fraudulent and deceptive conduct.	Provide skills to investigate and enforce.	Senior Legal Advisor	Quarter 4	The activity is not yet due for implementation.	**Medium**
		Conduct awareness campaigns for consumers on scams.		Quarter 2	**Implemented** Scam awareness booklets have been developed and are being distributed to consumers. In addition, scam awareness campaigns have been conducted through social media in collaboration with the Education and Advocacy Division to enhance consumer awareness and promote protection against scams.	

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 workshop	Divisional Head: Education and Advocacy	Quarterly	**Implemented** **Consumer Education** self-initiated consumer workshops were conducted. **Business Education** 13 self-initiated business workshops were conducted.	**Medium**
		Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach	Divisional Head: Education and Advocacy	Quarterly	**Implemented** **Business Education** 2 webinars were conducted and 2 social media articles were developed during the second quarter. **Consumer Education** 7 social media posts were developed and published to enhance consumer awareness.	
		Collaboration and partnerships with relevant external stakeholders		Quarterly	**Implemented** 14 joint initiatives were conducted in collaboration with CPF member organisations for consumers.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
					24 collaborative sessions were conducted for businesses.	
		Utilisation of mobile unit to raise awareness.		Quarter 4	The activity is not yet due for implementation. 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	The activity is not yet due for implementation.	**High**
		Apply for CARA grant and other additional funds with government or/and private institution			The activity is not yet due for implementation.	
		Quarterly monitor and reprioritize available budget.	All Divisional Heads	Quarterly	**Implemented** Quarterly monitoring of actual expenditure against the budget.	
STR 5	Failure to respond to organisational	Develop and submit the business case for additional grant.	CFO	Quarter 3	The activity is not yet due for implementation.	**Medium**

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
	mandate due to limited capacity.	Review of the Organisational structure to assess relevance and repurposing needs.	All Divisional Heads /Senior Manager HR	Quarter 2	**Implemented** The organisational structure was reviewed, approved, and implemented.	
STR 6	Cyber attacks	Regular monitoring and review of cybersecurity controls.	CIO	Quarterly	**Implemented** Cybersecurity controls are monitored on a weekly basis, and monthly reports are generated to track performance and compliance.	**High**
		Regular cybersecurity awareness training.		Quarterly	**Implemented** Cybersecurity training was conducted on 18 September 2026. Ongoing cybersecurity awareness activities are conducted monthly through Mimecast.	
		Perform network penetration testing to identify weaknesses in controls.		Quarter 2	**Implemented** The audit was finalised on 14 August 2026.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Develop incident response plan and playbooks.		Quarter 3	**Not Implemented** The Incident Response Plan is scheduled for review in Quarter 3. Incident response playbooks are in place but have not yet been fully completed.	
		Regular review of systems and infrastructure licenses.		Quarterly	**Implemented** A structured schedule has been established for the quarterly review of all active licences. Licence compliance and renewals are tracked and documented.	
		Review DR Plan.		Quarter 2	**Not Implemented** The Disaster Recovery (DR) Plan is scheduled for review in Quarter 3.	
		Regular review of ICT infrastructure and decommissioning.		Quarterly	**Implemented** Infrastructure activities and decommissioning were completed during the quarter under review.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Planned Implementation date	Progress on Risk Treatment Plan	Residual Rating
		Implement AI security systems.		Quarter 3	The activity is not yet due for implementation.	
		Implement SIEM solution.		Quarter 4	The activity is not yet due for implementation.	
		Develop and implement third party risk management policy.		Quarter 3	The activity is not yet due for implementation.	
		Amend the ICT organisational structure to include an additional post to address capacity gaps and strengthen ICT service delivery		Quarter 2	**Implemented** Additional posts have been incorporated into the organisational structure. However, some of the positions are not yet funded.	

7.3. Resolution of Internal Audit findings

Table 21: 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)				3		3
In progress (already started)			1	2		3
Closed * (Resolved)				12		12
Total			**1**	**17**		**18**
* Closed since the beginning of the current financial year						

7.4. Progress on the resolution of External Audit Findings

Table 22: 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)	1					1
In progress (already started)						
Closed * (Resolved)	1	1		1		3
Total	**2**	**1**		**1**		**4**
* 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 23: 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									
Internal Audit	Findings	3	2	1						6
	Repeats									
Total	Findings	4	2	1						7
	Repeats									

7.6. Meetings of Committees

Table 24: Meetings of governance committees

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

	Number	
	Quarter	YTD
Audit and Risk Committee	1	5
Risk Management Committee	1	2
ICT Steering Committee meeting	1	1

7.7. ICT Governance

7.7.1. CYBER SECURITY

Table 25: Cyber security risks

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

7.7.2. Policy Review Cycle

Table 26: ICT policy reviews

Policy review cycle	1 Year		2 Years		3 Years	X	4 Years		5 Years	
Comments										

7.7.3. COBIT Governance maturity

Table 27: COBIT maturity

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

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SECTION D
FINANCIAL REPORT

2026-2027

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8. FINANCIAL PERFORMANCE OF THE NATIONAL CONSUMER COMMISSION

8.1. Revenue for the Period

a) The NCC has an allocated grant for the financial year of R73,410,000 (seventy-three million, four hundred and ten thousand rand) as per the allocation. R51,387,000 (fifty-one million, three hundred and eighty-seven thousand rand) has been received to date, the remainder of the grant will be received in October.

b) Funds that were not immediately required were invested in an interest-bearing account with the South African Reserve Bank (Corporation for public deposits). As at the end of September 2026 interest income amounting to R1,351,189 (one million, three hundred and fifty-one thousand, one hundred and eighty-nine rand) has been earned against a projection of R1,835,250 (one million, eight hundred and thirty-five thousand, two hundred and fifty rand) resulting in a shortfall of R484.061 (four hundred and eighty-four rand and sixty-one cents).

c) 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.

d) The table 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 2 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	1,835,250	1,351,189	484,061	0	1,835,250
Other Income	0	0	132,408	-132,408	-100%	0
Revenue	**77,080,500**	**53,222,250**	**52,870,597**	**351,653**	**1%**	**23,858,250**

8.2. Expenditure against the budget per economic classification

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

Description of item	Annual Budget	Quarter 2 Budget	YTD Actual expenditure	YTD Variance	YTD Variance (%)	Remaining Budget for the 2027FY
Compensation of employees	55,222,420	26,773,401	28,998,274	-2,224,874	-8%	26,224,146
Goods and services	21,858,079	11,585,888	18,795,155	-7,209,267	-62%	3,062,924
Total	**77,080,499**	**38,359,289**	**47,793,429**	**-9,434,141**	**-25%**	**29,287,070**

8.2.1. Compensation of employees and goods and services indicates an overspending of R9,434,141 (nine million, four hundred and thirty-four thousand, one hundred and forty-one rand). The budget is generally underfunded. The NCC relies on the approved surplus funds and interest earned to supplement the available financial resources. The NCC applied for retention of surplus funds arising from the prior year. 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.

8.3. Detailed Revenue and Expenditure Variances.

Table 30: Detailed revenue and expenditure variances

Description	Annual Budget	Quarter 2 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2027FY	Note (Variance explanation)
2027 FINANCIAL YEAR							
Government grants	73,410,000	51,387,000	51,387,000	0	0%	22,023,000	
Interest Income	3,670,500	1,835,250	1,351,189	484,061	26%	2,319,311	

Description	Annual Budget	Quarter 2 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2027FY	Note (Variance explanation)
Other Income	0	0	132,408	-132,408	0%	-132,408	8.3.1
Revenue	**77,080,500**	**53,222,250**	**52,870,597**	**351,653**	**1%**	**24,209,903**	
Compensation of employees							
Salary & Wages	47,428,761	22,876,571	26,225,546	-3,348,975	-15%	21,203,216	
Social contributions	7,793,659	3,896,829	2,772,728	1,124,101	29%	5,020,931	
Total COE	**55,222,420**	**26,773,401**	**28,998,274**	**-2,224,874**	**-8%**	**26,224,146**	
Goods and services							
Audit Committee fees	554,124	332,475	150,738	181,737	55%	403,386	
Advertising	108,016	58,000	140,730	-82,730	-143%	-32,713	
External audit fees	1,150,000	1,150,000	1,082,866	67,135	6%	67,135	
Bank charges	46,447	23,226	24,691	-1,466	-6%	21,756	
Catering & consumables	120,978	60,492	396,023	-335,531	-555%	-275,045	
Communication costs	910,716	455,358	393,917	61,441	13%	516,799	
Computer services	574,253	287,124	3,014,626	-2,727,502	-950%	-2,440,374	
Consultants	1,093,612	546,804	450,940	95,864	18%	642,671	
Insurance	167,803	83,904	173,894	-89,990	-107%	-6,091	
Internal Audit fees	520,000	346,000	329,340	16,660	5%	190,660	

Description	Annual Budget	Quarter 2 Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2027FY	Note (Variance explanation)
Lease payments	349,973	174,984	0	174,984	100%	349,973	
Legal fees	2,197,158	1,098,579	3,056,570	-1,957,991	-178%	-859,412	
Printing & publication	97,215	48,607	24,334	24,274	50%	72,881	
Postage & courier	44,000	22,000	7,645	14,355	65%	36,355	
Stationery	216,033	150,000		150,000	100%	216,033	
Subscriptions & membership	72,330	50,000	149,951	-99,951	-200%	-77,621	
Software Licenses	2,816,674	1,408,338	1,121,528	286,810	20%	1,695,146	
Training & staff development	352,133	176,067	47,809	128,257	73%	304,324	
Travel & subsistence	2,209,180	985,213	3,622,467	-2,637,254	-268%	-1,413,287	
Depreciation & Amortisation	0	0	587,676	-587,676	0%	-587,676	
Water and Electricity	1,404,213	702,107	316,896	385,210	55%	1,087,317	
Facilities	6,853,221	3,426,611	3,702,514	- 275,904	-8%	3,150,707	
Total goods and services	**21,858,079**	**11,585,888**	**18,795,155**	**- 7,209,267**	**-62%**	**3,062,924**	
Total budget/expenditure	**77,080,500**	**38,359,289**	**47,793,429**	**- 9,434,141**	**-25%**	**29,287,070**	8.3.2

Explanations of material budget variances and remedial actions

8.3.1. Other Income

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

8.3.2. Total goods and Services and compensation of employees

The budget is generally underfunded. The NCC relies on the approved surplus funds and interest earned to supplement the available financial resources. The application for retention of surplus funds from the prior year has been made to the National Treasury through **the dtic**. The approval is yet to be received. The main expenditure drivers are legal costs, travel and subsistence for the purposes of market monitoring as well as costs associated with the implementation of the opt-out registry.

8.3.3. Depreciation

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

8.4. Summary of actions to ensure that the projected expenditure remain within the budget

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

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

8.5. Contract management

There are 35 contracts that are active with a contractual value of R76.9 million, the remaining commitment value (expenditure yet to be incurred) is R32 million. There is no irregular expenditure from the use of expired contracts.

8.6. Statement of financial position and statement of Cash flows as at 30 September 2026

Statement of Financial Position as at 30 September 2026		
	2027	**2026**
Current Assets	**R**	**R**
Receivables from exchange transactions	98,041	76,285
Receivables from non-exchange transactions	60,362	51,387
Prepayments	2,238,950	687,488
Cash and cash equivalents	22,340,249	18,577,534
	24,737,602	**19,392,694**
Non-Current Assets		
Property, plant and equipment	8,343,660	4,603,539
Intangible assets	6,896,627	6,910,331
	15,240,287	**11,513,870**
Total Assets	**39,977,889**	**30,906,564**
Liabilities		
Current Liabilities		
Operating lease liability	1,783,935	267,895
Payables from exchange transactions	7,078,542	556,692
Provisions	2,977,906	2,359,157
	11,840,383	**3,183,744**
Non-Current Liabilities		
Operating lease liability	-	560,697

Total liabilities	**11,840,383**	**3,744,441**
Net Assets	**28,137,506**	**27,162,123**
Cash Flow Statement as at 30 September 2026		
Receipts	**2027**	**2026**
Grants	51,387,000	88,360,000
Interest Income	1,351,189	2,478,344
Other income	132,408	7,315
	52,870,597	**90,845,659**
Payments		
Employee costs	-27,021,507	-51,210,566
Suppliers	-20,243,961	-36,023,614
	-47,265,468	**-87,234,180**
Net cash flows from operating activities	**5,605,129**	**3,611,479**
Cash flows investing activities		
Purchase of property, plant and equipment	-1,842,415	-1,745,621
Net increase/ (decrease) in cash and cash equivalents	3,762,714	1,865,858
Cash and cash equivalents at the beginning of the year	18,577,534	16,711,676
Cash and cash equivalents at the end of the quarter	**22,340,248**	**18,577,534**

8.7. 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 **September 2026** Terms of reference not yet received
2	The proof reading, copy editing, design, lay-out, and printing services	R1,200,000.00	22-05-26	**June 2026** The bid has been readvertised with a closing date of 17 July 2026 **September 2026** The bid has been awarded.
3	Panel of Laboratory Services	R700,000.00	29-05-26	**May 2026** Terms of Reference not yet received. **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. **September 2026** The bid will be readvertised as it was non-responsive.
5	Vehicles	R1,500,000.00	10-08-26	Not yet due
6	LAN Infrastructure Support	R595,000.00	30-06-26	**June 2026** The RFQ was reissued on 19 June 2026 due to non-responsiveness of the previous issue, with a closing date of 26 June 2026. proposals have been received and evaluation of the

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
				proposals are in process. **September 2026** The bid has been awarded.
7	Database Application Firewall	R1,500,000.00	10-07-26	**June 2026** Terms of Reference not yet received. **September 2026** The project has been replaced with Network Detection and Response Solution.
8	eService and OORS Load Balancer	R1,200,000.00	30-06-26	**June 2026** Terms of Reference not yet received. **September 2026** The project has been replaced with Network Detection and Response Solution.
9	SAGE Upgrade and Support	R1,100,000.00	29-05-26	**June 2026** Terms of Reference not yet received. **September 2026** Terms of Reference not yet received.
10	Research: Impact Assessment	R1,200,000.00	15-07-26	**June 2026** The bid is currently being evaluated by the BEC. **September 2026** The bid has been awarded.

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. **September 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. **September 2026** Terms of Reference not yet received.
13	Network Detection and Response Solution	R2,500,000.00	30 October 2026	**September 2026** The bid has been finalised for advert.

8.8. 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.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
1	Primedia Broadcasting	702 Walk the talk-Employee wellness	Single Source	R70,305.25	N/A	N/A
2	The South African Bureau of Standards (SABS)	Fibre Content Testing	Sole Source	R6,828.14	N/A	N/A

No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
3	Department of Government Communication and Information System	Community Radio Interview Slots for Public Awareness and Consumer Education Campaigns	Single Source	350,000.00	N/A	N/A
4	Government Printing Works	Publication of the application by the South African Franchisee Representative Organisation, also known as "SAFREP" as a Consumer Protection Group.	Sole Source	R1,008.78	N/A	N/A
5	Government Printing Works	Publication of the application by the South African Franchisee Representative Organisation, also known as "SAFREP" as a Consumer Protection Group.	Sole Source	R1,008.78	N/A	N/A

No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/Expansion/ Procurement by other means	Cumulative value of extension
6	Government Printing Works	Publication of the application by the Plumbing Industry Registration Board (PIRB) for recognition as a Consumer Protection Group (CPG).	Sole Source	R3,026.32		
7	Government Printing Works	Publication of Opt-Out Registry System Guidelines.	Sole Source	R31,272.18	N/A	N/A
8	Government Printing Works	Publication of draft Guidelines on Product Descriptions, Labelling, Issuance of Sales Records, and Price Disclosure Requirements for public comment.	Sole Source	R10,087.80	N/A	N/A

NATIONAL CONSUMER COMMISSION
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ANNEXURES TO THE REPORT

2026-2027

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9. ANNEXURES TO THE REPORT: REDRESS TO CONSUMERS

National Consumer Commission

Table 33: Money saved for consumers by the NCC during the first quarter.

National Consumer Commission						
No.	**Reference Number**	**Respondent Name**	**Category**	**Repair/Replacement/Refund**	**Redress Value (Zar)**	**Date Closed**
1.	CC2026/04/0082	BLUE LABELS	TELECOMS	Non-Referral	6 000,00	16-Jul-26
2.	CC2026/04/0204	MTN	TELECOMS	Non-Referral	1 105,72	16-Jul-26
3.	CC2026/02/0311	MTN	Telecommunications	Non-Referral	456,76	16-Jul-26
4.	CC2026/04/0281	MTN	Telecommunications	Non-Referral	675,15	16-Jul-26
5.	CC2025/11/0663	MTN	TELECOMS	Refund	1 000,00	16-Jul-26
6.	CC2025/10/0109	Vodacom	TELECOMS	Cancellation	1 097,09	16-Jul-26
7.	CC2026/04/0249	MTN	TELECOMS	Refund	139,61	16-Jul-26
8.	CC2026/04/0252	MTN	TELECOMS	Cancellation	561,00	16-Jul-26
9.	CC2026/05/0440	MTN	Billing & Collections	Cancellation	892,37	16-Jul-26
10.	CC2026/02/0598	Cartrack	Motor Vehicles	Billing	889,90	16-Jul-26
11.	CC2026/01/0525	Mweb (Pty) Ltd	Billing & Collections	Cancellation	3 258,67	16-Jul-26
12.	CC2026/03/0042	RAGE	Household goods	Refund	109,00	16-Jul-26
13.	CC2026/03/0237	Weelee	Used motor vehicles	Refund	241 138,83	16-Jul-26
14.	12/1/1/05-26/0078	Crucial Trade PTY LTD	Motor Vehicles	Refund	8 113,70	16-Jul-26
15.	CC2026/02/0679	TELKOM SA	TELECOMS	Billing	656,00	16-Jul-26
16.	CC2026/05/0365	TELKOM SA	TELECOMS	Refund	1 000,00	16-Jul-26
17.	CC2026/04/0339	TELKOM SA	TELECOMS	Refund	20 280,00	16-Jul-26
18.	CC2026/04/0181	Auto Deal Brakpan	Motor Vehicles	Settlement	552 500,00	16-Jul-26
19.	CC2026/03/0159	We Buy Cars	Motor Vehicles	Refund	8 000,00	16-Jul-26
20.	CC2026/02/0403	Gobid Vehicle Auctioneers	Motor Vehicles	Refund	5 000,00	16-Jul-26
21.	CC2026/04/0282	Vodacom	Payment & Billing	Cancellation	602,00	16-Jul-26
22.	CC2026/02/0706	FlySafair	Transportation	Refund	12 540,86	16-Jul-26
23.	CC2026/02/0115	MTN	TELECOMS	Cancellation	491,60	16-Jul-26
24.	CC2026/01/0580	MTN	TELECOMS	Cancellation	1 045,50	16-Jul-26

National Consumer Commission						
No.	**Reference Number**	**Respondent Name**	**Category**	**Repair/Replacement/Refund**	**Redress Value (Zar)**	**Date Closed**
25.	CC2026/02/0069	MTN	TELECOMS	Cancellation	809,90	16-Jul-26
26.	CC2026/04/0342	Vodacom	Payment & Billing	Cancellation	1 310,66	16-Jul-26
27.	CC2026/04/0516	MTN	Financial and Insurance services	Cancellation	10 351,00	16-Jul-26
28.	CC2026/02/0120	MTN	Machinery & Technology	Billing	28 725,83	16-Jul-26
29.	CC2026/03/0751	MTN	Payment & Billing	Refund	123 424,98	16-Jul-26
30.	CC2026/04/0385	Webuycars	Payment & Billing	Refund	4 000,00	16-Jul-26
31.	CC2026/06/0077	cell c	Payment & Billing	Cancellation	1 520,40	16-Jul-26
32.	CC2026/04/0538	MTN	MACHINERY & TECHNOLOGY	Cancellation	2 376,45	30-Jul-26
33.	CC2025/08/0064	CAR KING	MOTOR VEHICLE	Settlement	416 126,30	30-Jul-26
34.	CC2025/10/0415	WE BUY CARS	MOTOR VEHICLE	Refund	30 000,00	30-Jul-26
35.	CC2026/03/0527	CELL C	PAYMENT & BILLING	Billing	341,97	30-Jul-26
36.	CC2025/12/0249	Koos and Mike Used Cars	Motor Vehicles	Refund	35 700,00	30-Jul-26
37.	CC2026/04/0669	Vodacom	Financial Services	Cancellation	3 486,54	30-Jul-26
38.	CC2026/05/0260	Vodacom	Payment & Billing	Cancellation	3 860,00	30-Jul-26
39.	CC2026/04/0677	MTN	TELECOMS	Cancellation	1 749,26	30-Jul-26
40.	CC2026/04/0641	MTN	TELECOMS	Cancellation	2 066,10	30-Jul-26
41.	CC2026/05/0528	Vodacom	Machinery and Technology	Refund	3 576,49	30-Jul-26
42.	CC2026/05/0375	CELL C	TELECOMS	Cancellation	1 189,04	30-Jul-26
43.	CC2026/04/0312	Telkom	Telecommunications	Unfair Listing	4 039,00	30-Jul-26
44.	CC2026/04/0319	Telkom	Telecommunications	Unfair Listing	423,59	30-Jul-26
45.	CC2026/03/0379	Telkom	Telecommunications	Refund	664,00	30-Jul-26
46.	CC2024/10/6182037	Planet 42	Non-Referral	Refund	75 000,00	16-Jul-26
47.	CC2024/03/2546035	Kelston Motors	Motor Vehicle	Settlement	910 110,78	30-Jul-26
48.	CC2025/06/0038	Lifestyle home (Lifestyle and Co)	HOUSEHOLD	Refund	3 999,00	30-Jul-26
49.	CC2024/10/6060032	SA Motor Corp	Motor Vehicle	Refund	81 191,00	30-Jul-26
50.	CC2026/01/0380	WE BUY CARS	Motor Vehicle	Repairs	4 521,40	13-Aug-26
51.	CC2026/02/0181	TELKOM	Telecommunication	Cancellation of contract	12 090,87	13-Aug-26
52.	CC2026/02/0675	MTN	Telecommunication	Replacement	7 421,40	13-Aug-26

National Consumer Commission						
No.	**Reference Number**	**Respondent Name**	**Category**	**Repair/Replacement/Refund**	**Redress Value (Zar)**	**Date Closed**
53.	CC2026/02/0717	Premjis Jewellers Gateway	Household	Quality of product	30 800,00	13-Aug-26
54.	CC2026/03/0590	Urban Pulse T/A Rux Logistics	Postal and Courier Services	Refund	3 351,00	13-Aug-26
55.	CC2026/05/0013	MTN	Telecommunication	Billing	676,96	13-Aug-26
56.	CC2026/05/0066	MTN	Telecommunication	Defective product	7 399,89	13-Aug-26
57.	CC2026/05/0373	Vodacom	Telecommunication	Cancellation of contract	474,65	13-Aug-26
58.	CC2026/05/0512	MTN	Telecommunication	Misrepresentation	2 127,99	13-Aug-26
59.	CC2026/06/0222	Telkom	Telecommunications	Billing	333,55	13-Aug-26
60.	CC2026/06/0690	Telkom	Telecommunications	Connectivity	1 869,99	13-Aug-26
61.	CC2026/07/0673	Telkom	Telecommunication	Billing	1 674,86	13-Aug-26
62.	CC2026/02/0284	REVIBE	Household	Defective product	975,00	13-Aug-26
63.	CC2026/05/0481	MTN	Telecommunication	Non-delivery of goods	474,30	27-Aug-27
64.	CC2026/04/0617	MTN	Telecommunication	Quality of service	2 818,00	27-Aug-27
65.	CC2026/05/0158	MTN	Telecommunication	Cancellation of contract	739,36	27-Aug-27
66.	CC2026/05/0143	MTN	Telecommunication	Cancellation of contract	1 141,01	27-Aug-27
67.	CC2026/05/0256	MTN	Telecommunication	Cancellation of contract	537,00	27-Aug-27
68.	CC2026/04/0602	We Buy Cars	Motor Vehicles	Repairs	1 400,00	27-Aug-27
69.	CC2026/05/0346	MTN	Telecommunication	Cancellation of contract	2 190,00	27-Aug-27
70.	CC2026/03/0239	MTN	Telecommunication	Billing	152,09	27-Aug-27
71.	CC2026/04/0354	TELKOM	Telecommunication	Cancellation of contract	6 871,81	27-Aug-27
72.	CC2026/06/0664	TELKOM	Telecommunication	Cancellation of contract	389,38	27-Aug-27
73.	CC2026/05/0638	Telkom	Payment & Billing	Billing	1 893,79	27-Aug-27
74.	CC2026/06/0663	Telkom SA	Payment & Billing	Billing	2 578,81	27-Aug-27
75.	CC2026/05/0736	Telkom	Telecommunications	Cancellation of contract	1 680,98	27-Aug-27
76.	CC2026/06/0584	Vodacom	Machinery & Technology	Cancellation of contract	649,00	27-Aug-27
77.	CC2026/05/0478	Vodacom	Payment & Billing	Upgrade dispute	500,00	27-Aug-27
78.	CC2023/11/0662	Lifestyle Home	Household	Non-delivery of goods	7 250,00	13-Aug-26
79.	CC2024/08/5184017	JB Auto	Motor Vehicle	Repairs	11 462,07	27-Aug-26
80.	CC2024/02/2139033	Lifestyle Home	Household	Refund	3 500,00	27-Aug-26
81.	CC2023/12/1335078	Halfway Ford - Port Shepstone	Motor Vehicle	Refund	1 500,00	27-Aug-26

National Consumer Commission						
No.	**Reference Number**	**Respondent Name**	**Category**	**Repair/Replacement/Refund**	**Redress Value (Zar)**	**Date Closed**
82.	CC2026/05/0475	We Buy Cars	MOTOR VEHICLE	Repairs	15 000,00	10-Sept-26
83.	CC2026/05/0165	MR C.V	MOTOR VEHICLE	Repairs	5 000,00	10-Sept-26
84.	CC2026/07/0049	Telkom	TELECOMMUNICATION	Cancellation	405,40	10-Sept-26
85.	CC2026/02/0149	Cell C	TELECOMMUNICATION	Cancellation	2 793,05	10-Sept-26
86.	CC2026/06/0202	VODACOM	TELECOMMUNICATION	Cancellation	2 807,75	10-Sept-26
87.	CC2026/06/0250	VODACOM	TELECOMMUNICATION	Cancellation	1 275,05	10-Sept-26
88.	CC2026/06/0446	VODACOM	TELECOMMUNICATION	Cancellation	1 863,60	10-Sept-26
89.	CC2026/06/0312	Vodacom	TELECOMMUNICATION	Cancellation	1 377,00	10-Sept-26
90.	CC2026/05/0047	Vodacom	TELECOMMUNICATION	Cancellation	16 093,10	10-Sept-26
91.	CC2025/11/0038	RAIN	TELECOMMUNICATION	Refund	6 603,00	10-Sept-26
92.	CC2026/06/0655	CARTRACK	MOTOR VEHICLE	Refund	247,97	10-Sept-26
93.	CC2026/05/0197	WE BUY CARS	MOTOR VEHICLE	Refund	152 150,00	10-Sept-26
94.	CC2026/03/0514	We Buy Cars	MOTOR VEHICLE	Repairs	57 526,60	10-Sept-26
95.	CC2026/05/0710	Telkom	TELECOMMUNICATION	Cancellation	6 120,00	10-Sept-26
96.	CC2026/06/0017	Telkom	TELECOMMUNICATION	Billing	1 773,40	10-Sept-26
97.	CC2026/06/0314	Telkom SA	TELECOMMUNICATION	Billing	1 433,90	10-Sept-26
98.	CC2026/06/0108	TELKOM	TELECOMMUNICATION	Cancellation	7 797,00	10-Sept-26
99.	CC2026/06/0261	TELKOM	TELECOMMUNICATION	Billing	3 466,58	10-Sept-26
100.	CC2026/06/0238	VODACOM	TELECOMMUNICATION	Cancellation	1 720,00	10-Sept-26
101.	CC2026/05/0668	VODACOM	TELECOMMUNICATION	Cancellation	16 093,10	10-Sept-26
102.	CC2026/05/0617	MTN	TELECOMMUNICATION	Cancellation	3 787,27	10-Sept-26
103.	CC2026/05/0567	VODACOM	TELECOMMUNICATION	Cancellation	533,01	10-Sept-26
104.	CC2026/06/0597	MTN	TELECOMMUNICATION	Cancellation	549,00	10-Sept-26
105.	CC2026/06/0711	MTN	TELECOMMUNICATION	Service deactivation	3 308,79	10-Sept-26
106.	CC2024/01/154040	WE BUY CARS	MOTOR VEHICLE	Repairs	15 410,00	10-Sept-26
107.	CC2024/10/6445029	WE BUY CARS	MOTOR VEHICLE	Repairs	47 878,16	10-Sept-26
108.	CC2024/10/602502	WE BUY CARS	MOTOR VEHICLE	Repairs	30 000,00	10-Sept-26
109.	CC2025/02/0272	LIFESTYLE HOME	HOUSEHOLD	Refund	9 999,00	10-Sept-26
110.	CC2026/06/0055	Vodacom	TELECOMMUNICATION	Cancellation	2 717,00	23-Sept-26
111.	CC2026/06/0668	VODACOM	TELECOMMUNICATION	Cancellation	482,00	23-Sept-26
112.	CC2026/07/0088	iStore SA	TELECOMMUNICATION	Refund	10 640,00	23-Sept-26
113.	CC2026/06/0381	Vodacom	TELECOMMUNICATION	Cancellation	6 714,17	23-Sept-26

National Consumer Commission						
No.	Reference Number	Respondent Name	Category	Repair/Replacement/Refund	Redress Value (Zar)	Date Closed
114.	CC2026/06/0346	Vodacom	TELECOMMUNICATION	Cancellation	1 155,75	23-Sept-26
115.	CC2026/06/0164	Vodacom	TELECOMMUNICATION	Cancellation	1 102,49	23-Sept-26
116.	CC2026/06/0412	Vodacom	TELECOMMUNICATION	Cancellation	7 703,03	23-Sept-26
117.	CC2026/06/0120	VODACOM	TELECOMMUNICATION	Cancellation	670,50	23-Sept-26
118.	CC2026/05/0368	VODACOM	TELECOMMUNICATION	Cancellation	4 690,05	23-Sept-26
119.	CC2026/05/0400	Vodacom	TELECOMMUNICATION	Cancellation	16 093,10	23-Sept-26
120.	CC2026/03/0588	VODACOM	TELECOMMUNICATION	Cancellation	1 560,00	23-Sept-26
121.	CC2026/06/0345	Cell C	TELECOMMUNICATION	Cancellation	4 000,00	23-Sept-26
122.	CC2026/06/0162	TELKOM	TELECOMMUNICATION	Cancellation	2 517,64	23-Sept-26
123.	CC2026/07/0092	Vodacom	TELECOMMUNICATION	Cancellation	1 108,22	23-Sept-26
124.	CC2026/07/0146	MTN	TELECOMMUNICATION	Billing	2 214,00	23-Sept-26
125.	CC2026/07/0210	MTN	TELECOMMUNICATION	Cancellation	19 160,60	23-Sept-26
126.	CC2026/06/0141	MTN	TELECOMMUNICATION	Billing	400,00	23-Sept-26
127.	CC2026/05/0677	MTN	TELECOMMUNICATION	Cancellation	998,43	23-Sept-26
128.	CC2026/05/0648	MTN	TELECOMMUNICATION	Cancellation	11 016,72	23-Sept-26
129.	CC2026/07/0421	Vodacom	TELECOMMUNICATION	Cancellation	500,00	23-Sept-26
130.	CC2026/07/0518	Vodacom	TELECOMMUNICATION	Cancellation	1 768,47	23-Sept-26
131.	CC2026/06/0450	MTN	TELECOMMUNICATION	Cancellation	9 600,00	23-Sept-26
132.	CC2026/07/0099	MTN	TELECOMMUNICATION	Cancellation	227,57	23-Sept-26
133.	CC2026/07/0159	MTN	TELECOMMUNICATION	Cancellation	5 199,00	23-Sept-26
134.	CC2026/07/0166	MTN	TELECOMMUNICATION	Cancellation	1 775,61	23-Sept-26
135.	CC2026/05/0322	MTN	TELECOMMUNICATION	Cancellation	3 111,69	23-Sept-26
136.	CC2026/07/0402	Vodacom	TELECOMMUNICATION	Cancellation	1 326,00	23-Sept-26
137.	CC2026/05/0605	TELKOM SA	TELECOMMUNICATION	Cancellation	834,70	23-Sept-26
138.	CC2026/06/0484	TELKOM SA	TELECOMMUNICATION	Billing	452,08	23-Sept-26
139.	CC2026/03/0669	We Buy Cars	MOTOR VEHICLE	Repairs	40 000,00	23-Sept-26
140.	CC2026/07/0395	Cell C	TELECOMMUNICATION	Cancellation	290,00	23-Sept-26
141.	CC2026/06/0413	VODACOM	TELECOMMUNICATION	Cancellation	4 765,46	23-Sept-26
142.	CC2024/01/1772049	WE BUY CARS	MOTOR VEHICLE	Refund	26 500,00	23-Sept-26
143.	CC2026/06/0628	CARTRACK	MOTOR VEHICLE	Refund	59,00	30-Sept-26
144.	CC2026/06/0387	ICAR GEZINA	MOTOR VEHICLE	Refund	196 788,97	30-Sept-26
145.	CC2026/06/0272	Cartrack	MOTOR VEHICLE	Cancellation	748,00	30-Sept-26
146.	CC2026/06/0611	MTN	TELECOMMUNICATION	Biling	1 377,00	30-Sept-26

National Consumer Commission						
No.	**Reference Number**	**Respondent Name**	**Category**	**Repair/Replacement/Refund**	**Redress Value (Zar)**	**Date Closed**
147.	CC2026/06/0537	MTN	TELECOMMUNICATION	Cancellation	575,77	30-Sept-26
148.	CC2026/03/0701	FOURBUYS	MOTOR VEHICLE	Refund	239 261,50	30-Sept-26
Total					**3 778 157,46**	

MIOSA

Table 34: Redress to consumers by MIOSA

Motor Industry Ombudsman of South Africa					
No.	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
1.	515853	Adjust Motors	31 Jul 2026	Refund	R69 000,00
2.	520765	CMH Foton Proton Isuzu Stellantis East Rand	31 Jul 2026	Replacement	R270 000,00
3.	519062	CMH Volvo Haval Foton Proton Cape Town	31 Jul 2026	Refund	R299 000,00
4.	518853	iCar Gezina	31 Jul 2026	Repair	R490 203,00
5.	518499	LMB Auto Investments (Pty) Ltd	31 Jul 2026	Refund	R140 000,00
6.	509183	We Buy Cars Midstream	31 Jul 2026	Repair	R61 079,00
7.	508853	We Buy Cars The Dome	31 Jul 2026	Refund	R140 000,00
8.	508992	Suzuki Malmesbury	31 Jul 2026	Repair	R70 000,00
9.	507047	We Buy Cars Brackenfell	31 Jul 2026	Repair	R2 295,40
10.	507017	Glazier Tech	31 Jul 2026	Refund	R750,00
11.	518436	We Buy Cars Brackenfell	31 Jul 2026	Repair	R35 215,00
12.	506985	C & F Motor Spares	31 Jul 2026	Replacement	R2 600,00
13.	520245	Motormedic Automotive	31 Jul 2026	Repair	R12 460,00
14.	520629	Du Toit Motors Pretoria	31 Jul 2026	Refund	R139 900,00
15.	507975	Bidvest McCarthy VW Umhlanga	31 Jul 2026	Repair	R13 500,00
16.	508408	We Buy Cars Springfield	30 Jul 2026	Repair	R3 500,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
17.	509375	Tracker Connect (Pty) Ltd	30 Jul 2026	Refund	R871,00
18.	520391	IDP Auto (Pty) Ltd	30 Jul 2026	Replacement	R5 000,00
19.	517675	Dealfin (Pty) Ltd	30 Jul 2026	Repair	R10 000,00
20.	508451	Mega Theron Group	29 Jul 2026	Repair	R51 267,00
21.	513538	MMU Motors	29 Jul 2026	Replacement	R0,00
22.	519172	Audi Centre Sandton	29 Jul 2026	Repair	R185 905,00
23.	513057	Sell Your Ride	28 Jul 2026	Repair	R80 000,00
24.	513726	Auto King	28 Jul 2026	Refund	R129 995,00
25.	504932	Brits Brothers Auto Parts	28 Jul 2026	Refund	R4 650,00
26.	514101	Cartrack (Pty) Ltd	27 Jul 2026	Refund	R1 500,00
27.	520188	Audi Wonderboom	27 Jul 2026	Replacement	R703 000,00
28.	514400	CBK Motors	27 Jul 2026	Refund	R2 000,00
29.	520970	Hyundai Foreshore	27 Jul 2026	Repair	R0,00
30.	513359	Williams Hunt Fourways	27 Jul 2026	Repair	R2 064,00
31.	512841	First Help	24 Jul 2026	Refund	R7 000,00
32.	508383	Bidvest McCarthy Toyota Gezina	24 Jul 2026	Repair	R1 000,00
33.	513295	MMU Ford Malmesbury	24 Jul 2026	Refund	R689 000,00
34.	513250	iCar Mobile Mechanics	24 Jul 2026	Refund	R1 000,00
35.	512897	MKR Auto Sales	23 Jul 2026	Repair	R15 000,00
36.	507640	CARtime N1 City	23 Jul 2026	Repair	R7 000,00
37.	506606	Cartrack (Pty) Ltd	23 Jul 2026	Refund	R3 380,00
38.	507019	SMG Chery Century City	23 Jul 2026	Replacement	R250 000,00
39.	508189	Kelston Motors	23 Jul 2026	Repair	R3 350,00
40.	509882	We Buy Cars Midstream	23 Jul 2026	Refund	R900,00
41.	505791	Peta car service	23 Jul 2026	Repair	R15 000,00
42.	507463	A&M Spares	23 Jul 2026	Refund	R15 000,00
43.	515352	BB GWM Montana	23 Jul 2026	Repair	R8 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
44.	506814	Halfway Toyota George	23 Jul 2026	Refund	R36 000,00
45.	508231	BMW Constantia	23 Jul 2026	Replacement	R3 000,00
46.	507156	Renault Pinetown / Motus Select Pinetown	23 Jul 2026	Repair	R1 800,00
47.	503529	We Buy Cars Midstream	22 Jul 2026	Refund	R85 000,00
48.	502657	Auto Platinum	22 Jul 2026	Refund	R296 637,00
49.	502630	Iron Monkey Auto Electrical	21 Jul 2026	Refund	R87 000,00
50.	506796	Inspectacar Lifestyle Motors	21 Jul 2026	Replacement	R188 381,00
51.	520012	Concept Auto Sales	20 Jul 2026	Refund	R8 000,00
52.	518434	Elegant Square Panelbeaters	20 Jul 2026	Repair	R71 111,00
53.	512863	We Buy Cars Riverhorse	17 Jul 2026	Repair	R100 000,00
54.	520900	Vic Legacy Auto	16 Jul 2026	Refund	R200,00
55.	518902	SD Group Motors Midrand	16 Jul 2026	Repair	R14 000,00
56.	518817	Porsche South Africa (Johannesburg)	16 Jul 2026	Repair	R80 000,00
57.	506088	We Buy Cars JHB South	16 Jul 2026	Refund	R92 000,00
58.	508000	German Parts Specialist	16 Jul 2026	Refund	R5 500,00
59.	515041	Goldwagen Alberton	16 Jul 2026	Refund	R500,00
60.	510357	We Buy Cars Germiston	16 Jul 2026	Repair	R59 000,00
61.	520023	Chery Umhlanga	15 Jul 2026	Refund	R380 000,00
62.	518560	EBK Auto Dealers CC	15 Jul 2026	Refund	R49 900,00
63.	512056	CS Motors Kempton Park	15 Jul 2026	Refund	R10 000,00
64.	514186	We Buy Cars The Dome	15 Jul 2026	Replacement	R759 949,00
65.	508562	Ashlee Panel Shop (Pty) Ltd	15 Jul 2026	Refund	R33 062,00
66.	518711	CMH Nissan Mahindra Foton Proton Durban	15 Jul 2026	Unclear	R10 000,00
67.	517480	GoBid Sandton	15 Jul 2026	Refund	R5 000,00
68.	513363	Hyundai Bellville	15 Jul 2026	Refund	R8 000,00
69.	517523	Infinite Auto Gezina	15 Jul 2026	Repair	R10 000,00
70.	505642	Penta Now Centurion	15 Jul 2026	Refund	R213 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
71.	509860	We Buy Cars Riverhorse	15 Jul 2026	Refund	R125 000,00
72.	517991	Bosch Car Service Rilo Auto Electrical	15 Jul 2026	Repair	R37 000,00
73.	519995	Motus Select Table View	15 Jul 2026	Repair	R35 000,00
74.	519041	We Buy Cars Richmond	15 Jul 2026	Refund	R5 701,00
75.	519341	Jetline Auto Parts Supply	15 Jul 2026	Refund	R650,00
76.	519362	Car Service City Ormonde	15 Jul 2026	Refund	R3 250,00
77.	507063	Cartrack (Pty) Ltd	15 Jul 2026	Repair	R100,00
78.	520149	Espag Automotive	15 Jul 2026	Replacement	R273 000,00
79.	520195	We Buy Cars JHB South	15 Jul 2026	Refund	R303 000,00
80.	506800	HJ Bosch And Sons Panelbeaters Centurion	14 Jul 2026	Repair	R7 252,00
81.	505570	Valor Motor Group (Pty) Ltd	14 Jul 2026	Repair	R14 000,00
82.	505365	Kelston Mazda Queenstown (Komani)	14 Jul 2026	Repair	R1 200,00
83.	519891	AutoPlus Parts	14 Jul 2026	Refund	R16 514,00
84.	520618	We Buy Cars Midstream	14 Jul 2026	Repair	R4 026,00
85.	518936	We Buy Cars Midstream	14 Jul 2026	Repair	R55 289,00
86.	520293	BNA Motors Parow	14 Jul 2026	Repair	R78 660,00
87.	519608	Online Car Parts (Pty) Ltd	14 Jul 2026	Replacement	R765,00
88.	519546	We Buy Cars The Dome	14 Jul 2026	Refund	R131 050,00
89.	508999	Jaguar Land Rover N1 City	14 Jul 2026	Repair	R154 130,00
90.	517512	We Buy Cars Richmond	14 Jul 2026	Refund	R12 931,00
91.	517119	We Buy Cars George	14 Jul 2026	Refund	R75 227,00
92.	519493	Hyundai The Glen	14 Jul 2026	Refund	R45 543,00
93.	517229	We Buy Cars The Dome	14 Jul 2026	Refund	R320 000,00
94.	518908	We Buy Cars Midstream	14 Jul 2026	Refund	R3 500,00
95.	518734	We Buy Cars Polokwane	14 Jul 2026	Refund	R34 300,00
96.	519737	Getworth (Pty) Ltd	14 Jul 2026	Refund	R171 650,00
97.	510675	Bidvest McCarthy VW Umhlanga	14 Jul 2026	Refund	R1 877,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
98.	516804	MMA CARS	14 Jul 2026	Refund	R550 000,00
99.	511417	Goldwagen Mayfair	14 Jul 2026	Refund	R1 680,00
100.	518713	Engen Mall Petrol Shop Margate	13 Jul 2026	Repair	R37 900,00
101.	519457	Volkswagen SA	13 Jul 2026	Repair	R18 000,00
102.	518856	We Buy Cars Buying Pod	13 Jul 2026	Refund	R364 921,00
103.	517571	Hyundai Bellville	13 Jul 2026	Repair	R5 000,00
104.	514276	We Buy Cars Epping Cape Town	13 Jul 2026	Refund	R94 206,00
105.	509567	Mahindra JHB South	13 Jul 2026	Repair	R10 000,00
106.	519822	Tracker Connect (Pty) Ltd	13 Jul 2026	Replacement	R40 000,00
107.	519611	Motus Select Vaal	13 Jul 2026	Refund	R5 500,00
108.	511618	Deals4Wheels Bellville	13 Jul 2026	Repair	R65 000,00
109.	507728	CMH Chery Westrand	13 Jul 2026	Repair	R5 000,00
110.	507616	We Buy Cars JHB South	13 Jul 2026	Repair	R15 443,00
111.	515402	Bakkie Spares Nelspruit	13 Jul 2026	Refund	R2 500,00
112.	518537	USAVE CAR RENTAL	13 Jul 2026	Refund	R8 200,00
113.	519598	Lindsay Saker VW Midrand	13 Jul 2026	Repair	R15 000,00
114.	519990	Inspectacar Lifestyle Motors	13 Jul 2026	Refund	R1 000,00
115.	519603	Motus Nissan East Rand Mall	13 Jul 2026	Repair	R2 000,00
116.	518369	Bidvest McCarthy VW Menlyn	13 Jul 2026	Refund	R483 726,00
117.	515640	Reeds Bellville	13 Jul 2026	Repair	R13 200,00
118.	516891	Elegance Auto Services	13 Jul 2026	Repair	R4 000,00
119.	518542	We Buy Cars Midstream	13 Jul 2026	Refund	R2 500,00
120.	514418	Bryanston Executive Cars CC	13 Jul 2026	Refund	R279 990,00
121.	505542	We Buy Cars Midstream	13 Jul 2026	Repair	R15 500,00
122.	510633	Mogol Nissan Lephalale	10 Jul 2026	Repair	R7 900,00
123.	508832	Penta Klerksdorp (Pty) Ltd	10 Jul 2026	Repair	R1 500,00
124.	508943	Andry Louw Motors	10 Jul 2026	Repair	R47 051,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
125.	507580	Group1 Cars Midrand	10 Jul 2026	Replacement	R582 351,00
126.	507477	Milnerton Nissan	10 Jul 2026	Repair	R30 000,00
127.	503752	We Buy Cars JHB South	10 Jul 2026	Repair	R65 923,00
128.	505367	NMI Ford Tygervalley	10 Jul 2026	Unclear	R10 000,00
129.	503291	S and H Panel Beaters and Auto Paint	10 Jul 2026	Refund	R93 000,00
130.	508797	Bidvest McCarthy Toyota Hatfield	09 Jul 2026	Repair	R10 163,00
131.	509009	Hyundai Umhlanga	09 Jul 2026	Replacement	R289 990,00
132.	509847	OMODA JAECOO - William Simpson	09 Jul 2026	Repair	R23 706,00
133.	508944	Truck Busters Boksburg	09 Jul 2026	Refund	R8 309,00
134.	505455	German Vehicle Solutions	09 Jul 2026	Refund	R40 517,00
135.	506705	Bosch Car Service TPS Auto Electrical	08 Jul 2026	Repair	R10 000,00
136.	506142	Hyundai Boksburg	08 Jul 2026	Repair	R1 000,00
137.	513540	Jannie Van Schalkwyk Motors	08 Jul 2026	Repair	R20 000,00
138.	505357	Market Car Sales	08 Jul 2026	Refund	R7 500,00
139.	504801	NTT Toyota Vryheid	08 Jul 2026	Repair	R6 000,00
140.	505275	Halfway Toyota Ottery	07 Jul 2026	Repair	R20 000,00
141.	507155	Reeds Bellville	07 Jul 2026	Repair	R3 100,00
142.	508703	Brian Motorland (Pty) Ltd	07 Jul 2026	Refund	R243 500,00
143.	508334	Mercedes-Benz Sandton	07 Jul 2026	Repair	R15 000,00
144.	506884	Autoworld Goodwood	07 Jul 2026	Replacement	R364 995,00
145.	508538	BNA Motors Parow	07 Jul 2026	Refund	R200 900,00
146.	512353	GWM Haval Woodmead	07 Jul 2026	Repair	R5 000,00
147.	505113	Seamans Renault Port Elizabeth	06 Jul 2026	Repair	R400,00
148.	509669	Human Auto Ford Bloemfontein	06 Jul 2026	Repair	R58 809,00
149.	506406	New Ride Auto Ermelo	06 Jul 2026	Refund	R30 000,00
150.	502757	Absolute Auto & Leisure	03 Jul 2026	Refund	R11 705,00
151.	505497	DBS Mahindra Tractors	03 Jul 2026	Repair	R25 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
152.	507375	We Buy Cars Riverhorse	03 Jul 2026	Repair	R15 150,00
153.	506788	Eastvaal Motor City Witbank	03 Jul 2026	Repair	R27 500,00
154.	507657	CMH Jaguar Land Rover Foton Proton Umhlanga	03 Jul 2026	Repair	R14 233,00
155.	512656	Neutrons Projects	03 Jul 2026	Repair	R41 265,00
156.	510118	We Buy Cars Germiston	03 Jul 2026	Refund	R55 000,00
157.	512151	Mel's Motors	03 Jul 2026	Repair	R55 000,00
158.	504867	CMH Peugeot Cape Town	02 Jul 2026	Repair	R2 600,00
159.	503686	BMW & Mini Centurion	02 Jul 2026	Repair	R20 000,00
160.	506463	Mercedes-Benz South Africa	02 Jul 2026	Repair	R10 000,00
161.	505254	Hyundai South Africa	02 Jul 2026	Repair	R30 000,00
162.	507869	BMW	02 Jul 2026	Repair	R5 000,00
163.	504925	Milnerton Nissan	02 Jul 2026	Refund	R521 800,00
164.	503719	Cubbi Woodmead	01 Jul 2026	Repair	R20 482,00
165.	507565	GWM Haval Trichardt	01 Jul 2026	Repair	R9 728,00
166.	507305	We Buy Cars Midstream	01 Jul 2026	Repair	R34 695,00
167.	506871	Royal Customs	01 Jul 2026	Unclear	R13 500,00
168.	507170	Volkswagen SA	01 Jul 2026	Repair	R581 000,00
169.	507154	Barons Durban	01 Jul 2026	Replacement	R400 000,00
170.	506997	Bi-Rite Motors	01 Jul 2026	Refund	R15 600,00
171.	506769	MERCEDES-BENZ SOUTH AFRICA	01 Jul 2026	Replacement	R2 679 882,00
172.	504964	Gemin Motors	01 Jul 2026	Repair	R10 000,00
173.	515256	Mahindra Bela Bela (Pty) Ltd	01 Jul 2026	Repair	R8 000,00
174.	507603	French Auto Spares	01 Jul 2026	Refund	R3 500,00
175.	506074	S & K Panelbeaters	01 Jul 2026	Repair	R1 356,00
176.	500073	Audi Wonderboom	01 Jul 2026	Unclear	R1 000,00
177.	508372	BC Auto Enterprises	31 Aug 2026	Refund	R195 000,00
178.	506734	Autohaus Centurion	31 Aug 2026	Repair	R20 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
179.	520350	We Buy Cars Midstream	31 Aug 2026	Repair	R16 183,00
180.	512537	Mix Telematics International (Pty) Ltd	31 Aug 2026	Refund	R2 400,00
181.	522120	Innovation Group	31 Aug 2026	Refund	R5 000,00
182.	522067	Weelee (Pty) Ltd	31 Aug 2026	Repair	R30 000,00
183.	521002	Southgate Wheels (Pty) Ltd	31 Aug 2026	Refund	R1 981,00
184.	506507	Juba Motors (Pty) Ltd	31 Aug 2026	Replacement	R235 400,00
185.	517559	We Buy Cars Midstream	31 Aug 2026	Replacement	R40 177,00
186.	509723	Keshah Motors	31 Aug 2026	Repair	R50 398,00
187.	512113	We Buy Cars Brackenfell	31 Aug 2026	Repair	R23 136,00
188.	512020	We Buy Cars Silver Lakes	31 Aug 2026	Refund	R995 900,00
189.	511952	We Buy Cars Richmond	31 Aug 2026	Repair	R17 300,00
190.	512714	We Buy Cars JHB South	28 Aug 2026	Refund	R5 548,00
191.	520202	Haval Milnerton	28 Aug 2026	Refund	R2 990,00
192.	520787	Not Supplied by Consumer on ARF	27 Aug 2026	Replacement	R12 500,00
193.	521257	MMA CARS	27 Aug 2026	Repair	R50 000,00
194.	512693	We Buy Cars Germiston	27 Aug 2026	Repair	R48 000,00
195.	516926	Kia Ballito	27 Aug 2026	Refund	R10 000,00
196.	507203	Altech Netstar (Pty) Ltd	27 Aug 2026	Refund	R1 266,00
197.	509222	BB Suzuki Gezina	27 Aug 2026	Repair	R10 000,00
198.	520032	Bosch Car Service KZN Repair Centre	27 Aug 2026	Repair	R6 000,00
199.	521328	Omoda Jaecoo Boksburg	27 Aug 2026	Replacement	R13 500,00
200.	520976	NTT Toyota Tzaneen	27 Aug 2026	Repair	R15 000,00
201.	520617	Peugeot Citroen George	27 Aug 2026	Refund	R580 000,00
202.	517773	NMI Ford Pinetown	27 Aug 2026	Repair	R25 000,00
203.	520541	Bidvest McCarthy VW Arcadia	26 Aug 2026	Replacement	R299 000,00
204.	521587	MC Motors	26 Aug 2026	Repair	R30 000,00
205.	512651	We Buy Cars Midstream	26 Aug 2026	Repair	R39 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
206.	507569	Cartease Auto Breakers Stikland	26 Aug 2026	Refund	R3 500,00
207.	521234	Willow Crest Motors CC	26 Aug 2026	Repair	R50 000,00
208.	512989	We Buy Cars Epping Cape Town	26 Aug 2026	Repair	R45 000,00
209.	513884	Rola Somerset West	25 Aug 2026	Refund	R192 025,00
210.	520877	Bosch Car Service Dolphin Coast	25 Aug 2026	Repair	R17 250,00
211.	516131	Halfway Toyota Fourways	25 Aug 2026	Repair	R50 000,00
212.	521669	We Buy Cars Vereeniging	25 Aug 2026	Refund	R20 900,00
213.	510075	Botha & Deysel Executive Motors (Pty) Ltd	25 Aug 2026	Refund	R790 000,00
214.	511853	We Buy Cars Mbombela	25 Aug 2026	Refund	R51 500,00
215.	512207	We Buy Cars Midstream	24 Aug 2026	Refund	R34 000,00
216.	507701	We Buy Cars George	24 Aug 2026	Repair	R7 187,00
217.	510659	We Buy Cars Midstream	24 Aug 2026	Refund	R122 500,00
218.	509919	We Buy Cars Midstream	24 Aug 2026	Repair	R20 034,00
219.	509752	We Buy Cars Midstream	24 Aug 2026	Repair	R5 000,00
220.	509655	We Buy Cars The Dome	24 Aug 2026	Refund	R1 000,00
221.	509517	We Buy Cars Gqeberha	24 Aug 2026	Repair	R10 000,00
222.	506978	Bosch Car Service Centre Fourways Dryston Auto	24 Aug 2026	Repair	R20 849,00
223.	506181	Salaamat Motors	21 Aug 2026	Repair	R15 000,00
224.	509055	Elegant Square Panelbeaters	21 Aug 2026	Refund	R17 061,00
225.	519193	We Buy Cars JHB South	21 Aug 2026	Refund	R70 500,00
226.	521549	We Buy Cars The Dome	21 Aug 2026	Refund	R75 000,00
227.	521679	Manufacturer	21 Aug 2026	Repair	R4 500,00
228.	521413	Mossel Bay Toyota	21 Aug 2026	Repair	R20 000,00
229.	507543	Infinite Auto Potch	21 Aug 2026	Replacement	R359 900,00
230.	519555	We Buy Cars JHB South	21 Aug 2026	Repair	R4 334,00
231.	520426	Eastvaal Motors Group (Pty) Ltd	21 Aug 2026	Repair	R220 000,00
232.	518780	We Buy Cars Midstream	21 Aug 2026	Refund	R138 150,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
233.	521788	We Buy Cars Buying Pod	21 Aug 2026	Repair	R168 696,00
234.	507122	We Buy Cars Silver Lakes	21 Aug 2026	Repair	R5 000,00
235.	510076	We Buy Cars Richmond	21 Aug 2026	Repair	R4 000,00
236.	509648	We Buy Cars Riverhorse	21 Aug 2026	Repair	R6 000,00
237.	514869	Chery Pinetown	20 Aug 2026	Repair	R2 185,00
238.	513840	Raceview Motors	20 Aug 2026	Refund	R116 000,00
239.	510383	We Buy Cars Midstream	20 Aug 2026	Repair	R30 000,00
240.	520268	Sani Sixt Car Rental Cape Town	20 Aug 2026	Refund	R64 249,00
241.	520829	Hyundai Kia Roodepoort	20 Aug 2026	Refund	R636 995,00
242.	521169	To Be Established	20 Aug 2026	Refund	R9 900,00
243.	521392	DLR Auto Exclusive	20 Aug 2026	Repair	R16 000,00
244.	509624	We Buy Cars Mbombela	20 Aug 2026	Refund	R218 500,00
245.	518930	To Be Established	20 Aug 2026	Repair	R258 642,00
246.	520172	Lenasia VW	19 Aug 2026	Repair	R4 000,00
247.	519095	RPM Services	19 Aug 2026	Repair	R36 500,00
248.	519462	Auto Pedigree Benoni	19 Aug 2026	Replacement	R550 000,00
249.	520410	We Buy Cars Brackenfell	19 Aug 2026	Refund	R147 094,00
250.	509153	Auto King	19 Aug 2026	Replacement	R7 500,00
251.	519635	Manufacturer	19 Aug 2026	Repair	R25 000,00
252.	519887	Bidvest McCarthy Nissan Woodmead	19 Aug 2026	Repair	R11 300,00
253.	517672	We Buy Cars Richmond	19 Aug 2026	Repair	R35 521,00
254.	505214	We Buy Cars Midstream	19 Aug 2026	Repair	R20 000,00
255.	522050	Kia Weltevredenpark	19 Aug 2026	Replacement	R194 900,00
256.	521928	Hertz Rent a Car OR Tambo International Airport	18 Aug 2026	Refund	R6 700,00
257.	509776	We Buy Cars Richmond	18 Aug 2026	Replacement	R8 754,00
258.	510532	McManus Nissan, Renault & Ashok Leyland	18 Aug 2026	Repair	R70 000,00
259.	520341	Syd's Suspension Parts	18 Aug 2026	Refund	R900,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
260.	517278	Skip Racing Off-Road Development	18 Aug 2026	Repair	R21 606,00
261.	508367	We Buy Cars Germiston	18 Aug 2026	Repair	R8 541,00
262.	508349	We Buy Cars Polokwane	18 Aug 2026	Repair	R7 160,00
263.	517423	GWM Haval Somerset West	18 Aug 2026	Repair	R15 000,00
264.	520351	We Buy Cars Rustenburg	18 Aug 2026	Refund	R157 103,00
265.	517514	Berlin Car Parts	18 Aug 2026	Refund	R6 379,00
266.	517665	CMH Chery Hatfield	18 Aug 2026	Repair	R20 000,00
267.	519303	We Buy Cars Silver Lakes	18 Aug 2026	Repair	R11 596,00
268.	518983	We Buy Cars Montana	18 Aug 2026	Refund	R1 250,00
269.	519194	CMH Nissan Mahindra Foton Proton Durban	18 Aug 2026	Replacement	R264 900,00
270.	517594	Cartrack (Pty) Ltd	18 Aug 2026	Refund	R1 083,00
271.	512836	We Buy Cars Germiston	17 Aug 2026	Refund	R163 744,00
272.	519702	Suzuki Menlyn (Pty) Ltd	17 Aug 2026	Replacement	R350 288,00
273.	508821	We Buy Cars Springfield	17 Aug 2026	Repair	R5 000,00
274.	521461	Chery Sandton	17 Aug 2026	Repair	R20 000,00
275.	511250	Ultra Panelbeaters	17 Aug 2026	Refund	R3 500,00
276.	507610	We Buy Cars JHB South	14 Aug 2026	Refund	R228 709,00
277.	504188	NMI Ford Pinetown	14 Aug 2026	Repair	R92 935,00
278.	507082	We Buy Cars Germiston	14 Aug 2026	Repair	R14 649,00
279.	506856	We Buy Cars JHB South	14 Aug 2026	Refund	R277 073,00
280.	507193	We Buy Cars Germiston	14 Aug 2026	Refund	R4 000,00
281.	509072	Highline Motorsports	14 Aug 2026	Repair	R60 000,00
282.	506275	CMH Chery & Foton Fourways	14 Aug 2026	Replacement	R7 950,00
283.	506587	Driver 1 Randburg	13 Aug 2026	Refund	R107 899,00
284.	520477	Kondakov Cars CC	13 Aug 2026	Refund	R250 088,00
285.	509829	Suzuki Stellenbosch	13 Aug 2026	Repair	R22 000,00
286.	508099	We Buy Cars Brackenfell	13 Aug 2026	Repair	R5 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
287.	506685	Bidvest McCarthy Toyota TableView	12 Aug 2026	Refund	R6 000,00
288.	508807	Hyundai Edenvale / Meadowdale	12 Aug 2026	Repair	R15 000,00
289.	519878	Porsche Centre Umhlanga	12 Aug 2026	Refund	R850 000,00
290.	507800	Motus Select Polokwane	12 Aug 2026	Repair	R25 000,00
291.	506166	Reeds Bellville	12 Aug 2026	Repair	R13 700,00
292.	512700	Manufacturer	12 Aug 2026	Repair	R10 700,00
293.	515044	Auto Investments Montana	12 Aug 2026	Refund	R676 840,00
294.	506184	CMH Ford Steyns Auto	12 Aug 2026	Repair	R15 000,00
295.	506218	BMWorkz	12 Aug 2026	Repair	R14 500,00
296.	506269	Audi Centre Wonderboom	12 Aug 2026	Refund	R480 000,00
297.	520897	Market Toyota now Cape town City Toyota	12 Aug 2026	Repair	R136 869,00
298.	512930	Mahindra Springs	12 Aug 2026	Repair	R40 000,00
299.	509940	Auto Traders	11 Aug 2026	Repair	R29 000,00
300.	509357	Manufacturer	11 Aug 2026	Repair	R10 000,00
301.	512338	Calvins Garage	11 Aug 2026	Repair	R42 229,00
302.	508422	Westvaal Somerset West	11 Aug 2026	Replacement	R289 900,00
303.	511991	Botha & Deysel Executive Motors (Pty) Ltd	11 Aug 2026	Refund	R200 000,00
304.	508027	Foton Edenvale	11 Aug 2026	Refund	R500 000,00
305.	507373	Key Citroën Pinetown	11 Aug 2026	Repair	R3 000,00
306.	506192	Signature Motors	11 Aug 2026	Replacement	R176 000,00
307.	506159	Altech Netstar (Pty) Ltd	11 Aug 2026	Repair	R1 462,00
308.	519952	Jangdas Motors	07 Aug 2026	Repair	R5 000,00
309.	506815	Bidvest McCarthy Toyota Sinoville	07 Aug 2026	Replacement	R6 000,00
310.	508876	Bredell Cars	07 Aug 2026	Replacement	R10 000,00
311.	508034	Carter Rosebank Suzuki	06 Aug 2026	Repair	R1 500,00
312.	520204	To Be Established	06 Aug 2026	Repair	R2 640,00
313.	519271	Motus Select Bloemfontein Zastron Street	06 Aug 2026	Replacement	R90 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
314.	508635	Andres Auto	06 Aug 2026	Refund	R13 347,00
315.	506555	Fox Auto Dealership	06 Aug 2026	Refund	R295 000,00
316.	506299	Du Toit Motors Mossel Bay	06 Aug 2026	Repair	R14 000,00
317.	518919	GWM Haval Northcliff	06 Aug 2026	Refund	R20 000,00
318.	510720	Cubbi Montague Gardens	06 Aug 2026	Replacement	R10 000,00
319.	507778	Motornova Cars	06 Aug 2026	Refund	R314 602,00
320.	506502	Auto Pedigree George	06 Aug 2026	Repair	R15 750,00
321.	509921	NMI Toyota Centurion	06 Aug 2026	Replacement	R149 000,00
322.	516045	MD Autoserv	05 Aug 2026	Repair	R12 500,00
323.	519759	We Buy Cars George	05 Aug 2026	Refund	R35 000,00
324.	514141	EBK Auto Dealers CC	05 Aug 2026	Repair	R1 000,00
325.	520026	We Buy Cars Springfield	05 Aug 2026	Refund	R100 150,00
326.	505253	We Buy Cars JHB South	05 Aug 2026	Refund	R149 066,00
327.	512351	The Car King Pietermaritzburg	05 Aug 2026	Repair	R13 505,00
328.	505506	Cit Moto	05 Aug 2026	Repair	R11 000,00
329.	521501	NO MANDATE	05 Aug 2026	Refund	R250 000,00
330.	510733	Omoda Jaecoo Boksburg	05 Aug 2026	Refund	R338 595,00
331.	519936	Roelfs Auto Electrical	05 Aug 2026	Repair	R30 000,00
332.	519627	Bidvest McCarthy VW Constantia Kloof	05 Aug 2026	Repair	R4 500,00
333.	516353	Weelee (Pty) Ltd	05 Aug 2026	Refund	R349 900,00
334.	520845	NO MANDATE	05 Aug 2026	Refund	R12 000,00
335.	521036	Manufacturer	05 Aug 2026	Replacement	R2 000 000,00
336.	506880	Maritime Motors	05 Aug 2026	Refund	R499 000,00
337.	519606	NFC No Finance Cars Head Office	05 Aug 2026	Refund	R20 000,00
338.	510585	VB Motors	04 Aug 2026	Refund	R80 000,00
339.	508346	MYAA Auto CC	04 Aug 2026	Refund	R146 104,00
340.	517650	Cars R Us	04 Aug 2026	Refund	R140 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
341.	514172	Citton Cars Gezina	03 Aug 2026	Repair	R25 000,00
342.	508542	We Buy Cars JHB South	03 Aug 2026	Refund	R1 500,00
343.	520751	Mogol Nissan Lephalale	03 Aug 2026	Refund	R180 000,00
344.	507436	Auto Gem	03 Aug 2026	Replacement	R289 995,00
345.	520331	CMH Honda JAC Peugeot Umhlanga	03 Aug 2026	Repair	R388 193,00
346.	520408	Hyundai Kia Roodepoort	03 Aug 2026	Refund	R2 198,00
347.	519388	Tom Campher Motors	03 Aug 2026	Refund	R788 500,00
348.	521088	Fidelity Secure Drive	03 Aug 2026	Refund	R12 675,00
349.	508174	Autocity Nissan Renault & Datsun Heidelberg	30 Sep 2026	Refund	R65 200,00
350.	510390	CMH Proton Hatfield	30 Sep 2026	Repair	R3 000,00
351.	521595	Hyundai Fourways	30 Sep 2026	Refund	R10 000,00
352.	507316	Capital Auto World	30 Sep 2026	Repair	R7 800,00
353.	514522	Aurinia Ford Silverton	30 Sep 2026	Repair	R82 584,00
354.	518605	Kia Weltevredenpark	30 Sep 2026	Replacement	R9 966,00
355.	521940	Kia Tygervalley	30 Sep 2026	Repair	R204 000,00
356.	523648	Hyundai Northcliff	30 Sep 2026	Replacement	R230 000,00
357.	521963	Mandos Durban North	30 Sep 2026	Refund	R4 000,00
358.	510991	Flexidrive	28 Sep 2026	Refund	R129 990,00
359.	523052	We Buy Cars Montana	28 Sep 2026	Refund	R125 650,00
360.	521994	Hertz Rent a Car OR Tambo International Airport	28 Sep 2026	Repair	R18 697,00
361.	521374	BMW Tygervalley	28 Sep 2026	Repair	R6 500,00
362.	522587	Auto Pedigree Paarl	28 Sep 2026	Repair	R726,00
363.	510190	ICar Gezina	28 Sep 2026	Repair	R22 786,00
364.	522235	Car Service City Head Office	23 Sep 2026	Unclear	R40 800,00
365.	511030	Hyundai Pinetown	23 Sep 2026	Refund	R2 416,00
366.	520081	Bumper to Bumper	23 Sep 2026	Refund	R1 441,00
367.	507327	Hyundai Umhlanga	23 Sep 2026	Repair	R11 000,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
368.	523401	Beeline Spares	23 Sep 2026	Refund	R1 600,00
369.	510666	Dada Motors / BMW Mahikeng	23 Sep 2026	Repair	R12 459,00
370.	510154	MBT Auto Hartbeespoort	23 Sep 2026	Repair	R50 000,00
371.	509295	Hyundai Bloemfontein	23 Sep 2026	Repair	R5 000,00
372.	519908	Sunward Motors Silverton (Pty) Ltd	23 Sep 2026	Refund	R370 900,00
373.	510494	Rustenburg Toyota	23 Sep 2026	Repair	R4 700,00
374.	509785	Cartrack (Pty) Ltd	23 Sep 2026	Refund	R31 067,00
375.	510340	Altech Netstar (Pty) Ltd	23 Sep 2026	Refund	R486,00
376.	508276	Avis Car Hire Pietermaritzburg Oribi Airport	22 Sep 2026	Refund	R5 791,00
377.	523176	Mahindra East Rand	22 Sep 2026	Refund	R13 746,00
378.	522981	SCW Mobility Group	22 Sep 2026	Refund	R153 596,00
379.	507009	Hyundai Sandton	22 Sep 2026	Replacement	R60 000,00
380.	521919	Mahindra Cape Metro	22 Sep 2026	Refund	R262 850,00
381.	508393	Autoworld Goodwood	22 Sep 2026	Repair	R373 904,00
382.	511806	Hyundai Bryanston	22 Sep 2026	Replacement	R14 000,00
383.	510928	Garden City Motors Mbombela / Nelspruit	22 Sep 2026	Refund	R826 307,00
384.	506291	Edan Traders	22 Sep 2026	Refund	R247 262,00
385.	522415	Avis Rental - George Airport	22 Sep 2026	Refund	R7 321,00
386.	511373	Lindsay Saker VW Alberton - Motus	22 Sep 2026	Refund	R430 739,00
387.	513097	Top Speed Motors Vereeniging	22 Sep 2026	Repair	R13 147,00
388.	510097	Cubbi Montague Gardens	22 Sep 2026	Refund	R5 750,00
389.	508734	Ronnies Motors Beacon Bay	22 Sep 2026	Replacement	R48 000,00
390.	522837	Bidvest McCarthy Toyota TableView	22 Sep 2026	Refund	R5 693,00
391.	508803	Kia Welkom	21 Sep 2026	Repair	R5 000,00
392.	513354	We Buy Cars Midstream	21 Sep 2026	Refund	R338 000,00
393.	509799	Northern Natal Body Works	21 Sep 2026	Refund	R19 000,00
394.	510022	CMH Nissan Proton Foton Pietermaritzburg	18 Sep 2026	Repair	R1 200,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
395.	510068	Autocity Nissan Nigel	18 Sep 2026	Replacement	R4 500,00
396.	509696	Audi Centre Umhlanga	18 Sep 2026	Repair	R13 000,00
397.	507300	Manufacturer	18 Sep 2026	Repair	R3 500,00
398.	507291	NB Car Sales	18 Sep 2026	Repair	R500,00
399.	506628	MG Bryanston	18 Sep 2026	Repair	R23 000,00
400.	511712	Inspectacar Lifestyle Motors	18 Sep 2026	Repair	R18 404,00
401.	512670	Exclusive Brands Online	18 Sep 2026	Refund	R950,00
402.	511322	Hyundai Hillcrest	18 Sep 2026	Replacement	R3 100,00
403.	504726	Jean De Motors / Michael & Jean Motors	17 Sep 2026	Refund	R170 000,00
404.	506785	Autocity Mahindra Heidelberg	16 Sep 2026	Refund	R740,00
405.	522116	Johnstone's Kokstad	16 Sep 2026	Refund	R6 500,00
406.	519993	CMH Haval Honda Pinetown	16 Sep 2026	Refund	R552 173,00
407.	522140	Newfin Rent to Own	16 Sep 2026	Replacement	R4 000,00
408.	520555	We Buy Cars The Dome	16 Sep 2026	Repair	R25 243,00
409.	504784	Autohaus Emporium	15 Sep 2026	Repair	R15 000,00
410.	506506	We Buy Cars Brackenfell	15 Sep 2026	Repair	R5 100,00
411.	508547	Star Chery Vanderbijlpark	15 Sep 2026	Repair	R8 000,00
412.	508312	Mekor Honda Tygerberg	15 Sep 2026	Repair	R4 427,00
413.	521573	We Buy Cars Lansdowne	15 Sep 2026	Refund	R105 000,00
414.	509033	Renault Melrose	15 Sep 2026	Repair	R112 603,00
415.	522810	Avis Head Office	15 Sep 2026	Refund	R11 700,00
416.	509750	Audi Centre Rustenburg	15 Sep 2026	Repair	R5 000,00
417.	506759	Eastvaal Motor City Witbank	15 Sep 2026	Refund	R368 729,00
418.	507848	SAVM (SA Vehicle Maintenance)	15 Sep 2026	Repair	R5 000,00
419.	512371	We Buy Cars Germiston	15 Sep 2026	Repair	R30 000,00
420.	521746	We Buy Cars Silver Lakes	14 Sep 2026	Repair	R21 717,00
421.	517550	Zido Cars (Pty) Ltd	14 Sep 2026	Refund	R409 900,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
422.	506752	Hyundai Edenvale / Meadowdale	14 Sep 2026	Repair	R13 530,00
423.	508858	Weelee (Pty) Ltd	14 Sep 2026	Repair	R18 800,00
424.	508327	AutoCity Hyundai Heidelberg	14 Sep 2026	Repair	R8 663,00
425.	509748	Nelspruit Auto	14 Sep 2026	Replacement	R288 000,00
426.	511619	We Buy Cars George	14 Sep 2026	Repair	R69 000,00
427.	511863	We Buy Cars Richmond	14 Sep 2026	Repair	R5 000,00
428.	519475	OnsKoopJouKar	14 Sep 2026	Repair	R18 000,00
429.	521330	We Buy Cars Mbombela	14 Sep 2026	Refund	R82 400,00
430.	505619	Easy Auto Fin	11 Sep 2026	Refund	R12 500,00
431.	510940	We Buy Cars Silver Lakes	11 Sep 2026	Repair	R740,00
432.	511123	Sani Sixt Rent a Car	11 Sep 2026	Refund	R8 198,00
433.	522343	DJ Rentals	11 Sep 2026	Repair	R100 000,00
434.	506694	CMH Honda JAC Peugeot Umhlanga	11 Sep 2026	Repair	R740,00
435.	511351	We Buy Cars Gqeberha	11 Sep 2026	Refund	R139 500,00
436.	508599	WF Auto Traders	10 Sep 2026	Repair	R3 000,00
437.	521525	We Buy Cars JHB South	10 Sep 2026	Repair	R7 104,00
438.	511919	Bidvest McCarthy Nissan Gateway Umhlanga	10 Sep 2026	Repair	R64 210,00
439.	521065	CMH Commercial UD Trucks North Coast	10 Sep 2026	Repair	R1 900,00
440.	517815	Lambons Mazda Kimberley	10 Sep 2026	Refund	R349 895,00
441.	518755	Bidvest McCarthy VW Constantia Kloof	10 Sep 2026	Replacement	R2 500,00
442.	522419	GoBid Pretoria	10 Sep 2026	Refund	R81 995,00
443.	507068	We Buy Cars Gqeberha	10 Sep 2026	Repair	R5 000,00
444.	508916	We Buy Cars JHB South	10 Sep 2026	Repair	R8 000,00
445.	510685	CMH Honda Mitsubishi Proton MG The Glen	10 Sep 2026	Replacement	R350,00
446.	511208	We Buy Cars Richmond	10 Sep 2026	Refund	R6 764,00
447.	522084	Jeremiah's Auto	10 Sep 2026	Replacement	R179 352,00
448.	511891	We Buy Cars JHB South	09 Sep 2026	Refund	R1 160,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
449.	512442	Lazarus Motor Company (Pty) Ltd	09 Sep 2026	Repair	R4 721,00
450.	522458	Hyundai Hatfield	09 Sep 2026	Refund	R4 111,00
451.	521356	Mount Fuji Motors	09 Sep 2026	Refund	R10 000,00
452.	512565	Haval Milnerton	09 Sep 2026	Replacement	R1 800,00
453.	522431	Vaal Cars	09 Sep 2026	Refund	R72 063,50
454.	508403	Haven Motors	09 Sep 2026	Repair	R25 350,00
455.	511840	We Buy Cars The Dome	09 Sep 2026	Repair	R45 000,00
456.	520594	We Buy Cars JHB South	09 Sep 2026	Refund	R145 300,00
457.	510264	Manufacturer	09 Sep 2026	Refund	R8 000,00
458.	510771	South Coast Audi and VW	09 Sep 2026	Repair	R22 000,00
459.	509563	A2Z Gearbox And Diff Merchants	09 Sep 2026	Repair	R30 000,00
460.	511114	Halfway Honda & Jac Motors	09 Sep 2026	Refund	R560,00
461.	522203	Hyundai Bellville	09 Sep 2026	Repair	R60 000,00
462.	519728	JAC Motors Durban	09 Sep 2026	Replacement	R12 000,00
463.	506978	Bosch Car Service Centre Fourways Dryston Auto	09 Sep 2026	Repair	R20 849,00
464.	520424	Inspectacar Lifestyle Motors	09 Sep 2026	Refund	R222 000,00
465.	508192	BB Nissan Hatfield	09 Sep 2026	Repair	R25 000,00
466.	507654	Pro Performance Mechanical Repairs and Exhaust	09 Sep 2026	Repair	R3 000,00
467.	512425	KZN Motors	08 Sep 2026	Repair	R12 670,00
468.	519494	We Buy Cars The Dome	08 Sep 2026	Refund	R40 920,00
469.	509041	We Buy Cars Springfield	08 Sep 2026	Repair	R4 000,00
470.	510375	Hyundai Strijdom Park / Randburg	07 Sep 2026	Refund	R223 906,00
471.	507294	Westvaal Lichtenburg	07 Sep 2026	Refund	R24 000,00
472.	512357	We Buy Cars Pietermaritzburg	07 Sep 2026	Repair	R13 852,00
473.	522588	Bosch Car Service Cencar	07 Sep 2026	Refund	R2 503,00
474.	522691	J Potgieter Motors	07 Sep 2026	Refund	R59 500,00
475.	512129	We Buy Cars Germiston	07 Sep 2026	Repair	R3 500,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
476.	515284	DriveRite Northcliff	07 Sep 2026	Repair	R1 500,00
477.	514005	Pionier Motors	07 Sep 2026	Refund	R140 000,00
478.	520909	We Buy Cars Rustenburg	07 Sep 2026	Refund	R7 863,00
479.	521783	We Buy Cars Germiston	07 Sep 2026	Refund	R134 106,00
480.	521295	Manufacturer	07 Sep 2026	Unclear	R7 500,00
481.	520869	Kia Northcliff	07 Sep 2026	Repair	R13 500,00
482.	517803	We Buy Cars Buying Pod	04 Sep 2026	Repair	R45 552,00
483.	511230	Matrix Vehicle Tracking	04 Sep 2026	Refund	R550,00
484.	509573	Limpopo Lubes & Spares (Pty) Ltd	04 Sep 2026	Repair	R1 650,00
485.	521834	Bidvest McCarthy VW/JAC Menlyn	04 Sep 2026	Repair	R25 000,00
486.	509058	American Fanatics	04 Sep 2026	Repair	R26 435,00
487.	521562	Group1 Mahindra Kuils River	04 Sep 2026	Refund	R10 000,00
488.	521633	Hyundai Pietermaritzburg	04 Sep 2026	Refund	R2 500,00
489.	522159	GAC Motor Bryanston	04 Sep 2026	Refund	R5 503,00
490.	521068	Sweisie Motors	04 Sep 2026	Replacement	R50 000,00
491.	507200	NTT Toyota Hoedspruit	04 Sep 2026	Repair	R45 000,00
492.	521430	Queens Auto	03 Sep 2026	Repair	R7 000,00
493.	512522	Hyundai Fourways	03 Sep 2026	Refund	R75 000,00
494.	517321	We Buy Cars Midstream	03 Sep 2026	Repair	R97 000,00
495.	520561	Dway Auto dealers	02 Sep 2026	Replacement	R265 000,00
496.	506522	Manufacturer	02 Sep 2026	Refund	R30 500,00
497.	521218	Auto Magic Bradbury	02 Sep 2026	Repair	R80 000,00
498.	521770	Weelee (Pty) Ltd	02 Sep 2026	Refund	R5 300,00
499.	509649	Citton Cars Gezina	02 Sep 2026	Repair	R1 900,00
500.	520640	Green Motion Car and Van Rental	02 Sep 2026	Refund	R9 000,00
501.	521042	Tiger Wheel & Tyre Port Elizabeth	02 Sep 2026	Refund	R20 617,00
502.	517281	Soweto Volkswagen	02 Sep 2026	Repair	R3 800,00

Motor Industry Ombudsman of South Africa					
No.	Reference Number	Respondent Name	Date Closed	Type	Consumer Redress Value (ZAR)
503.	511607	Motus Nissan Menlyn	02 Sep 2026	Repair	R3 900,00
504.	518203	Hatfield VW & Commercial Melrose Arch	02 Sep 2026	Refund	R641 546,00
505.	520579	GWM Haval Sandton	02 Sep 2026	Refund	R5 000,00
506.	522251	We Buy Cars Vereeniging	02 Sep 2026	Refund	R131 000,00
507.	522328	Frank Vos Motors Worcester	02 Sep 2026	Repair	R664 900,00
508.	520947	To Be Established	02 Sep 2026	Refund	R192 740,00
509.	518842	Batteries 4 All Hennopspark	02 Sep 2026	Replacement	R5 180,00
510.	521628	Mandos Ottawa	02 Sep 2026	Refund	R60 000,00
511.	521894	Autocorp (Pty) Ltd	02 Sep 2026	Repair	R95 000,00
512.	509520	S.T.M Auto Repairs	01 Sep 2026	Repair	R7 000,00
513.	508779	First Class Towing/Auto	01 Sep 2026	Refund	R850,00
514.	508753	Chery Johannesburg City	01 Sep 2026	Repair	R6 616,74
515.	508808	Eshowe Ford	01 Sep 2026	Repair	R2 500,00
					R49 311 768,64

Table 35: Redress to consumers by CGSO

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
1.	202601-0180226	Airbnb	03/07/2026	Cash Refunds	R310 443,00
2.	202603-0185438	Takealot	03/07/2026	Cash Refunds	R1 127,00
3.	202604-0186346	Takealot	03/07/2026	Cash Refunds	R1 999,00
4.	202604-0187104	Takealot	03/07/2026	Vouchers	R3 246,00
5.	202605-0188409	Pick It Now	03/07/2026	Cash Refunds	R780,00
6.	202605-0188460	Takealot	03/07/2026	Cash Refunds	R2 248,00
7.	202605-0190378	Temu	03/07/2026	Cash Refunds	R150,00
8.	202601-0179301	Rentoza	04/07/2026	Cash Refunds	R1 499,00
9.	202603-0184708	Sleepmasters	04/07/2026	Exchanges	R5 348,00
10.	202604-0186743	Hire-It Athlone	04/07/2026	Cash Refunds	R320,00
11.	202604-0187107	Takealot	04/07/2026	Cash Refunds	R839,00
12.	202604-0187659	Rentoza	04/07/2026	Cash Refunds	R410,00
13.	202605-0190375	Hi-Fi Corporation	04/07/2026	Cash Refunds	R149,00
14.	202604-0187738	Maverick Sales	04/07/2026	Cash Refunds	R322,96
15.	202604-0187740	Takealot	04/07/2026	Cash Refunds	R109,00
16.	202604-0188059	Edreams	04/07/2026	Cash Refunds	R2 005,00
17.	202605-0188475	Takealot	04/07/2026	Cash Refunds	R499,00
18.	202605-0188509	Takealot	04/07/2026	Cash Refunds	R99,00
19.	202605-0188674	Rentoza	04/07/2026	Cash Refunds	R900,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
20.	202605-0188868	Lewis	04/07/2026	Cash Refunds	R2 000,00
21.	202605-0189023	Mtn	04/07/2026	Cash Refunds	R1 617,07
22.	202605-0189758	Takealot	04/07/2026	Cash Refunds	R448,00
23.	202605-0189917	Fair Price In-Store	04/07/2026	Cash Refunds	R500,00
24.	202606-0191760	Mandela Rhodes Place	04/07/2026	Cash Refunds	R1 000,00
25.	202606-0191981	Perfect Dealz	04/07/2026	Cash Refunds	R117,00
26.	202606-0192196	Payflex	04/07/2026	Cash Refunds	R1 109,70
27.	202606-0192309	Fair Discounters (Pty) Ltd T/A (Reg Nr:2006/023282/07)	04/07/2026	Cash Refunds	R6 700,00
28.	202606-0192470	Mamilla Fashions	04/07/2026	Cash Refunds	R4 491,00
29.	202606-0192913	Pick N Pay	04/07/2026	Cash Refunds	R79,99
30.	202605-0190299	Incredible Connection	04/07/2026	Cash Refunds	R4 899,00
31.	202605-0190362	Mtn	04/07/2026	Cash Refunds	R384,46
32.	202605-0190397	Faith M Designs	04/07/2026	Cash Refunds	R289,50
33.	202606-0190609	Isabella Garcia International	04/07/2026	Cash Refunds	R271,32
34.	202606-0190702	Crocs South Africa	04/07/2026	Cash Refunds	R999,00
35.	202606-0190849	Bawas Furniture	04/07/2026	Replacement	R3 599,00
36.	202606-0191036	Superbalist	04/07/2026	Cash Refunds	R2 719,00
37.	202606-0191061	Aimx Trading	04/07/2026	Cash Refunds	R3 560,00
38.	202606-0191354	One Day Only	04/07/2026	Cash Refunds	R4 493,00
39.	202606-0191357	Foschini	04/07/2026	Vouchers	R1 400,00
40.	202606-0191495	Makro	04/07/2026	Cash Refunds	R10 999,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
41.	202606-0191925	Ackermans	04/07/2026	Cash Refunds	R1 949,00
42.	202606-0192136	Kfc	04/07/2026	Vouchers	R150,00
43.	202606-0192821	Muzweda Sand And Bricks	04/07/2026	Cash Refunds	R6 300,00
44.	202607-0193098	The Appleguy South Africa	04/07/2026	Cash Refunds	R5 500,00
45.	202602-0180987	Falcom Milano	05/07/2026	Cash Refunds	R990,00
46.	202602-0181376	Gym Company	05/07/2026	Ex Gratia	R990,00
47.	202602-0181819	Bradlows	05/07/2026	Replacement	R30 000,00
48.	202601-0180313	Amazon South Africa	07/07/2026	Cash Refunds	R450,00
49.	202603-0183785	Kase Artist	07/07/2026	Cash Refunds	R999,00
50.	202603-0185260	Mabovula Butchery	07/07/2026	Cash Refunds	R341,53
51.	202604-0187012	Supersonic Fttx	07/07/2026	Cash Refunds	R636,72
52.	202605-0189288	Rentoza	07/07/2026	Cash Refunds	R540,00
53.	202605-0190369	Netflorist	07/07/2026	Cash Refunds	R2 024,80
54.	202606-0190600	Bobshop And The Worldonline	07/07/2026	Cash Refunds	R493,00
55.	202606-0190670	Makro	07/07/2026	Cash Refunds	R1 198,00
56.	202606-0191988	Travelstart	07/07/2026	Cash Refunds	R25 774,17
57.	202512-0175896	Tommy Hilfiger Clothing Store	07/07/2026	Cash Refunds	R2 999,00
58.	202601-0179646	Checkers	07/07/2026	Cash Refunds	R10 000,00
59.	202606-0190707	Makro	07/07/2026	Cash Refunds	R9 860,00
60.	202606-0191137	Clicks	07/07/2026	Vouchers	R2 000,00
61.	202606-0192050	Superbalist	07/07/2026	Cash Refunds	R1 558,00
62.	202601-0179947	Foxy Foldaway	08/07/2026	Cash Refunds	R1 020,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
63.	202510-0172646	Supa Rubber	11/07/2026	Cash Refunds	R3 260,00
64.	202510-0173373	Rentoza	11/07/2026	Cash Refunds	R660,00
65.	202602-0182347	Moissanite By Design	11/07/2026	Cash Refunds	R23 990,00
66.	202603-0185117	Gucci	11/07/2026	Cash Refunds	R6 800,00
67.	202603-0185126	Pharmadiv	11/07/2026	Cash Refunds	R1 432,35
68.	202603-0183976	Teljoy	11/07/2026	Replacement	R23 004,00
69.	202605-0189303	Incredible Connection	11/07/2026	Cash Refunds	R4 999,00
70.	202605-0189586	Pick N Pay	11/07/2026	Cash Refunds	R450,00
71.	202605-0189744	Mr Price Mobile	11/07/2026	Cash Refunds	R3 999,00
72.	202605-0189778	Home Choice	11/07/2026	Cash Refunds	R1 203,35
73.	202605-0189868	Builders Warehouse	11/07/2026	Cash Refunds	R7 600,00
74.	202605-0190035	Le Morgan	11/07/2026	Exchanges	R783,00
75.	202605-0190236	Wimpy (Famous Brands)	11/07/2026	Cash Refunds	R74,00
76.	202606-0190832	Daniel Wellington	11/07/2026	Cash Refunds	R3 899,70
77.	202603-0184472	Flourisedhair	11/07/2026	Cash Refunds	R1 100,00
78.	202603-0184922	Pep	11/07/2026	Replacement	R1 599,00
79.	202603-0185011	Pharmadiv	11/07/2026	Cash Refunds	R1 046,00
80.	202603-0185359	Pasuri Investments Cc	11/07/2026	Cash Refunds	R4 000,00
81.	202604-0186722	Rentoza	11/07/2026	Cash Refunds	R880,00
82.	202605-0188592	Livestainable	11/07/2026	Cash Refunds	R1 012,00
83.	202605-0188717	Makro	11/07/2026	Cash Refunds	R3 999,00
84.	202605-0188858	Hi-Fi Corporation	11/07/2026	Cash Refunds	R2 198,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
85.	202605-0189368	Sss Cellular T/A Huawei Menlyn	11/07/2026	Cash Refunds	R1 999,00
86.	202605-0190287	Makro	11/07/2026	Cash Refunds	R4 499,00
87.	202606-0190726	Bears	11/07/2026	Cash Refunds	R14 499,00
88.	202606-0191237	Rentoza	11/07/2026	Cash Refunds	R2 100,00
89.	202606-0191262	Ackermans	11/07/2026	Cash Refunds	R749,85
90.	202606-0191415	Ackermans	11/07/2026	Cash Refunds	R469,95
91.	202606-0191460	Takealot	11/07/2026	Cash Refunds	R737,00
92.	202606-0191475	Mtn	11/07/2026	Cash Refunds	R1 543,34
93.	202606-0191505	Booking.Com	11/07/2026	Cash Refunds	R76 204,30
94.	202606-0191509	Kfc	11/07/2026	Vouchers	R50,00
95.	202606-0191563	Kfc	11/07/2026	Vouchers	R150,00
96.	202606-0191777	Debonairs Pizza (Famous Brands)	11/07/2026	Cash Refunds	R250,00
97.	202606-0191836	Kfc	11/07/2026	Vouchers	R120,00
98.	202606-0191918	Delta Coaches	11/07/2026	Cash Refunds	R640,50
99.	202606-0192856	Makro	11/07/2026	Cash Refunds	R9 999,00
100.	202606-0191948	Makro	11/07/2026	Cash Refunds	R1 669,00
101.	202606-0192556	Hi-Fi Corporation	11/07/2026	Cash Refunds	R499,00
102.	202606-0192970	Mack Shack	11/07/2026	Cash Refunds	R122 849,00
103.	202602-0181154	Flysafair	13/07/2026	Cash Refunds	R900,00
104.	202602-0181167	Amoris Guesthouse	13/07/2026	Cash Refunds	R720,00
105.	202605-0189033	On Air Tv	13/07/2026	Cash Refunds	R378,00
106.	202606-0191556	Yellowsub Trading	13/07/2026	Cash Refunds	R700,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
107.	202603-0183632	Extraordinary Reservations (Mabula Game Lodge)	14/07/2026	Cash Refunds	R29 876,00
108.	202603-0183955	Black Horse Brewery & Distillery	14/07/2026	Cash Refunds	R912,50
109.	202602-0181409	Budget Furniture 4 All	15/07/2026	Cash Refunds	R3 500,00
110.	202603-0185276	Showspace	16/07/2026	Cash Refunds	R7 469,00
111.	202603-0185311	Carla'S Au Pairs	16/07/2026	Cash Refunds	R2 200,00
112.	202603-0185582	Miss H Desins	16/07/2026	Cash Refunds	R1 202,00
113.	202601-0180324	Revibe	16/07/2026	Cash Refunds	R4 799,00
114.	202602-0181588	Orlando Pirates Shop	16/07/2026	Cash Refunds	R1 631,00
115.	202603-0183593	Evetech	16/07/2026	Cash Refunds	R699,00
116.	202604-0186232	Action Print	16/07/2026	Cash Refunds	R211,00
117.	202604-0187027	Revibe	16/07/2026	Cash Refunds	R5 339,00
118.	202604-0188075	Ackermans	16/07/2026	Cash Refunds	R50,00
119.	202605-0188389	Chicken And Meat Hyper Bluedowns	16/07/2026	Cash Refunds	R468,00
120.	202605-0188689	Pick N Pay	16/07/2026	Cash Refunds	R35,00
121.	202605-0188689	Pick N Pay	16/07/2026	Vouchers	R300,00
122.	202605-0190348	Mtn	16/07/2026	Cash Refunds	R483,00
123.	202606-0191447	Isabella Garcia International	16/07/2026	Cash Refunds	R265,00
124.	202606-0192040	Mcdonalds	16/07/2026	Cash Refunds	R518,30
125.	202606-0192057	Cash Converters	16/07/2026	Cash Refunds	R1 499,00
126.	202606-0192109	Feverup	16/07/2026	Cash Refunds	R700,00
127.	202606-0192368	Bradlows	16/07/2026	Replacement	R14 000,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
128.	202606-0192878	Makro	16/07/2026	Cash Refunds	R5 999,00
129.	202607-0193778	Allair - Air Conditioning Systems	16/07/2026	Cash Refunds	R137,00
130.	202511-0175461	Sae Online College	16/07/2026	Cash Refunds	R7 987,00
131.	202602-0181575	Rentoza	16/07/2026	Cash Refunds	R850,00
132.	202603-0185247	The Wig Factory	16/07/2026	Replacement	R955,00
133.	202601-0178966	Incredible Connection	17/07/2026	Cash Refunds	R8 999,00
134.	202602-0181182	Isabella Garcia International	17/07/2026	Cash Refunds	R322,00
135.	202602-0181328	Reedworth Pool Renovators	17/07/2026	Cash Refunds	R4 000,00
136.	202602-0181415	Bang & Olufsen South Africa	17/07/2026	Replacement	R8 000,00
137.	202603-0183291	Bradlows	17/07/2026	Replacement	R15 493,95
138.	202603-0183491	Reconnect Technology Pty Ltd	17/07/2026	Cash Refunds	R4 022,00
139.	202603-0183846	Incredible Connection	17/07/2026	Repairs	R920,00
140.	202603-0184134	Corporate Trends	17/07/2026	Cash Refunds	R1 950,00
141.	202603-0184642	Intercity Express	17/07/2026	Cash Refunds	R665,00
142.	202604-0186377	Pay Joy	17/07/2026	Cash Refunds	R1 200,00
143.	202604-0186377	Bash (Tfg)	17/07/2026	Cash Refunds	R1 200,00
144.	202604-0186956	Mall Of Africa	17/07/2026	Cash Refunds	R200,00
145.	202606-0191280	Sissy Boy Jeans	17/07/2026	Exchanges	R700,00
146.	202606-0190869	On Air Tv	17/07/2026	Cash Refunds	R397,00
147.	202606-0192001	Leather Gallery	17/07/2026	Cash Refunds	R5 949,00
148.	202601-0179536	Coricraft	18/07/2026	Cash Refunds	R1 370,51
149.	202601-0179666	Coco Vogue	18/07/2026	Cash Refunds	R1 090,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
150.	202601-0179752	Intercape Ferreira Mainline	18/07/2026	Cash Refunds	R1 200,00
151.	202602-0183082	Snts Sport	18/07/2026	Cash Refunds	R20 999,00
152.	202603-0184291	The Culinarium	18/07/2026	Cash Refunds	R3 249,00
153.	202603-0184627	Mtn	18/07/2026	Cash Refunds	R1 090,00
154.	202603-0184905	Solar Warehouse Sa	18/07/2026	Cash Refunds	R2 317,00
155.	202603-0184694	Tuerk Music Technologies	18/07/2026	Replacement	R700,00
156.	202603-0185632	Hirsch'S	18/07/2026	Cash Refunds	R1 799,00
157.	202604-0186166	Isabella Garcia International	18/07/2026	Cash Refunds	R2 945,04
158.	202604-0186728	Makro	18/07/2026	Cash Refunds	R1 549,00
159.	202604-0186988	Cem Air	18/07/2026	Cash Refunds	R3 299,64
160.	202604-0187689	Gruv Designs & Printing	18/07/2026	Cash Refunds	R1 264,00
161.	202605-0188658	Umfuyi Wezinkomo	18/07/2026	Cash Refunds	R1 597,00
162.	202605-0188727	Builders Warehouse	18/07/2026	Cash Refunds	R14 999,00
163.	202605-0189373	Mtn	18/07/2026	Cash Refunds	R8 753,40
164.	202605-0189469	Sleepmasters	18/07/2026	Cash Refunds	R4 999,00
165.	202605-0189658	Hi-Fi Corporation	18/07/2026	Cash Refunds	R4 999,00
166.	202605-0190181	Oaklands Farm Supply	18/07/2026	Cash Refunds	R15,00
167.	202606-0190827	Leroy Merlin	18/07/2026	Cash Refunds	R3 433,00
168.	202605-0190322	Makro	18/07/2026	Cash Refunds	R1 550,00
169.	202605-0190329	Nike	18/07/2026	Cash Refunds	R799,95
170.	202606-0190512	Mtn	18/07/2026	Cash Refunds	R2 287,90
171.	202606-0191707	Takealot	18/07/2026	Cash Refunds	R1 799,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
172.	202606-0191922	Luvmehair	18/07/2026	Cash Refunds	R2 399,00
173.	202606-0192132	Bash (Tfg)	18/07/2026	Cash Refunds	R3 499,00
174.	202606-0192152	Discovery Vitality	18/07/2026	Cash Refunds	R599,00
175.	202606-0192156	Kfc	18/07/2026	Cash Refunds	R159,90
176.	202606-0192306	Boxer Superstore	18/07/2026	Cash Refunds	R100,00
177.	202606-0192528	Russells	18/07/2026	Cash Refunds	R2 500,00
178.	202606-0192538	Eva Hair - Lifemart_Eva Hair	18/07/2026	Exchanges	R4 000,00
179.	202606-0192544	Makro	18/07/2026	Cash Refunds	R9 889,00
180.	202606-0192888	Cobbler & Co.	18/07/2026	Cash Refunds	R2 500,00
181.	202607-0193238	Debonairs Pizza (Famous Brands)	18/07/2026	Cash Refunds	R35,00
182.	202607-0193868	Ashby Manor Guest House	18/07/2026	Cash Refunds	R3 000,00
183.	202607-0193956	Salon500	18/07/2026	Cash Refunds	R480,00
184.	202602-0181202	Toysrus Babiesrus	19/07/2026	Cash Refunds	R4 000,00
185.	202602-0181346	The Great Yellow Brick	19/07/2026	Cash Refunds	R769,30
186.	202602-0181648	Sportsmans Warehouse	19/07/2026	Ex Gratia	R649,00
187.	202602-0181669	Hi-Fi Corporation	19/07/2026	Cash Refunds	R3 999,00
188.	202602-0181690	Pet Food City	19/07/2026	Cash Refunds	R133,00
189.	202602-0182017	Greyhound	19/07/2026	Cash Refunds	R600,00
190.	202602-0182215	Shell Garage	19/07/2026	Cash Refunds	R30,00
191.	202603-0184225	Intercape Ferreira Mainline	19/07/2026	Cash Refunds	R7 500,00
192.	202512-0177268	Bash (Tfg)	20/07/2026	Cash Refunds	R979,97
193.	202605-0188886	Takealot	20/07/2026	Cash Refunds	R7 999,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
194.	202607-0194323	The San Hair	20/07/2026	Cash Refunds	R6 706,80
195.	202606-0192424	Perfect Dealz	23/07/2026	Cash Refunds	R578,00
196.	202606-0192697	Rochester	23/07/2026	Cash Refunds	R16 995,00
197.	202606-0192972	Takealot	23/07/2026	Vouchers	R7 799,00
198.	202607-0193177	True New Trade And Invest [Pty] Ltd	23/07/2026	Cash Refunds	R4 500,00
199.	202607-0193206	Totalsport	23/07/2026	Cash Refunds	R1 600,00
200.	202607-0194001	Ac Direct	23/07/2026	Cash Refunds	R5 540,00
201.	202607-0194176	Carrol Boyes	23/07/2026	Cash Refunds	R606,00
202.	202604-0186355	Takealot	24/07/2026	Cash Refunds	R8 699,00
203.	202604-0187024	Incredible Connection	24/07/2026	Cash Refunds	R8 500,00
204.	202601-0178818	Kt Boards	25/07/2026	Cash Refunds	R13 911,00
205.	202604-0186163	Game4u	25/07/2026	Vouchers	R500,00
206.	202603-0183622	Samsung	25/07/2026	Cash Refunds	R16 244,00
207.	202604-0186036	Leather Boutique Strand	25/07/2026	Cash Refunds	R1 600,00
208.	202604-0187172	Makro	25/07/2026	Cash Refunds	R32 999,00
209.	202605-0188228	Takealot	25/07/2026	Cash Refunds	R1 000,00
210.	202605-0188506	Takealot	25/07/2026	Cash Refunds	R940,00
211.	202605-0188566	Makro	25/07/2026	Cash Refunds	R8 999,00
212.	202605-0188909	Incredible Connection	25/07/2026	Cash Refunds	R6 262,00
213.	202605-0189641	Greyhound	25/07/2026	Cash Refunds	R2 850,00
214.	202602-0183065	Bawas Furnishers	25/07/2026	Cash Refunds	R1 599,00
215.	202605-0190104	Checkers	25/07/2026	Cash Refunds	R699,99

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
216.	202605-0190149	Makro	25/07/2026	Cash Refunds	R5 299,00
217.	202606-0190628	Cash Crusaders	25/07/2026	Cash Refunds	R3 303,00
218.	202606-0190739	Samsung	25/07/2026	Repairs	R2 204,00
219.	202606-0190742	Levis South Africa	25/07/2026	Cash Refunds	R1 349,25
220.	202606-0192045	Yellow Subtrading	25/07/2026	Cash Refunds	R180,00
221.	202603-0184609	Pisces Swimming Academy	25/07/2026	Cash Refunds	R400,00
222.	202606-0192068	Hi-Fi Corporation	25/07/2026	Cash Refunds	R3 499,00
223.	202606-0192458	Makro	25/07/2026	Cash Refunds	R14 905,00
224.	202604-0188107	Arc Store	25/07/2026	Cash Refunds	R535,00
225.	202606-0190513	Amazon South Africa	25/07/2026	Cash Refunds	R745,00
226.	202606-0190891	Cem Air	25/07/2026	Cash Refunds	R1 142,00
227.	202606-0191359	Pick N Pay	25/07/2026	Cash Refunds	R9 947,99
228.	202606-0191646	Pick N Pay	25/07/2026	Cash Refunds	R433,64
229.	202606-0191937	Ticketpro	25/07/2026	Cash Refunds	R914,00
230.	202606-0192092	Superbalist	25/07/2026	Cash Refunds	R702,00
231.	202602-0182402	Avoria	25/07/2026	Cash Refunds	R650,00
232.	202604-0187991	Game	25/07/2026	Cash Refunds	R5 500,00
233.	202605-0190122	Hi-Fi Corporation	25/07/2026	Cash Refunds	R6 999,00
234.	202606-0190576	Russells	25/07/2026	Cash Refunds	R1 699,00
235.	202606-0191928	Zenobia Theunissen	25/07/2026	Cash Refunds	R1 700,00
236.	202606-0192522	Makro	25/07/2026	Cash Refunds	R20 970,00
237.	202606-0192877	Food Lovers Market	25/07/2026	Vouchers	R200,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
238.	202607-0193056	Regenesys Education	25/07/2026	Cash Refunds	R4 250,00
239.	202602-0181025	Delta Coaches	27/07/2026	Cash Refunds	R600,00
240.	202602-0181132	Ntg Phone Traders	27/07/2026	Replacement	R4 500,00
241.	202602-0181813	Rochester	27/07/2026	Cash Refunds	R6 490,00
242.	202602-0182029	Cape Union Mart	27/07/2026	Cash Refunds	R379,00
243.	202602-0182090	Greens Medi Scrubs	27/07/2026	Vouchers	R450,00
244.	202602-0182099	Mobile Mall & Electronics	27/07/2026	Cash Refunds	R9 500,00
245.	202602-0182235	Greyhound	27/07/2026	Cash Refunds	R3 700,00
246.	202603-0185639	Virgin Active	27/07/2026	Cash Refunds	R9 672,00
247.	202604-0187003	Bradlows	27/07/2026	Cash Refunds	R18 811,09
248.	202605-0189854	Rentoza	27/07/2026	Cash Refunds	R1 230,00
249.	202606-0191561	Amazon South Africa	27/07/2026	Cash Refunds	R4 953,00
250.	202606-0192056	Virgin Active	27/07/2026	Cash Refunds	R1 414,45
251.	202602-0182147	American Swiss	27/07/2026	Cash Refunds	R2 099,00
252.	202602-0181156	Sheet Street	28/07/2026	Cash Refunds	R1 494,47
253.	202602-0181447	Builders Warehouse	28/07/2026	Cash Refunds	R1 999,00
254.	202606-0192187	Pick N Pay	28/07/2026	Cash Refunds	R200,00
255.	202603-0183996	On The Move Laundry, A Laundry Service Operating In Kya Sand	28/07/2026	Cash Refunds	R11 564,08
256.	202603-0185181	Woolworths	28/07/2026	Vouchers	R150,00
257.	202606-0190893	Superbalist	28/07/2026	Cash Refunds	R430,00
258.	202607-0193208	Bash (Tfg)	28/07/2026	Cash Refunds	R8 620,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
259.	202607-0194923	Mandela Rhodes Place	28/07/2026	Cash Refunds	R1 000,00
260.	202604-0187514	Mtn	29/07/2026	Cash Refunds	R1 187,99
261.	202605-0189710	Ackermans	29/07/2026	Cash Refunds	R450,00
262.	202605-0189726	Takealot	29/07/2026	Cash Refunds	R1 222,00
263.	202606-0192303	4Evatech	29/07/2026	Cash Refunds	R595,00
264.	202606-0192356	Mtn	29/07/2026	Cash Refunds	R7 167,00
265.	202606-0192439	Multichoice	29/07/2026	Cash Refunds	R448,21
266.	202510-0172197	Bradlows	29/07/2026	Cash Refunds	R49 232,19
267.	202601-0179333	Webtickets	29/07/2026	Cash Refunds	R1 180,00
268.	202604-0186677	Rentoza	29/07/2026	Cash Refunds	R1 480,00
269.	202604-0186701	Takealot	29/07/2026	Cash Refunds	R1 758,00
270.	202606-0191315	Adidas	29/07/2026	Vouchers	R200,00
271.	202606-0192426	Edreams	29/07/2026	Cash Refunds	R5 679,07
272.	202607-0194712	Mac Spares	29/07/2026	Cash Refunds	R817,00
273.	202607-0194847	Pick N Pay	29/07/2026	Cash Refunds	R392,00
274.	202607-0194847	Pick N Pay	29/07/2026	Vouchers	R500,00
275.	202604-0186143	Mtn	30/07/2026	Cash Refunds	R460,00
276.	202604-0186454	Sportscene	30/07/2026	Cash Refunds	R519,00
277.	202605-0189238	Rosebank College	30/07/2026	Cash Refunds	R21 232,00
278.	202606-0191397	Hi-Fi Corporation	30/07/2026	Cash Refunds	R373,00
279.	202606-0191401	Makro	30/07/2026	Cash Refunds	R4 800,00
280.	202601-0178318	Mtn	31/07/2026	Cash Refunds	R500,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
281.	202602-0180852	Rentoza	31/07/2026	Ex Gratia	R1 440,00
282.	202602-0180928	Lacoste	31/07/2026	Replacement	R2 495,00
283.	202602-0180980	Mtn	31/07/2026	Ex Gratia	R4 999,00
284.	202602-0181178	Takealot	31/07/2026	Cash Refunds	R2 998,00
285.	202602-0182259	Mtn	31/07/2026	Ex Gratia	R612,00
286.	202607-0193140	Pick N Pay	31/07/2026	Cash Refunds	R8 998,00
287.	202603-0184632	Rentoza	31/07/2026	Cash Refunds	R470,00
288.	202603-0184669	Rentoza	31/07/2026	Cash Refunds	R720,00
289.	202603-0185456	Rentoza	31/07/2026	Cash Refunds	R2 180,00
290.	202606-0192819	Isabella Garcia International	31/07/2026	Cash Refunds	R609,21
291.	202607-0192989	Home Choice	31/07/2026	Cash Refunds	R1 203,35
292.	202607-0193068	Makro	31/07/2026	Vouchers	R7 299,00
293.	202607-0193114	Boardmans	31/07/2026	Cash Refunds	R1 299,00
294.	202607-0193148	Pick N Pay	31/07/2026	Cash Refunds	R319,00
295.	202607-0193397	Fasttrack	31/07/2026	Cash Refunds	R4 200,00
296.	202607-0193505	Debonairs Pizza (Famous Brands)	31/07/2026	Cash Refunds	R120,00
297.	202607-0194795	Hi-Fi Corporation	31/07/2026	Cash Refunds	R799,00
298.	202607-0194820	Fair Price In-Store	31/07/2026	Cash Refunds	R700,00
299.	202511-0175031	Sa Tonneau Covers Pty Ltd	31/07/2026	Cash Refunds	R1 162,90
300.	202601-0179332	Mr Price Group	31/07/2026	Cash Refunds	R599,98
301.	202604-0186750	Temu	31/07/2026	Cash Refunds	R1 061,00
302.	202604-0187067	Mr Price Group	31/07/2026	Cash Refunds	R330,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
303.	202605-0188437	Botthms Sa	31/07/2026	Cash Refunds	R278,60
304.	202605-0189000	Makro	31/07/2026	Cash Refunds	R1 299,00
305.	202605-0189062	Makro	31/07/2026	Cash Refunds	R5 376,00
306.	202605-0190256	Hi-Fi Corporation	31/07/2026	Cash Refunds	R5 999,00
307.	202605-0190387	Rentoza	31/07/2026	Cash Refunds	R1 400,00
308.	202606-0190517	Takealot	31/07/2026	Cash Refunds	R798,00
309.	202606-0191087	Rentoza	31/07/2026	Cash Refunds	R1 090,00
310.	202606-0191247	Herholdt'S Group	31/07/2026	Cash Refunds	R6 011,51
311.	202606-0191503	Greyhound	31/07/2026	Cash Refunds	R330,00
312.	202606-0191877	Mr Price Group	31/07/2026	Cash Refunds	R1 500,00
313.	202606-0192829	Game	31/07/2026	Cash Refunds	R3 999,00
314.	202606-0192872	Ufo (Lewis Group)	31/07/2026	Replacement	R5 000,00
315.	202606-0192916	Legit	31/07/2026	Cash Refunds	R297,00
316.	202607-0193106	Fashion Crib Sa	31/07/2026	Cash Refunds	R2 400,00
317.	202607-0194276	Hi-Fi Corporation	31/07/2026	Cash Refunds	R7 000,00
318.	202607-0195096	Makro	31/07/2026	Cash Refunds	R14 999,00
319.	202607-0194893	Rentoza	31/07/2026	Cash Refunds	R1 410,00
320.	202607-0193246	Makro	31/07/2026	Cash Refunds	R2 299,00
321.	202507-0167373	Mtn	05/08/2026	Cash Refunds	2 688,00
322.	202510-0172759	Travel start	15/08/2026	Cash Refunds	14 776,96
323.	202511-0174735	As Project Y	31/08/2026	Cash Refunds	156 950,00
324.	202511-0175840	Mtn	31/08/2026	Cash Refunds	1 729,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
325.	202601-0178871	Megashift Logistics	25/08/2026	Cash Refunds	1 000,00
326.	202601-0179880	Intercape Ferreira Mainline	21/08/2026	Cash Refunds	5 000,00
327.	202601-0180247	Makro	22/08/2026	Cash Refunds	7 499,00
328.	202601-0180266	Duck Apparel	08/08/2026	Cash Refunds	2 549,92
329.	202601-0180334	Namola	25/08/2026	Cash Refunds	2 499,00
330.	202601-0180467	La Vie Est Belle Wedding Creative Co	24/08/2026	Cash Refunds	17 425,00
331.	202602-0181148	Takealot	18/08/2026	Cash Refunds	324,00
332.	202602-0181378	Mtn	07/08/2026	Ex Gratia	2 400,00
333.	202602-0181424	Takealot	07/08/2026	Vouchers	7 999,00
334.	202602-0181514	Henbase Lodge	17/08/2026	Cash Refunds	1 050,00
335.	202602-0181518	Makro	10/08/2026	Cash Refunds	2 798,00
336.	202602-0181537	Rentoza	07/08/2026	Cash Refunds	580,00
337.	202602-0181574	Compumax	08/08/2026	Cash Refunds	1 167,00
338.	202602-0181714	Superbalist	13/08/2026	Cash Refunds	7 318,00
339.	202602-0181832	Value Co	24/08/2026	Cash Refunds	128,00
340.	202602-0182336	Keles Ladies Tour	24/08/2026	Ex Gratia	5 000,00
341.	202602-0182342	Lifestyle Home	22/08/2026	Exchanges	10 000,00
342.	202602-0182352	Hi-Fi Corporation	08/08/2026	Cash Refunds	4 499,00
343.	202602-0182546	Pharmadiv	15/08/2026	Cash Refunds	806,50
344.	202602-0182736	Crown Building Supplies	14/08/2026	Replacement	3 900,00
345.	202602-0182750	Glenwood House	07/08/2026	Cash Refunds	30 000,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
346.	202602-0182988	The Gardens Venue Randburg	21/08/2026	Cash Refunds	30 000,00
347.	202603-0183357	Gym Company	08/08/2026	Cash Refunds	398,00
348.	202603-0183963	Makro	07/08/2026	Cash Refunds	479,00
349.	202603-0183991	Magic Store Barbeton	15/08/2026	Cash Refunds	50,00
350.	202603-0183993	Steyns Culinary School	25/08/2026	Cash Refunds	5 000,00
351.	202603-0183995	Bradlows	01/08/2026	Cash Refunds	31 999,00
352.	202603-0184320	Flight Centre Travel Group	13/08/2026	Cash Refunds	47 000,00
353.	202603-0184626	Mtn	27/08/2026	Cash Refunds	755,91
354.	202603-0184650	Virgin Active	08/08/2026	Cash Refunds	475,00
355.	202603-0185095	Home Choice	22/08/2026	Cash Refunds	2 199,00
356.	202603-0185137	Makro	19/08/2026	Cash Refunds	1 100,00
357.	202603-0185148	Home Choice	22/08/2026	Ex Gratia	3 801,00
358.	202603-0185294	Glow Sa	27/08/2026	Cash Refunds	8 000,00
359.	202603-0185379	Flight Centre Travel Group	25/08/2026	Ex Gratia	3 000,00
360.	202604-0186204	Sleep king	05/08/2026	Cash Refunds	12 000,00
361.	202604-0186237	Mtn	28/08/2026	Cash Refunds	1 700,00
362.	202604-0186326	Jika Connect (Mondo)	04/08/2026	Cash Refunds	719,00
363.	202604-0186486	Rentoza	27/08/2026	Cash Refunds	650,00
364.	202604-0186514	Makro	24/08/2026	Cash Refunds	5 000,00
365.	202604-0186537	Uber Eats South Africa	08/08/2026	Cash Refunds	104,99
366.	202604-0186747	Rentoza	06/08/2026	Cash Refunds	1 270,00
367.	202604-0186842	Flysafair	07/08/2026	Vouchers	3 713,24

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
368.	202604-0186877	Hi-Fi Corporation	19/08/2026	Cash Refunds	8 999,00
369.	202604-0186999	Greyhound	08/08/2026	Cash Refunds	3 663,00
370.	202604-0187304	Sham Manufacturing (Pty) Ltd	01/08/2026	Cash Refunds	350,00
371.	202604-0187313	Mtn	28/08/2026	Cash Refunds	642,20
372.	202604-0187476	Chekich South Africa	27/08/2026	Cash Refunds	1 800,00
373.	202604-0187551	Home Choice	27/08/2026	Cash Refunds	1 500,00
374.	202604-0187590	Airlink (Pty) Ltd	08/08/2026	Cash Refunds	748,00
375.	202604-0187634	Rentoza	08/08/2026	Cash Refunds	1 199,00
376.	202604-0187933	Spar	08/08/2026	Cash Refunds	110,00
377.	202604-0188003	Mistragystix Proprietary Limited Trading As Arc Store	01/08/2026	Cash Refunds	1 056,00
378.	202605-0188396	Mr Mattress	01/08/2026	Cash Refunds	5 650,00
379.	202605-0188424	Cash Crusaders	05/08/2026	Exchanges	5 459,80
380.	202605-0188569	Teds Home Store	04/08/2026	Cash Refunds	33 700,00
381.	202605-0188604	Foneyam	14/08/2026	Replacement	2 499,00
382.	202605-0188872	Mtn	01/08/2026	Cash Refunds	2 760,54
383.	202605-0188948	Edreams	08/08/2026	Cash Refunds	1 333,36
384.	202605-0188990	Mtn	01/08/2026	Cash Refunds	3 330,01
385.	202605-0189037	Nando'S	19/08/2026	Cash Refunds	498,00
386.	202605-0189110	Steve Madden	07/08/2026	Vouchers	1 999,00
387.	202605-0189126	The Diamond Box	15/08/2026	Cash Refunds	4 700,00
388.	202605-0189163	Bradlows	08/08/2026	Cash Refunds	5 999,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
389.	202605-0189201	Hi-Fi Corporation	21/08/2026	Cash Refunds	3 333,00
390.	202605-0189218	Preloved Fit Gear	04/08/2026	Cash Refunds	15 999,00
391.	202605-0189259	Makro	08/08/2026	Cash Refunds	1 198,00
392.	202605-0189302	Bed Factory	08/08/2026	Cash Refunds	6 000,00
393.	202605-0189319	Superbalist	05/08/2026	Cash Refunds	699,00
394.	202605-0189323	Bespoke Carpentry	15/08/2026	Cash Refunds	7 775,00
395.	202605-0189440	Castor & Ladder	04/08/2026	Cash Refunds	439,87
396.	202605-0189486	Hisense	08/08/2026	Cash Refunds	6 499,00
397.	202605-0189487	Boss Catering Equipment	27/08/2026	Cash Refunds	8 438,03
398.	202605-0189530	Volpes	04/08/2026	Cash Refunds	199,00
399.	202605-0189588	Takealot	21/08/2026	Cash Refunds	1 400,00
400.	202605-0189591	Sound Select	21/08/2026	Cash Refunds	5 500,00
401.	202605-0189595	Rentoza	07/08/2026	Cash Refunds	850,00
402.	202605-0189731	Makro	06/08/2026	Cash Refunds	1 348,00
403.	202605-0189796	Nova Oral Care	08/08/2026	Cash Refunds	458,00
404.	202605-0189921	Pick N Pay	21/08/2026	Vouchers	250,00
405.	202605-0189976	Crm Technology	06/08/2026	Cash Refunds	2 299,00
406.	202605-0189977	Dischem	27/08/2026	Cash Refunds	1 449,99
407.	202605-0190008	Incredible Connection	19/08/2026	Cash Refunds	599,00
408.	202605-0190066	Takealot	06/08/2026	Vouchers	778,00
409.	202605-0190112	Ok Furniture	05/08/2026	Cash Refunds	6 000,00
410.	202605-0190134	Rentoza	06/08/2026	Cash Refunds	1 070,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
411.	202605-0190185	Mtn	14/08/2026	Cash Refunds	4 356,35
412.	202605-0190231	Colt 45 By Alcapone	07/08/2026	Cash Refunds	849,00
413.	202605-0190283	Ticketmaster	15/08/2026	Cash Refunds	2 907,50
414.	202605-0190332	Takealot	27/08/2026	Cash Refunds	2 149,00
415.	202605-0190371	Game	19/08/2026	Cash Refunds	3 999,00
416.	202606-0190499	Takealot	05/08/2026	Cash Refunds	43 000,00
417.	202606-0190518	Perfect Dealz	27/08/2026	Exchanges	7 000,00
418.	202606-0190564	Rentoza	28/08/2026	Cash Refunds	2 520,00
419.	202606-0190598	Go Canvas (Pty) Ltd	08/08/2026	Cash Refunds	29 116,00
420.	202606-0190599	Pick N Pay	22/08/2026	Cash Refunds	308,95
421.	202606-0190614	Eliz & Rose Boutique	08/08/2026	Cash Refunds	995,00
422.	202606-0190624	Superbalist	08/08/2026	Cash Refunds	4 269,00
423.	202606-0190678	Clothing Junction	27/08/2026	Cash Refunds	119,95
424.	202606-0190793	Mtn	27/08/2026	Cash Refunds	550,00
425.	202606-0190843	Makro	19/08/2026	Cash Refunds	3 200,00
426.	202606-0190868	Temu	08/08/2026	Cash Refunds	3 386,00
427.	202606-0190883	Elysium Nails	19/08/2026	Cash Refunds	530,00
428.	202606-0190892	On Air Tv	08/08/2026	Cash Refunds	567,00
429.	202606-0190895	Makro	19/08/2026	Cash Refunds	5 200,00
430.	202606-0190895	Makro	19/08/2026	Cash Refunds	5 200,00
431.	202606-0190918	Eagle Liner	08/08/2026	Cash Refunds	700,00
432.	202606-0190923	Greenhills Gas Depot	14/08/2026	Cash Refunds	590,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
433.	202606-0191088	Hirsch'S	19/08/2026	Replacement	2 500,00
434.	202606-0191095	Sportscene	07/08/2026	Cash Refunds	999,00
435.	202606-0191115	Pick N Pay	19/08/2026	Cash Refunds	464,91
436.	202606-0191130	Pick N Pay	19/08/2026	Cash Refunds	899,00
437.	202606-0191150	Takealot	24/08/2026	Cash Refunds	1 299,00
438.	202606-0191244	Makro	13/08/2026	Cash Refunds	1 004,60
439.	202606-0191249	Diversity Life Ss Debicheck	14/08/2026	Cash Refunds	380,00
440.	202606-0191273	Rentoza	13/08/2026	Cash Refunds	1 950,00
441.	202606-0191283	Rentoza	07/08/2026	Cash Refunds	1 840,00
442.	202606-0191294	Makro	19/08/2026	Cash Refunds	5 999,00
443.	202606-0191469	Freelancer	19/08/2026	Cash Refunds	845,00
444.	202606-0191476	Cemair	13/08/2026	Cash Refunds	1 609,00
445.	202606-0191588	Hi-Fi Corporation	19/08/2026	Replacement	3 200,00
446.	202606-0191708	Adidas	01/08/2026	Cash Refunds	3 132,85
447.	202606-0191736	Incredible Connection	08/08/2026	Cash Refunds	999,00
448.	202606-0191741	Qube Innovative Computing	01/08/2026	Cash Refunds	6 500,00
449.	202606-0191759	Superbalist	19/08/2026	Cash Refunds	1 047,00
450.	202606-0191785	Woolworths	27/08/2026	Cash Refunds	50,00
451.	202606-0191786	Ntg Phone Trader (Pty) Ltd	13/08/2026	Cash Refunds	8 500,00
452.	202606-0191856	Cape Union Mart	27/08/2026	Cash Refunds	1 999,00
453.	202606-0191970	Ok Furniture	13/08/2026	Cash Refunds	399,99
454.	202606-0192085	Ackermans	01/08/2026	Cash Refunds	229,95

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
455.	202606-0192157	Bawas Furniture	27/08/2026	Cash Refunds	2 999,00
456.	202606-0192167	U&G Lifestyle	27/08/2026	Cash Refunds	633,00
457.	202606-0192227	Pep	07/08/2026	Cash Refunds	399,00
458.	202606-0192293	Takealot	13/08/2026	Cash Refunds	10 000,00
459.	202606-0192345	Clicknplant	27/08/2026	Cash Refunds	600,00
460.	202606-0192347	Incredible Connection	21/08/2026	Replacement	4 999,00
461.	202606-0192370	Game	07/08/2026	Cash Refunds	300,00
462.	202606-0192371	Mtn	07/08/2026	Cash Refunds	531,10
463.	202606-0192408	Bellville Furniture	07/08/2026	Cash Refunds	4 114,00
464.	202606-0192443	Woolworths	27/08/2026	Cash Refunds	1 920,00
465.	202606-0192492	Game	06/08/2026	Cash Refunds	15 999,00
466.	202606-0192508	Mtn	15/08/2026	Cash Refunds	500,00
467.	202606-0192572	Ln Watches	15/08/2026	Cash Refunds	650,00
468.	202606-0192582	Sleepmasters	20/08/2026	Cash Refunds	5 999,00
469.	202606-0192606	Pick N Pay	21/08/2026	Ex Gratia	1 200,00
470.	202606-0192619	Cash Converters	01/08/2026	Cash Refunds	1 500,00
471.	202606-0192620	Galxboy	04/08/2026	Cash Refunds	300,00
472.	202606-0192626	Bradlows	21/08/2026	Cash Refunds	9 948,95
473.	202606-0192643	Pick N Pay	20/08/2026	Vouchers	70,00
474.	202606-0192658	Urb-X-Gear	01/08/2026	Cash Refunds	449,00
475.	202606-0192662	Ok Furniture	01/08/2026	Cash Refunds	5 699,00
476.	202606-0192672	Pick N Pay	19/08/2026	Cash Refunds	144,99

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
477.	202606-0192686	Ackermans	24/08/2026	Cash Refunds	70,00
478.	202606-0192692	Capri Home	01/08/2026	Cash Refunds	873,75
479.	202606-0192700	Checkers	24/08/2026	Cash Refunds	329,99
480.	202606-0192719	Mtn	15/08/2026	Cash Refunds	1 622,26
481.	202606-0192797	Jet (The Foschini Group)	17/08/2026	Cash Refunds	209,00
482.	202606-0192817	Revibe	19/08/2026	Cash Refunds	3 699,00
483.	202606-0192838	Imperial Paving Material (Pty) Ltd	24/08/2026	Cash Refunds	5 148,00
484.	202606-0192848	Home Choice	14/08/2026	Cash Refunds	1 589,00
485.	202606-0192855	Makro	01/08/2026	Cash Refunds	3 887,00
486.	202606-0192874	Builders Warehouse	19/08/2026	Cash Refunds	21 205,00
487.	202606-0192884	Kfc	05/08/2026	Cash Refunds	1 372,00
488.	202606-0192927	Mtn	08/08/2026	Cash Refunds	12 122,19
489.	202607-0193096	Spur Restaurant	01/08/2026	Cash Refunds	326,00
490.	202607-0193108	Sissy Boy	08/08/2026	Cash Refunds	2 999,00
491.	202607-0193109	Leroy Merlin	08/08/2026	Cash Refunds	10 239,08
492.	202607-0193113	Incredible Connection	04/08/2026	Cash Refunds	13 999,00
493.	202607-0193116	Greyhound	27/08/2026	Cash Refunds	430,00
494.	202607-0193155	Ips Health	15/08/2026	Cash Refunds	978,00
495.	202607-0193175	Yemaya Spa & Hair	19/08/2026	Cash Refunds	905,00
496.	202607-0193213	Food Lovers Market	08/08/2026	Vouchers	300,00
497.	202607-0193217	Virgin Active	12/08/2026	Cash Refunds	12 250,00
498.	202607-0193250	Ok Furniture	01/08/2026	Replacement	2 000,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
499.	202607-0193257	Takealot	21/08/2026	Cash Refunds	5 422,00
500.	202607-0193339	Franco Ceccato (Pty) Ltd	08/08/2026	Cash Refunds	399,00
501.	202607-0193365	Rentoza	26/08/2026	Cash Refunds	440,00
502.	202607-0193393	Virgin Active	08/08/2026	Cash Refunds	1 535,00
503.	202607-0193424	Debonairs Pizza (Famous Brands)	27/08/2026	Cash Refunds	388,90
504.	202607-0193429	Bash (Tfg)	27/08/2026	Cash Refunds	1 200,00
505.	202607-0193456	Kamo	27/08/2026	Cash Refunds	970,00
506.	202607-0193515	Makro	27/08/2026	Cash Refunds	1 123,02
507.	202607-0193517	Makro	24/08/2026	Cash Refunds	14 999,00
508.	202607-0193537	Makro	06/08/2026	Cash Refunds	1 599,00
509.	202607-0193546	Pep	05/08/2026	Cash Refunds	499,00
510.	202607-0193556	Makro	08/08/2026	Vouchers	3 600,00
511.	202607-0193575	Makro	08/08/2026	Cash Refunds	2 298,00
512.	202607-0193585	Superbalist	28/08/2026	Cash Refunds	1 099,00
513.	202607-0193589	Makro	14/08/2026	Cash Refunds	468,00
514.	202607-0193590	Makro	27/08/2026	Cash Refunds	5 599,00
515.	202607-0193600	Mtn	08/08/2026	Cash Refunds	371,81
516.	202607-0193602	Checkers	07/08/2026	Vouchers	150,00
517.	202607-0193608	Takealot	13/08/2026	Cash Refunds	179,00
518.	202607-0193609	Shoprite	27/08/2026	Cash Refunds	30,00
519.	202607-0193649	Mr Price Group	27/08/2026	Cash Refunds	99,00
520.	202607-0193653	Makro	13/08/2026	Cash Refunds	899,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
521.	202607-0193678	Loot. Co. Za	13/08/2026	Cash Refunds	268,00
522.	202607-0193688	Gym Company	01/08/2026	Cash Refunds	1 500,00
523.	202607-0193696	Rcl Foods	19/08/2026	Vouchers	500,00
524.	202607-0193710	Makro	13/08/2026	Cash Refunds	898,00
525.	202607-0193716	Makro	13/08/2026	Cash Refunds	9 999,00
526.	202607-0193730	Intercity Express	13/08/2026	Cash Refunds	1 440,00
527.	202607-0193732	Makro	13/08/2026	Ex Gratia	8 000,00
528.	202607-0193767	Makro	13/08/2026	Cash Refunds	1 300,00
529.	202607-0193773	Debonairs Pizza (Famous Brands)	08/08/2026	Cash Refunds	199,90
530.	202607-0193774	Makro	13/08/2026	Cash Refunds	188,05
531.	202607-0193777	Rentoza	27/08/2026	Cash Refunds	1 553,00
532.	202607-0193787	Makro	13/08/2026	Cash Refunds	11 999,00
533.	202607-0193794	Makro	19/08/2026	Cash Refunds	4 198,00
534.	202607-0193826	Makro	19/08/2026	Cash Refunds	3 499,00
535.	202607-0193833	Takealot	21/08/2026	Cash Refunds	690,00
536.	202607-0193833	Takealot	21/08/2026	Vouchers	500,00
537.	202607-0193906	Pick N Pay	21/08/2026	Cash Refunds	334,98
538.	202607-0193966	Makro	05/08/2026	Cash Refunds	4 299,00
539.	202607-0194006	Mtn	28/08/2026	Cash Refunds	375,00
540.	202607-0194010	Nike	19/08/2026	Cash Refunds	3 249,94
541.	202607-0194015	Builders Warehouse	15/08/2026	Cash Refunds	1 049,00
542.	202607-0194033	Makro	15/08/2026	Cash Refunds	668,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
543.	202607-0194055	Hi-Fi Corporation	07/08/2026	Cash Refunds	4 398,00
544.	202607-0194087	Fair Price Online	06/08/2026	Cash Refunds	300,00
545.	202607-0194101	Multichoice	19/08/2026	Cash Refunds	4 182,50
546.	202607-0194106	Bradlows	08/08/2026	Cash Refunds	5 000,00
547.	202607-0194112	Build It	13/08/2026	Cash Refunds	9 460,00
548.	202607-0194156	Makro	17/08/2026	Cash Refunds	2 695,00
549.	202607-0194180	Makro	19/08/2026	Cash Refunds	1 498,00
550.	202607-0194304	Fatima Ebrahim	17/08/2026	Cash Refunds	799,00
551.	202607-0194310	Bawas Furniture	15/08/2026	Cash Refunds	2 199,00
552.	202607-0194319	Ackermans	20/08/2026	Cash Refunds	1 891,60
553.	202607-0194322	Cash Crusaders	08/08/2026	Cash Refunds	5 000,00
554.	202607-0194331	Rochester	06/08/2026	Cash Refunds	6 344,00
555.	202607-0194347	Iq Academy (Pty) Ltd	22/08/2026	Cash Refunds	6 288,00
556.	202607-0194357	Makro	08/08/2026	Cash Refunds	220,00
557.	202607-0194369	Mirie Hair Boutique	13/08/2026	Cash Refunds	1 100,00
558.	202607-0194527	Takealot	24/08/2026	Cash Refunds	99,00
559.	202607-0194536	Puma Sports S.A	15/08/2026	Exchanges	917,00
560.	202607-0194666	Mtn	19/08/2026	Cash Refunds	3 852,91
561.	202607-0194718	Agripak Group Sa	27/08/2026	Cash Refunds	3 585,00
562.	202607-0194736	Bellucia Axis-Y	24/08/2026	Cash Refunds	1 200,00
563.	202607-0194738	Makro	20/08/2026	Cash Refunds	329,00
564.	202607-0194747	Pick N Pay	26/08/2026	Vouchers	800,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
565.	202607-0194756	Keltech Repairs (Pty) Ltd	19/08/2026	Cash Refunds	6 000,00
566.	202607-0194790	Takealot	19/08/2026	Cash Refunds	150,00
567.	202607-0194793	Ackermans	06/08/2026	Cash Refunds	3 449,30
568.	202607-0194827	Bash (Tfg)	19/08/2026	Cash Refunds	1 099,00
569.	202607-0194828	Foschini	15/08/2026	Cash Refunds	3 799,00
570.	202607-0194838	Multichoice	24/08/2026	Cash Refunds	720,00
571.	202607-0194840	Russells	20/08/2026	Cash Refunds	701,00
572.	202607-0194851	Pharmadiv	14/08/2026	Cash Refunds	1 336,66
573.	202607-0194883	Ackermans	21/08/2026	Cash Refunds	999,00
574.	202607-0194884	Rentoza	17/08/2026	Cash Refunds	1 230,00
575.	202607-0194886	Sleepmasters	22/08/2026	Cash Refunds	4 599,00
576.	202607-0194924	Incredible Connection	21/08/2026	Cash Refunds	34 999,00
577.	202607-0195010	Debonairs Pizza (Famous Brands)	26/08/2026	Cash Refunds	542,80
578.	202607-0195024	Leroy Merlin	22/08/2026	Replacement	1 799,00
579.	202607-0195026	K9 Intervention	22/08/2026	Cash Refunds	1 166,00
580.	202607-0195047	Steers (Famous Brands)	15/08/2026	Cash Refunds	269,60
581.	202607-0195073	Debonairs Pizza (Famous Brands)	19/08/2026	Replacement	219,00
582.	202607-0195237	Hisense	15/08/2026	Vouchers	749,00
583.	202607-0195242	Mr Price Group	15/08/2026	Cash Refunds	1 000,00
584.	202607-0195253	Mhc (Metro Home City)	27/08/2026	Cash Refunds	79 998,00
585.	202607-0195254	Kfc	15/08/2026	Cash Refunds	125,00
586.	202607-0195288	Pick N Pay	21/08/2026	Ex Gratia	500,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
587.	202607-0195308	Virgin Active	05/08/2026	Vouchers	643,00
588.	202607-0195348	Security And More	24/08/2026	Cash Refunds	1 900,00
589.	202607-0195444	Titan Ice	21/08/2026	Cash Refunds	1 199,00
590.	202607-0195456	Bergens Appliance Repairs And Spares	22/08/2026	Cash Refunds	2 896,32
591.	202607-0195476	Makro	27/08/2026	Cash Refunds	1 496,00
592.	202607-0195487	Spirit Of Dubai	01/08/2026	Cash Refunds	350,00
593.	202607-0195493	Woolworths	07/08/2026	Cash Refunds	815,00
594.	202607-0195493	Woolworths	07/08/2026	Ex Gratia	200,00
595.	202607-0195549	Build It	06/08/2026	Cash Refunds	6 000,00
596.	202607-0195556	Takealot	26/08/2026	Cash Refunds	279,00
597.	202607-0195556	Takealot	26/08/2026	Vouchers	50,00
598.	202607-0195559	Makro	24/08/2026	Cash Refunds	440,00
599.	202607-0195567	Pick N Pay	22/08/2026	Ex Gratia	200,00
600.	202607-0195571	Decofurn	22/08/2026	Replacement	11 394,00
601.	202607-0195575	Foschini	08/08/2026	Vouchers	4 580,00
602.	202607-0195628	Merrell/Medicus	17/08/2026	Exchanges	1 799,00
603.	202607-0195641	Smatsatsa Spar And Wellness Resort	28/08/2026	Cash Refunds	1 850,00
604.	202607-0195663	Game	24/08/2026	Cash Refunds	1 600,00
605.	202608-0195696	Checkers Liquorshop	27/08/2026	Vouchers	100,00
606.	202608-0195746	Takealot	27/08/2026	Cash Refunds	4 396,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
607.	202608-0195849	Ur National Bed Centre	08/08/2026	Cash Refunds	2 600,00
608.	202608-0195890	Bears	13/08/2026	Replacement	10 000,00
609.	202608-0195917	Championgearz	22/08/2026	Cash Refunds	1 799,00
610.	202608-0195946	Home Choice	22/08/2026	Cash Refunds	2 899,00
611.	202608-0195967	Ok Furniture	19/08/2026	Cash Refunds	5 990,00
612.	202608-0195971	Hi-Fi Corporation	26/08/2026	Cash Refunds	2 499,00
613.	202608-0196050	Steers (Famous Brands)	31/08/2026	Cash Refunds	221,00
614.	202608-0196220	Cash Crusaders	17/08/2026	Cash Refunds	799,00
615.	202608-0196261	Multichoice	27/08/2026	Cash Refunds	1 499,00
616.	202608-0196296	Makro	27/08/2026	Cash Refunds	5 399,00
617.	202608-0196501	The Sharks Ticket Office	20/08/2026	Cash Refunds	7 400,00
618.	202608-0196637	Pick N Pay	22/08/2026	Cash Refunds	261,79
619.	202608-0196650	Game	19/08/2026	Cash Refunds	5 499,00
620.	202608-0196659	Two Mountains Burial Services	26/08/2026	Cash Refunds	30 000,00
621.	202608-0196697	Top T Hardware	24/08/2026	Cash Refunds	4 146,00
622.	202608-0196707	Samsung	28/08/2026	Cash Refunds	250,00
623.	202608-0196716	Pick N Pay	21/08/2026	Ex Gratia	100,00
624.	202608-0196754	Game	19/08/2026	Cash Refunds	5 499,00
625.	202608-0196754	Game	19/08/2026	Ex Gratia	150,00
626.	202608-0196755	Timberland Sa	19/08/2026	Vouchers	2 699,00
627.	202608-0196815	Makro	24/08/2026	Cash Refunds	3 899,00
628.	202608-0196876	Ok Furniture	27/08/2026	Cash Refunds	8 498,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
629.	202608-0197066	Luvant	19/08/2026	Cash Refunds	2 450,00
630.	202608-0197078	Ecko Africa	24/08/2026	Cash Refunds	950,99
631.	202608-0197114	Takealot	20/08/2026	Cash Refunds	3 421,00
632.	202608-0197126	Webuybrands	21/08/2026	Cash Refunds	999,00
633.	202608-0197521	Fishaways (Famous Brands)	27/08/2026	Cash Refunds	200,00
634.	202608-0197701	Makro	27/08/2026	Cash Refunds	7 999,00
635.	202508-0169106	Cape Storit (Pty) Ltd	2026-09-24	Cash Refunds	10 000,00
636.	202509-0170299	Project Y	2026-09-02	Cash Refunds	145 708,00
637.	202512-0176546	Tiger Brands	2026-09-22	Ex Gratia	250,00
638.	202512-0177023	On Air Tv	2026-09-09	Cash Refunds	1 595,00
639.	202512-0177117	Multichoice	2026-09-18	Cash Refunds	844,00
640.	202512-0177130	Bash (Tfg)	2026-09-19	Cash Refunds	499,00
641.	202512-0177846	Mtn	2026-09-21	Cash Refunds	1 900,00
642.	202601-0179372	Takealot	2026-09-24	Cash Refunds	149,00
643.	202601-0179823	Pool Store/Pool Pond Spa	2026-09-21	Cash Refunds	767,00
644.	202601-0179854	Ayana	2026-09-01	Cash Refunds	1 048,00
645.	202601-0180414	The Bed Centre	2026-09-09	Cash Refunds	7 900,00
646.	202602-0180782	Gosolr	2026-09-11	Cash Refunds	2 000,00
647.	202602-0181057	Takealot	2026-09-14	Cash Refunds	7 499,00
648.	202602-0181541	Takealot	2026-09-17	Cash Refunds	499,00
649.	202602-0181573	Takealot	2026-09-17	Cash Refunds	1 800,00
650.	202602-0181884	Superbalist	2026-09-02	Cash Refunds	2 316,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
651.	202602-0182050	Howler	2026-09-03	Cash Refunds	153,76
652.	202602-0182082	Builders Warehouse	2026-09-10	Cash Refunds	21 208,80
653.	202602-0182436	Takealot	2026-09-17	Cash Refunds	35 999,00
654.	202602-0182654	Builders Express	2026-09-09	Cash Refunds	400,00
655.	202602-0182663	Uvena Interiors	2026-09-10	Replacement	9 555,00
656.	202602-0182754	Hydraulics	2026-09-04	Cash Refunds	3 177,00
657.	202602-0182815	Takealot	2026-09-17	Cash Refunds	26 796,00
658.	202602-0182961	Tafelberg Furnishers Stores (Pty) Ltd	2026-09-30	Cash Refunds	13 149,00
659.	202603-0183212	Lg Electronics	2026-09-26	Cash Refunds	4 999,00
660.	202603-0183248	Greyhound	2026-09-22	Cash Refunds	595,00
661.	202603-0183267	Makro	2026-09-23	Cash Refunds	3 799,00
662.	202603-0183420	Hi-Fi Corporation	2026-09-05	Cash Refunds	1 200,00
663.	202603-0183504	Mr Delivery	2026-09-09	Cash Refunds	355,00
664.	202603-0183518	Huawei Technologies Co., Ltd.	2026-09-03	Vouchers	600,00
665.	202603-0183979	Eagle Liner	2026-09-05	Cash Refunds	380,00
666.	202603-0184208	Gosolr	2026-09-09	Cash Refunds	2 450,00
667.	202603-0184244	Mtn	2026-09-22	Cash Refunds	739,36
668.	202603-0184378	Nike	2026-09-12	Cash Refunds	1 499,00
669.	202603-0184581	Bidvest Waltons	2026-09-22	Cash Refunds	399,00
670.	202603-0184723	Takealot	2026-09-10	Cash Refunds	229,00
671.	202603-0184926	Takealot	2026-09-24	Cash Refunds	699,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
672.	202603-0185115	Mtn	2026-09-11	Cash Refunds	1 372,00
673.	202603-0185256	Red Holidays	2026-09-18	Cash Refunds	46 000,00
674.	202603-0185292	Bedzone	2026-09-18	Replacement	12 850,00
675.	202603-0185395	Amazon South Africa	2026-09-11	Cash Refunds	11 499,00
676.	202603-0185511	Takealot	2026-09-24	Cash Refunds	429,00
677.	202604-0186057	Game	2026-09-22	Cash Refunds	1 800,00
678.	202604-0186152	Nieuwco Shadeports /Scheepers Group	2026-09-04	Cash Refunds	12 000,00
679.	202604-0186382	Takealot	2026-09-22	Cash Refunds	356,00
680.	202604-0186597	Rentoza	2026-09-05	Cash Refunds	470,00
681.	202604-0186707	On The Move Again	2026-09-15	Cash Refunds	1 150,00
682.	202604-0186869	Russells	2026-09-22	Vouchers	1 500,00
683.	202604-0187498	Mtn	2026-09-11	Cash Refunds	1 300,00
684.	202604-0187510	Regenesys Business School	2026-09-26	Cash Refunds	5 900,00
685.	202604-0187528	Incredible Connection	2026-09-09	Cash Refunds	3 999,00
686.	202604-0187552	Takealot	2026-09-24	Cash Refunds	1 440,00
687.	202604-0187601	Champion Gearz	2026-09-03	Cash Refunds	1 149,95
688.	202604-0188034	Revibe	2026-09-22	Cash Refunds	5 599,00
689.	202604-0188100	Takealot	2026-09-10	Cash Refunds	550,00
690.	202605-0188820	My Runway	2026-09-01	Cash Refunds	314,00
691.	202605-0188979	Foto First Welkom	2026-09-13	Cash Refunds	170,00
692.	202605-0189112	Mtn	2026-09-11	Ex Gratia	1 177,44

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
693.	202605-0189184	Mtn	2026-09-10	Cash Refunds	484,96
694.	202605-0189237	Qualiday Guy Interior	2026-09-04	Cash Refunds	32 801,40
695.	202605-0189245	Takealot	2026-09-05	Cash Refunds	395,00
696.	202605-0189378	Takealot	2026-09-24	Cash Refunds	5 976,00
697.	202605-0189477	Takealot	2026-09-10	Cash Refunds	197,00
698.	202605-0189503	Pep	2026-09-12	Cash Refunds	1 600,00
699.	202605-0189535	Mtn	2026-09-11	Cash Refunds	2 467,55
700.	202605-0189599	Solar Tech / Sun Magic	2026-09-05	Cash Refunds	12 000,00
701.	202605-0189678	Revibe	2026-09-09	Cash Refunds	3 994,00
702.	202605-0189687	Rochester	2026-09-26	Cash Refunds	500,00
703.	202605-0189781	Makro	2026-09-01	Cash Refunds	9 747,00
704.	202605-0189858	Makro	2026-09-01	Cash Refunds	1 499,00
705.	202605-0189872	Chavda International	2026-09-12	Cash Refunds	3 943,00
706.	202605-0189926	Bradlows	2026-09-11	Cash Refunds	2 694,90
707.	202605-0190235	Woolworths	2026-09-03	Vouchers	400,00
708.	202605-0190305	Bogart	2026-09-26	Cash Refunds	2 500,00
709.	202606-0190500	The Cartridge Guy	2026-09-03	Cash Refunds	1 012,00
710.	202606-0190529	Agan	2026-09-05	Cash Refunds	5 399,00
711.	202606-0190552	Nike	2026-09-04	Cash Refunds	2 899,95
712.	202606-0190639	Kfc	2026-09-26	Cash Refunds	303,00
713.	202606-0190651	Bradlows	2026-09-05	Cash Refunds	2 587,50
714.	202606-0190687	Delbro Premium Fashion Store	2026-09-11	Cash Refunds	5 500,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
715.	202606-0190789	Takealot	2026-09-09	Cash Refunds	6 999,00
716.	202606-0190882	Intellicell	2026-09-04	Cash Refunds	1 176,00
717.	202606-0190886	Omninela Medical	2026-09-22	Cash Refunds	1 199,00
718.	202606-0191060	Loft Virgin Hair	2026-09-26	Cash Refunds	2 020,00
719.	202606-0191264	Nike	2026-09-24	Cash Refunds	3 049,00
720.	202606-0191285	On Air Tv	2026-09-04	Cash Refunds	837,00
721.	202606-0191320	Bokomo	2026-09-22	Vouchers	120,00
722.	202606-0191407	Truworths	2026-09-22	Cash Refunds	2 999,00
723.	202606-0191440	Payjustnow	2026-09-03	Cash Refunds	3 450,00
724.	202606-0191497	Travelstart	2026-09-13	Cash Refunds	10 371,18
725.	202606-0191727	Takealot	2026-09-15	Ex Gratia	300,00
726.	202606-0191787	Makro	2026-09-01	Replacement	4 599,00
727.	202606-0192230	Takealot	2026-09-22	Cash Refunds	2 298,00
728.	202606-0192268	Marltons	2026-09-19	Replacement	250,00
729.	202606-0192304	Getis	2026-09-04	Cash Refunds	360,00
730.	202606-0192308	Mtn	2026-09-04	Cash Refunds	2 162,62
731.	202606-0192358	Waltons Bidvest Port Shepstone	2026-09-04	Cash Refunds	6 607,83
732.	202606-0192372	Fair Price In-Store	2026-09-05	Cash Refunds	2 150,00
733.	202606-0192376	Multichoice	2026-09-01	Cash Refunds	570,00
734.	202606-0192422	Limited Supply Za	2026-09-18	Cash Refunds	12 000,00
735.	202606-0192698	Superbalist	2026-09-22	Cash Refunds	3 023,00
736.	202606-0192846	Takealot	2026-09-22	Cash Refunds	590,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
737.	202606-0192854	Winston	2026-09-05	Cash Refunds	140,00
738.	202607-0193016	Lumkas	2026-09-10	Cash Refunds	1 999,00
739.	202607-0193107	Virgin Active	2026-09-01	Cash Refunds	1 871,50
740.	202607-0193111	Bradlows	2026-09-26	Cash Refunds	350,00
741.	202607-0193359	Incredible Connection	2026-09-01	Cash Refunds	699,00
742.	202607-0193398	On Air Tv	2026-09-01	Cash Refunds	718,00
743.	202607-0193528	Makro	2026-09-01	Cash Refunds	399,00
744.	202607-0193597	Temu	2026-09-01	Cash Refunds	460,00
745.	202607-0193604	United Furniture Outlets	2026-09-01	Replacement	5 000,00
746.	202607-0193628	Mtn	2026-09-05	Vouchers	299,00
747.	202607-0193658	House And Home	2026-09-01	Exchanges	27 999,00
748.	202607-0193685	Mtn	2026-09-11	Ex Gratia	1 075,00
749.	202607-0193704	Takealot	2026-09-11	Cash Refunds	2 048,00
750.	202607-0193707	Uber Eats South Africa	2026-09-03	Cash Refunds	100,90
751.	202607-0193711	Multichoice	2026-09-01	Cash Refunds	784,00
752.	202607-0193765	Dream Hotels And Resorts	2026-09-03	Cash Refunds	500,00
753.	202607-0193771	American Swiss	2026-09-26	Cash Refunds	1 500,00
754.	202607-0193798	Makro	2026-09-03	Cash Refunds	8 999,00
755.	202607-0193819	Checkers	2026-09-26	Cash Refunds	440,94
756.	202607-0193914	Makro	2026-09-03	Cash Refunds	14 358,89
757.	202607-0194009	Takealot	2026-09-09	Cash Refunds	6 499,00
758.	202607-0194016	Supernova Brands - Dreame	2026-09-04	Cash Refunds	6 399,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
759.	202607-0194038	Hussar Grill	2026-09-05	Cash Refunds	698,00
760.	202607-0194044	Hi-Fi Corporation	2026-09-03	Cash Refunds	5 519,00
761.	202607-0194077	Multichoice	2026-09-01	Cash Refunds	299,00
762.	202607-0194086	Yaga	2026-09-01	Cash Refunds	498,00
763.	202607-0194096	Incredible Connection	2026-09-05	Ex Gratia	3 499,00
764.	202607-0194128	Mr Price Group	2026-09-30	Vouchers	1 000,00
765.	202607-0194196	Mtn	2026-09-09	Ex Gratia	2 200,00
766.	202607-0194230	Temu	2026-09-05	Vouchers	1 047,00
767.	202607-0194261	Cj	2026-09-05	Cash Refunds	3 500,00
768.	202607-0194265	Takealot	2026-09-15	Cash Refunds	798,00
769.	202607-0194274	Takealot	2026-09-22	Cash Refunds	8 999,00
770.	202607-0194285	Rentoza	2026-09-05	Cash Refunds	1 610,00
771.	202607-0194335	Bumpaloza	2026-09-26	Cash Refunds	266,20
772.	202607-0194360	Sissyboy Jeans	2026-09-15	Cash Refunds	1 299,00
773.	202607-0194376	Silky Hair South Gate	2026-09-15	Cash Refunds	5 250,00
774.	202607-0194435	Takealot	2026-09-10	Cash Refunds	1 685,00
775.	202607-0194450	Takealot	2026-09-18	Cash Refunds	9 999,00
776.	202607-0194537	New World	2026-09-09	Cash Refunds	499,00
777.	202607-0194547	Multichoice	2026-09-12	Cash Refunds	468,00
778.	202607-0194586	Makro	2026-09-03	Cash Refunds	1 795,00
779.	202607-0194682	Mtn	2026-09-01	Cash Refunds	2 008,11
780.	202607-0194687	Brthrhood444	2026-09-11	Cash Refunds	360,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
781.	202607-0194741	Uber Eats South Africa	2026-09-26	Cash Refunds	2 575,00
782.	202607-0194744	Essops Home	2026-09-22	Cash Refunds	14 400,00
783.	202607-0194769	Gautrain	2026-09-26	Cash Refunds	84,00
784.	202607-0194786	Cash Crusaders	2026-09-24	Cash Refunds	1 600,00
785.	202607-0194819	Smartphone Avenue	2026-09-05	Cash Refunds	6 500,00
786.	202607-0194824	Shoprite	2026-09-26	Vouchers	150,00
787.	202607-0194839	Bash (Tfg)	2026-09-04	Cash Refunds	402,00
788.	202607-0194864	99Rands	2026-09-04	Vouchers	498,00
789.	202607-0194993	Makro	2026-09-03	Cash Refunds	1 595,00
790.	202607-0194994	Makro	2026-09-26	Cash Refunds	5 499,00
791.	202607-0195012	Mtn	2026-09-30	Ex Gratia	518,00
792.	202607-0195021	Mtn	2026-09-30	Cash Refunds	598,90
793.	202607-0195021	Mtn	2026-09-30	Ex Gratia	646,32
794.	202607-0195042	Hisense	2026-09-04	Replacement	1 196,00
795.	202607-0195063	House And Home	2026-09-04	Cash Refunds	15 999,00
796.	202607-0195176	Greyhound	2026-09-21	Cash Refunds	440,00
797.	202607-0195267	Debonairs Pizza (Famous Brands)	2026-09-01	Cash Refunds	254,80
798.	202607-0195283	Hi-Fi Corporation	2026-09-15	Cash Refunds	5 499,00
799.	202607-0195317	Mtn	2026-09-22	Cash Refunds	350,00
800.	202607-0195344	Revibe	2026-09-21	Cash Refunds	6 099,00
801.	202607-0195354	Lewis	2026-09-01	Cash Refunds	17 011,00
802.	202607-0195364	Makro	2026-09-03	Cash Refunds	4 699,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
803.	202607-0195399	Makro	2026-09-03	Cash Refunds	999,00
804.	202607-0195417	Absolute Pets	2026-09-26	Cash Refunds	49,00
805.	202607-0195421	Cozie South Africa	2026-09-01	Cash Refunds	849,99
806.	202607-0195438	Rochester	2026-09-01	Cash Refunds	1 900,00
807.	202607-0195450	Makro	2026-09-15	Cash Refunds	1 499,00
808.	202607-0195500	Makro	2026-09-24	Cash Refunds	9 498,00
809.	202607-0195548	Bash (Tfg)	2026-09-01	Cash Refunds	354,95
810.	202607-0195555	Furnmart	2026-09-18	Replacement	21 999,00
811.	202607-0195562	Ackermans	2026-09-04	Cash Refunds	270,10
812.	202607-0195564	Truewood Furniture	2026-09-18	Cash Refunds	42 960,00
813.	202607-0195580	Takealot	2026-09-26	Cash Refunds	5 299,00
814.	202607-0195583	Beauty Warehouse	2026-09-05	Cash Refunds	2 000,00
815.	202607-0195617	Pep	2026-09-08	Cash Refunds	2 000,00
816.	202607-0195645	Mtn	2026-09-24	Cash Refunds	1 924,00
817.	202607-0195664	Takealot	2026-09-26	Cash Refunds	16 999,00
818.	202608-0195818	Amazon South Africa	2026-09-21	Cash Refunds	2 888,00
819.	202608-0195852	Mtn	2026-09-03	Cash Refunds	50 901,00
820.	202608-0195900	Cash Converters	2026-09-09	Cash Refunds	500,00
821.	202608-0195976	Beekman Group	2026-09-03	Cash Refunds	6 200,00
822.	202608-0195993	Evetech	2026-09-19	Cash Refunds	5 199,00
823.	202608-0195994	Makro	2026-09-23	Cash Refunds	1 299,00
824.	202608-0196017	Hisense	2026-09-19	Cash Refunds	10 000,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
825.	202608-0196054	My Runway Sale	2026-09-26	Cash Refunds	1 229,27
826.	202608-0196060	Mtn	2026-09-04	Cash Refunds	2 021,21
827.	202608-0196108	Bradlows	2026-09-05	Cash Refunds	2 500,00
828.	202608-0196138	Game	2026-09-05	Cash Refunds	5 799,00
829.	202608-0196170	Makro	2026-09-19	Cash Refunds	1 690,00
830.	202608-0196180	Debonairs Pizza (Famous Brands)	2026-09-03	Cash Refunds	118,80
831.	202608-0196198	Makro	2026-09-30	Cash Refunds	1 500,00
832.	202608-0196241	Howler	2026-09-19	Cash Refunds	138,62
833.	202608-0196247	Superbalist	2026-09-03	Cash Refunds	896,00
834.	202608-0196256	Makro	2026-09-19	Cash Refunds	778,00
835.	202608-0196284	Shein	2026-09-05	Cash Refunds	3 000,00
836.	202608-0196287	Connected Devices	2026-09-03	Cash Refunds	11 699,00
837.	202608-0196316	Takealot	2026-09-04	Cash Refunds	799,00
838.	202608-0196466	Bradlows	2026-09-19	Cash Refunds	3 299,95
839.	202608-0196503	All Outdoor & Home	2026-09-29	Cash Refunds	3 628,00
840.	202608-0196536	Shoprite	2026-09-04	Cash Refunds	199,00
841.	202608-0196560	Makro	2026-09-18	Cash Refunds	6 899,00
842.	202608-0196570	Scotch And Soda Sa	2026-09-04	Cash Refunds	4 599,00
843.	202608-0196622	Makro	2026-09-26	Cash Refunds	499,00
844.	202608-0196624	Amazon South Africa	2026-09-26	Cash Refunds	849,00
845.	202608-0196629	Discovery Vitality	2026-09-03	Cash Refunds	10 000,00
846.	202608-0196638	Spar	2026-09-04	Cash Refunds	1 842,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
847.	202608-0196642	Greyhound	2026-09-26	Cash Refunds	1 000,00
848.	202608-0196674	Mcdonalds	2026-09-30	Cash Refunds	76,80
849.	202608-0196678	Ackermans	2026-09-15	Vouchers	1 112,00
850.	202608-0196726	Fair Price In-Store	2026-09-04	Cash Refunds	1 600,00
851.	202608-0196744	Issabela Gracia	2026-09-09	Cash Refunds	1 013,25
852.	202608-0196804	Makro	2026-09-23	Cash Refunds	5 999,00
853.	202608-0196805	Fair Price In-Store	2026-09-09	Cash Refunds	7 875,00
854.	202608-0196810	Greyhound	2026-09-05	Cash Refunds	1 910,00
855.	202608-0196856	Hi-Fi Corporation	2026-09-22	Cash Refunds	3 579,00
856.	202608-0196898	Makro	2026-09-03	Cash Refunds	6 998,00
857.	202608-0196902	Webuyclubz	2026-09-30	Cash Refunds	5 125,00
858.	202608-0196903	Lewis	2026-09-09	Cash Refunds	4 500,00
859.	202608-0196914	Debonairs Pizza (Famous Brands)	2026-09-23	Cash Refunds	237,90
860.	202608-0196923	Temu	2026-09-19	Cash Refunds	690,00
861.	202608-0196987	Soccer Mania	2026-09-09	Cash Refunds	500,00
862.	202608-0197006	Mcdonalds	2026-09-19	Cash Refunds	273,00
863.	202608-0197037	Cash Converters	2026-09-09	Cash Refunds	6 000,00
864.	202608-0197089	Ctm	2026-09-19	Vouchers	600,00
865.	202608-0197102	Sleepmasters	2026-09-09	Cash Refunds	4 299,00
866.	202608-0197130	Makro	2026-09-04	Cash Refunds	1 268,95
867.	202608-0197133	Build It	2026-09-04	Cash Refunds	899,00
868.	202608-0197141	Mathokola Mafa	2026-09-19	Cash Refunds	180,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
869.	202608-0197145	Game	2026-09-15	Cash Refunds	11 249,00
870.	202608-0197166	Bedzone	2026-09-15	Cash Refunds	2 361,42
871.	202608-0197180	Hi-Fi Corporation	2026-09-09	Cash Refunds	3 499,00
872.	202608-0197215	Istore	2026-09-11	Cash Refunds	1 799,00
873.	202608-0197252	Revibe	2026-09-05	Cash Refunds	5 599,00
874.	202608-0197270	Pick It Now	2026-09-22	Cash Refunds	313,50
875.	202608-0197272	Makro	2026-09-09	Cash Refunds	2 164,00
876.	202608-0197274	Gunmansa	2026-09-23	Cash Refunds	4 700,00
877.	202608-0197278	Makro	2026-09-01	Cash Refunds	17 999,00
878.	202608-0197298	Takealot	2026-09-10	Cash Refunds	2 399,00
879.	202608-0197302	Makro	2026-09-12	Cash Refunds	867,00
880.	202608-0197307	Court Order Jhb	2026-09-15	Cash Refunds	3 874,22
881.	202608-0197316	99Rands Co.Za	2026-09-22	Cash Refunds	1 337,00
882.	202608-0197324	Melon Mobile	2026-09-04	Cash Refunds	55,00
883.	202608-0197329	Cash Build	2026-09-29	Cash Refunds	177,95
884.	202608-0197342	Game4u	2026-09-12	Cash Refunds	4 499,00
885.	202608-0197345	Makro	2026-09-13	Cash Refunds	1 221,93
886.	202608-0197354	Ackermans	2026-09-12	Cash Refunds	714,75
887.	202608-0197366	Mr Price Group	2026-09-26	Cash Refunds	119,19
888.	202608-0197381	Game	2026-09-15	Cash Refunds	7 999,00
889.	202608-0197382	Bob Shop	2026-09-03	Cash Refunds	409,00
890.	202608-0197399	Makro	2026-09-11	Cash Refunds	2 250,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
891.	202608-0197400	Makro	2026-09-03	Cash Refunds	1 563,90
892.	202608-0197420	Makro	2026-09-13	Cash Refunds	9 999,00
893.	202608-0197433	Pedros Chicken	2026-09-15	Cash Refunds	398,90
894.	202608-0197486	Cm2k Trading (Pty) Ltd	2026-09-22	Replacement	67 000,00
895.	202608-0197502	Perfect Dealz	2026-09-09	Cash Refunds	4 499,00
896.	202608-0197523	Cellconnectza	2026-09-29	Cash Refunds	6 200,00
897.	202608-0197548	Kfc	2026-09-03	Cash Refunds	362,10
898.	202608-0197601	Steers (Famous Brands)	2026-09-22	Cash Refunds	187,00
899.	202608-0197625	Shower Haus	2026-09-15	Cash Refunds	5 000,00
900.	202608-0197661	Clicks	2026-09-15	Cash Refunds	260,00
901.	202608-0197695	Woolworths	2026-09-18	Vouchers	250,00
902.	202608-0197722	Woolworths	2026-09-18	Vouchers	340,00
903.	202608-0197738	Amper Alles Groblersdal	2026-09-29	Cash Refunds	16 099,99
904.	202608-0197779	Anushka Beauty Wellness Aesthetics	2026-09-18	Cash Refunds	300,00
905.	202608-0197789	Takealot	2026-09-03	Cash Refunds	3 499,00
906.	202608-0197827	Planet Fitness	2026-09-22	Cash Refunds	341,72
907.	202608-0197834	Me Tanks And Irrigation	2026-09-26	Cash Refunds	10 000,00
908.	202608-0197847	Kfc	2026-09-21	Vouchers	120,00
909.	202608-0197886	Edgars (Retailability)	2026-09-05	Cash Refunds	799,98
910.	202608-0197937	Game	2026-09-23	Cash Refunds	5 999,00
911.	202608-0197939	Makro	2026-09-19	Cash Refunds	7 999,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
912.	202608-0197983	Bumpbaloza	2026-09-26	Cash Refunds	195,00
913.	202608-0198028	Pep	2026-09-26	Replacement	900,00
914.	202608-0198034	Old School	2026-09-22	Cash Refunds	2 058,50
915.	202608-0198090	Yuppiechef	2026-09-22	Cash Refunds	1 899,00
916.	202608-0198119	Nike	2026-09-30	Cash Refunds	1 945,95
917.	202608-0198186	Fair Price In-Store	2026-09-11	Cash Refunds	1 200,00
918.	202608-0198209	Game	2026-09-18	Cash Refunds	179,00
919.	202608-0198268	Shein	2026-09-22	Cash Refunds	454,00
920.	202608-0198352	Bradlows	2026-09-15	Cash Refunds	1 394,95
921.	202608-0198354	Makro	2026-09-05	Cash Refunds	1 175,00
922.	202609-0198380	Totalsport	2026-09-12	Cash Refunds	600,00
923.	202609-0198391	Young Designers Emporium	2026-09-26	Cash Refunds	675,00
924.	202609-0198396	Game	2026-09-26	Cash Refunds	2 899,50
925.	202609-0198467	Takealot	2026-09-30	Cash Refunds	4 299,00
926.	202609-0198497	Golden Arrow	2026-09-26	Cash Refunds	1 223,00
927.	202609-0198501	Mtn	2026-09-22	Cash Refunds	1 057,32
928.	202609-0198524	Bena Women	2026-09-26	Cash Refunds	3 130,00
929.	202609-0198575	Hi-Fi Corporation	2026-09-19	Replacement	18 000,00
930.	202609-0198664	Game	2026-09-22	Cash Refunds	1 899,00
931.	202609-0198682	Leather Gallery	2026-09-26	Cash Refunds	66 749,00
932.	202609-0198776	Global Dance Supreme	2026-09-10	Cash Refunds	450,00
933.	202609-0198880	Ak Sports & T-Shirt	2026-09-10	Cash Refunds	28 402,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
934.	202609-0198899	Makro	2026-09-19	Cash Refunds	1 799,00
935.	202609-0198906	Mtn	2026-09-26	Cash Refunds	459,29
936.	202609-0198916	Ackermans	2026-09-23	Cash Refunds	2 149,55
937.	202609-0198922	Mhc World Pretoria	2026-09-26	Cash Refunds	7 200,00
938.	202609-0198930	Lekkerslaap.Co.Za	2026-09-15	Cash Refunds	54 600,00
939.	202609-0198941	Howler.Zo.Za	2026-09-30	Cash Refunds	1 279,20
940.	202609-0198986	Travel Generation	2026-09-29	Cash Refunds	2 300,00
941.	202609-0199057	Ackermans	2026-09-26	Cash Refunds	624,90
942.	202609-0199136	4Evatech	2026-09-26	Cash Refunds	1 512,00
943.	202609-0199139	Refinery	2026-09-22	Cash Refunds	150,00
944.	202609-0199160	Mrlyons	2026-09-11	Cash Refunds	581,39
945.	202609-0199166	The Pool Team Glengarry	2026-09-21	Cash Refunds	1 600,00
946.	202609-0199174	Sterns	2026-09-13	Cash Refunds	4 501,00
947.	202609-0199197	Liza	2026-09-17	Cash Refunds	1 500,00
948.	202609-0199198	Hairppiness	2026-09-19	Cash Refunds	1 100,00
949.	202609-0199219	Checkers	2026-09-26	Cash Refunds	331,00
950.	202609-0199227	Tempur Vencasa	2026-09-19	Cash Refunds	4 100,00
951.	202609-0199230	Multichoice	2026-09-29	Cash Refunds	400,00
952.	202609-0199277	Toshma	2026-09-13	Cash Refunds	200,00
953.	202609-0199337	Connected Devices (Pty)	2026-09-13	Cash Refunds	6 899,00
954.	202609-0199401	Makro	2026-09-21	Cash Refunds	2 099,00
955.	202609-0199687	Mr Mokola	2026-09-18	Cash Refunds	750,00

Consumer Goods and Services Ombuds					
No	**Reference Number**	**Respondent Name**	**Date Closed**	**Type**	**Consumer Redress Value (ZAR)**
956.	202609-0199759	Cash Crusaders	2026-09-23	Cash Refunds	3 900,00
957.	202609-0199922	Edgars (Retailability)	2026-09-30	Cash Refunds	799,00
958.	202609-0199974	Yellow Sub Trading	2026-09-22	Cash Refunds	470,00
959.	202609-0200005	Best Electric	2026-09-23	Cash Refunds	600,00
960.	202609-0200037	Uber	2026-09-22	Cash Refunds	90,00
961.	202609-0200197	Computickets(Shoprite)	2026-09-26	Cash Refunds	369,00
962.	202609-0200458	Pep	2026-09-29	Vouchers	261,00
963.	202609-0200479	Temu	2026-09-30	Cash Refunds	113,00
964.	202609-0200768	Knitopia	2026-09-29	Cash Refunds	580,00
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