



Council for Debt Collectors

PLEASE COMPLETE THE DOCUMENT IN WRITING

1. Full Names:

2. Identity Number:

3. Home Address:

4. Telephone Number: (____) _____

5. Work Address (optional):

6. Postal address:



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7. Fax Number / E-Mail address:

PLEASE NOTE THAT IT IS YOUR DUTY TO INFORM THE COUNCIL OF ANY CHANGE ON YOUR ADDRESS OR PARTICULARS AFTER THE LODGING OF THIS COMPLAINT

8. What is the name of the debt collecting company or business against whom you wish to lodge a complaint?

8.1 What is the account number / reference number on your correspondence from the debt collector?

8.2 State the particulars of your account that was handed over for collection: (eg: Edgars acc. number / Personal loan number etc.)?

8.3 What is the address of the registered debt collector? If available, please attach a letterhead of the debt collector.

8.4 What is the name and surname of the debt collector at the above mentioned business who attended to your matter?



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9. When was the first contact with the debt collector?

10. Why did you contact the debt collector? Alternatively why did the debt collector contact you?

11. What were the conversation and / or correspondence about?

12. Did the debt collector send you any correspondence which in your opinion is relevant to this complaint?

YES NO If Yes, please attach copy thereof.

13. Please state point by point why you are unhappy with the debt collector. If the space provided is inadequate, you may attach further pages at the end of the document. If you have witnesses to the incident please attach statements by them also. (PLEASE NOTE THAT THIS DOCUMENT MAY BE FURNISHED TO THE DEBT COLLECTOR YOU ARE REQUESTED NOT TO MAKE ANY DEFAMATORY ALLEGATIONS AGAINST THE DEBT COLLECTOR, AS YOU COULD EXPOSE YOURSELF TO A CIVIL CLAIM FOR DAMAGES BY THE DEBT COLLECTOR).



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14. Did you ask for a statement from the debt collector? If so, did he or she provide same? If yes, please attach.
15. Are you taking any other steps, apart from this complaint, against the debt collector? If yes, please provide details.

THIS COMPLAINT INITIATES DISCIPLINARY STEPS AND THE PROCEDURE IS AIMED AT DISCIPLINARY ACTION AGAINST THE DEBT COLLECTOR. IF YOUR COMPLAINT IS BASED ON THE FACT THAT THE MONEY CLAIMED IS NOT OWED, THE COUNCIL CAN NOT ASSIST YOU. PLEASE NOTE THAT THE COUNCIL DOES NOT HAVE THE POWER TO:

- (a) Negotiate on your behalf the re-payment of your debt,
- (b) Help you to "get away" from your debt, or
- (c) Give you legal advice with regards to your debts and the re-payment thereof.

16. What do you expect from the Council?



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The under mentioned must be completed and signed before a Commissioner of Oaths. If you fail to comply with this, the Council will not be able to entertain your complaint. Examples of Commissioner of Oaths are Attorneys, Bank Managers, post Masters, Police Officials.

SIGNATURE OF COMPLAINANT

I hereby certify that the deponent states that he/she understands the contents of the declaration and to the best of his/her knowledge is the truth, which declaration is signed and sworn to me at _____ on this _____ day of _____ and that the provisions as in Government Notice No R 1648 of 19 August 1977, as amended, have been complied with.

COMMISSIONER OF OATHS

Full Name : _____

In my capacity as : _____

District : _____



Council for Debt Collectors

Council Members: L S Machaba – **Chairperson**, J Janse van Rensburg, MD Lamola, J Ntshingila, CJ Senzani, BMJ Maseko, MM Viljoen, PA Olivier, PA du Rand, S Lindsay and AJA Cornelius – **CEO**
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