

NOTICE IN TERMS OF REGULATION 19(4): INTENTION TO LIST DEFAULT WITH CREDIT BUREAUS

Dear _____ (Consumer),

We refer to the outstanding account held in your name with (Creditor) _____, relating to outstanding HOA Levies and or unpaid rental.

As at the date of this notice, the amount of R _____ is overdue and remains unpaid despite prior communication.

IMPORTANT NOTICE

Take notice that unless the outstanding amount is settled in full, or satisfactory payment arrangements are made, we intend to submit information relating to this default to registered credit bureaus, including Experian, in accordance with Regulation 19(4) of the National Credit Regulations.

YOUR RIGHTS

You have the right, within 20 (twenty) business days from the date of this notice, to:

- Settle the outstanding balance in full;
- Make acceptable payment arrangements with the creditor;
- Dispute the accuracy of the information; or
- Provide proof of payment if settlement has already occurred.

CONSEQUENCES OF NON-PAYMENT

If no response or payment is received within 20 business days, the default information may be loaded to credit bureaus, which may negatively affect your credit profile and ability to obtain credit.

Should you wish to discuss this matter or submit a dispute, please contact us at:

Email: paynow.ontime@gmail.com

Phone: 074 327 0188

This notice is issued in compliance with Regulation 19(4) and is provided to afford you a fair opportunity to resolve the matter before any adverse credit information is submitted.

Yours faithfully,

OnTime Compliance Team

CONSENT TO PERFORM CREDIT CHECK AND/OR LIST DEFAULT PAYMENT

(In compliance with the Protection of Personal Information Act, 4 of 2013 "POPIA")

I, the undersigned, hereby:

1. Acknowledge and confirm that I have been informed of the purpose for which my personal information is required and will be used, namely for credit assessment, verification, and/or the listing of default payments.
2. Consent to On Time and its duly authorised representatives obtaining, sharing, and processing my personal information, including my credit information, with registered credit bureaus and other relevant third parties, in accordance with the provisions of the National Credit Act (NCA) and POPIA.
3. Acknowledge that should I fail to meet my payment obligations, On Time reserves the right to record such default with a registered credit bureau, which may negatively affect my credit profile.
4. Understand that I have the right to:
 - Request access to my personal information held by On Time;
 - Request correction of any inaccurate, misleading, or outdated information;
 - Withdraw my consent at any time (subject to legal or contractual restrictions).
5. I hereby give my voluntary and informed consent to the above.

Full Name & Surname: _____

ID Number: _____

Signature: _____

Date: _____

Corporate Service Level Agreement – OnTime (Pty) Ltd

CORPORATE SERVICE AGREEMENT

1. PARTIES

This Service Level Agreement (“Agreement”) is entered into between:

OnTime (Pty) Ltd (Registration number: [●]) (“OnTime”)

and

[Body Corporate / Homeowners Association Name] / Rental Agent /Agency (Registration number: [●]) (“the Body Corporate”).

2. PURPOSE OF THE AGREEMENT

The purpose of this Agreement is to appoint OnTime as a service provider to assist the Body Corporate with the administration, validation, and reporting of levy payments and defaults to a registered credit bureau in compliance with applicable South African legislation.

3. SCOPE OF SERVICES

OnTime shall provide the following services:

- Receive levy arrears data submitted by the Body Corporate
- Verify completeness and format of submitted data
- Issue statutory notices where required
- Facilitate dispute handling and resolution processes
- Submit qualifying defaults to a registered credit bureau
- Maintain audit trails and reporting records

OnTime shall not:

- Determine liability for the debt
- Collect payments on behalf of the Body Corporate
- Act as a debt collector or legal representative

4. BODY CORPORATE / AGENT RESPONSIBILITIES

The Body Corporate / Agent warrants that the levy debt is lawfully due and payable, the debtor has been properly invoiced and notified, authority exists under its rules and trustee resolutions, and all data supplied is accurate.

5. DUE PROCESS & NOTICE

Before any credit reporting occurs, written notice of default must have been issued, the debtor afforded an opportunity to remedy, informed of potential credit reporting, and given access to a dispute mechanism.

6. DISPUTE MANAGEMENT

Disputed accounts will be suspended from reporting pending resolution. The Body Corporate remains responsible for dispute resolution. OnTime acts only on written instructions.

7. DATA PROTECTION & POPIA

Both parties shall comply with POPIA. Data will be used solely for the stated purpose and safeguarded using reasonable technical and organisational measures.

8. INDEMNITY

The Body Corporate / Agent indemnifies OnTime against claims arising from incorrect data, lack of authority, failure to follow due process, or misrepresentation.

9. LIMITATION OF LIABILITY

OnTime's liability is limited to direct damages arising from gross negligence or wilful misconduct and shall not exceed fees paid in the preceding 12 months.

10. TERM & TERMINATION

This Agreement commences on signature and may be terminated on 30 days' written notice or immediately for breach or unlawful conduct.

11. GOVERNING LAW

This Agreement is governed by the laws of the Republic of South Africa.

12. SIGNATURES

Signed at _____ on _____

For OnTime (Pty) Ltd

Name: _____

Signature: _____

For the Body Corporate

Name: _____

Signature: _____

Load Defaults

Submit and access consumer default information

We understand the cost and risk involved when not receiving payments for services or products rendered by your business. In the past, businesses were unable to load information pertaining to an individual with an adverse payment record to the Experian database. To assist you in the recovery of outstanding consumer debt, Experian now offers a service which allows you to list all defaults in accordance with the specifications as stipulated in the National Credit Act of South Africa. The Load Defaults service was designed to accommodate any business that provides services or products on cash or credit. The service will allow you to submit default information where it qualifies in terms of the NCA and associated regulations.

How Does it Work?

As a subscriber, you will be able to submit and manage your defaults data by means of an online web portal, or direct API integration, which will then be processed and loaded by our data processing team.

Compliance Specifications

- Section 70(1) (b) of the National Credit Act; defaults for non-credit providers may be loaded, as it is a debt incurred and is therefore consumer credit.
- Section 70(2) and Regulation 18(7) further lists the permissible sources of consumer credit information, which includes providing services for cash or credit.

A default listing via this service must comply with the following minimum requirements:

- That the debt has not prescribed in terms of the Prescription Act No 68 of 1969 as per Regulation 19(5) and (6);
- That the required minimum monthly or such other instalment payments have not been paid for a minimum period of at least three (3) consecutive billing cycles as per Regulation 19(7);

- The consumer has not settled the amount and has not disputed his/her indebtedness for the amount;
- The consumer must be notified 20 business days in advance (see Reg 19(4) Notice), prior to submitting a default listing.

Non-permissible sources of default data

- The Credit Bureau Association (CBA) specifically prohibits its members from receiving information from sources that relates to the SABC TV licenses, Road Traffic Offences and e-tolls.
- It is furthermore Experian's policy not to receive any adverse information from educational institutions (including schools and universities).



5 Reasons to make use of Load Defaults

- Minimise financial losses
- Enhance your business' debt collection process
- Mitigate risks by screening potential clients
- Access up-to-date data
- Easy-to-use online web portal or direct API integration