

*A partnership with*



# Leaders in creating financial wellbeing



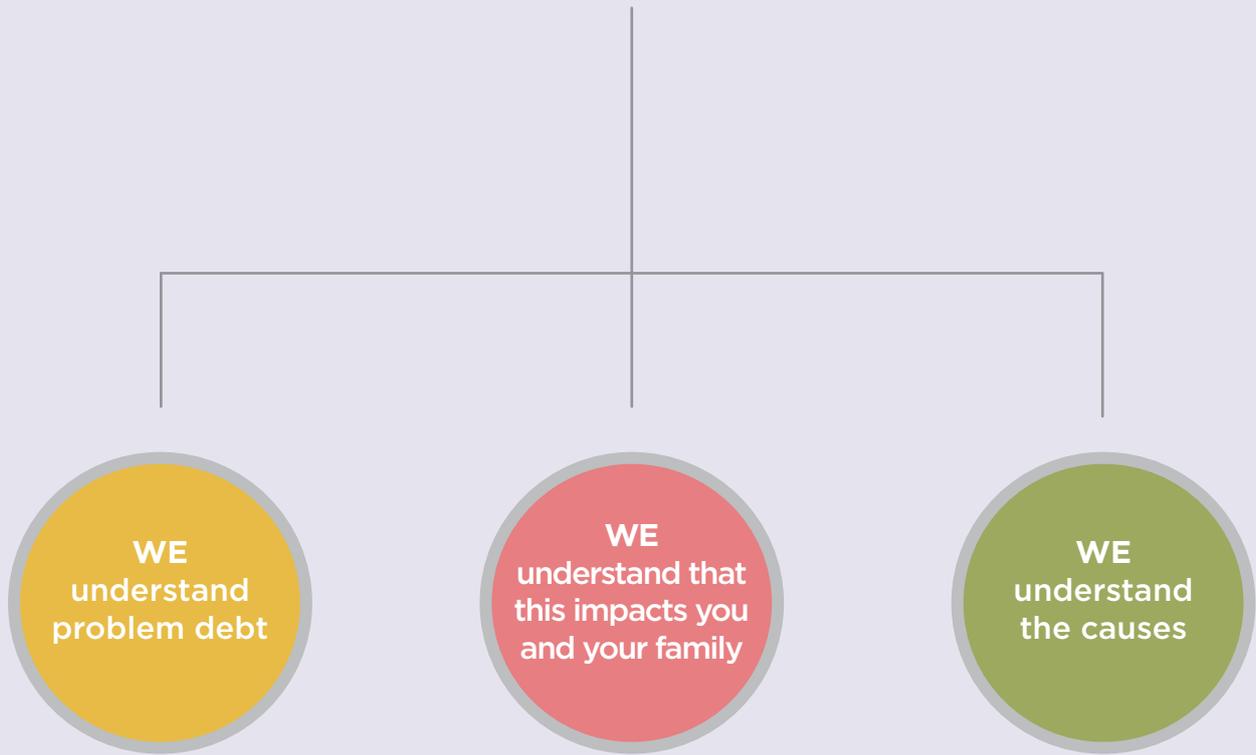
**DEBTCARE**

[www.debtcare.co.za](http://www.debtcare.co.za)



If you have any **payment queries**,  
contact **DCM** on **0861 628 628**  
[www.dcmgroup.co.za](http://www.dcmgroup.co.za)

# WE can help **YOU**



## Opting for **Debt Counselling** is a wise choice

If you are feeling overwhelmed and feel that debt has taken over your life, don't despair.

The National Credit Act was designed to protect you and provide a process for over-indebted consumers to pay off their debts in an affordable manner, whilst protecting your valuable possessions. During Debt Counselling, you will be given debt advice, your payments will be re-structured and your Debt Counsellor will negotiate on your behalf with your creditors.

# How Debt Counselling will help you...



## More cash available:

Reduce your instalments by up to 30% and have enough money for day-to-day expenses.



## Protect your house and car:

Your house, car and other possessions are safe provided you pay your reduced, provisional affordable monthly instalments.



## Easier creditor negotiations:

Creditor negotiations and communication are done on your behalf.



## You have access to financial experts:

DCM's partner debt counsellors are financial experts, accredited by the NCR who understand debt.



## One reduced, affordable instalment for all your debt:

DCM, through its payment distribution agency (the NPDA) collects and distributes your payments on your behalf.



## The quickest way to regain your financial freedom without prejudicing your credit record.

Once you have satisfied your debt obligations, your Debt Counsellor will issue a credit clearance certificate. This will be sent to the credit bureaus to clear your credit record.



## You regain financial control:

Taking control back over your money is a must if you want to regain financial freedom.

*Your Debt Counsellor will get you on the path to financial freedom promptly and with less pain*

# 5 easy steps to financial freedom...

<p><b>STEP 1</b></p> <p><b>Fill in your application form.</b></p>	<p>If you haven't filled your application (Form 16) you have no protection.</p> <p><b>You will need:</b></p> <ul style="list-style-type: none"> <li>• A list of your creditors</li> <li>• A copy of your ID</li> <li>• A recent pay slip</li> <li>• Recent creditor's statements</li> <li>• Last three months bank statements</li> <li>• Proof of residence</li> <li>• Any legal documentation from creditors</li> </ul>
<p><b>STEP 2</b></p> <p><b>Your Creditors are notified. You are protected from legal action.</b></p>	<p>Start <u>paying</u> the reduced, provisional payment with your next salary pay date.</p> <p>In order to be declared over-indebted, your expenses must be greater than your monthly income. Your Debt Counsellor will look at your budget and calculate a reduced, provisional payment, with enough cash remaining for your living expenses. Your Debt Counsellor will then notify your creditors that you have opted for debt counselling and your creditor balances will be requested.</p>
<p><b>STEP 3</b></p> <p><b>Initial Debt Repayment Plan is prepared.</b></p>	<p><u>Continue</u> to pay your reduced, provisional payment every month.</p> <p>The initial Debt Repayment is a temporary plan, which is sent to your creditors. It is important to continue paying the agreed provisional amount. This avoids unnecessary problems and shows that you are committed to getting out of debt.</p>
<p><b>STEP 4</b></p> <p><b>Debt Repayment Plan is negotiated with creditors.</b></p>	<p>Continue with the repayment of your provisional payment, until your plan has been re-structured. Thereafter your Debt Counsellor or DCM will contact you to pay the re-structured amount.</p> <p>Your Debt Counsellor will negotiate with your creditors on your behalf to ensure that a reasonable, affordable repayment plan is agreed to. Based on creditor negotiations, your Debt Counsellor may need to re-structure the plan.</p>
<p><b>STEP 5</b></p> <p><b>Application made for Debt Repayment Plan to be made a court order.</b></p>	<p>Once the court order is issued, you are on your way to a less stressful financial future. Please be aware that missing just one payment, or paying the wrong amount, opens up opportunities for Credit Providers to take legal action against you.</p> <p>An application is made for the Debt Repayment Plan to be made a court order. A specialist legal representative may represent the matter in court on your behalf.</p>



# Paying regular monthly instalments is your **key to success**

Once your reduced, affordable, provisional payment has been calculated it is important that you don't miss a payment.

The first instalment must commence with your very next pay date to avoid complications with your creditors.

Your Debt Counsellor will use the National Payment Distribution Agency (NPDA) to collect your payment and distribute this effectively to all your creditors. The NPDA is South Africa's No.1 payment distribution agency and is trusted by the majority of registered NCR Debt Counsellors in South Africa.

**For Payment Queries**  
**DCM: 0861 628 628**

## **DCM supports you** during the Debt Counselling Process

DCM partners with the leading, debt experts and NCR accredited Debt Counsellors.

DCM understands the impact that problem debt has on you and your family. For this reason DCM has various products and services to support you and your independent Debt Counsellor in your journey to financial freedom.

DCM Consumer Assist.

You also have access to DCM Consumer Assist, providing you with support services during this time.

**DCM Stress Counselling Helpline: 060 390 4885\***

24 hour telephonic helpline. When life changes like, divorce or retrenchment become too much to bear. It is a comfort to know there is someone you can call, someone who cares.

**DCM Communicator**

DCM will keep you updated with regular communication and monthly statements via SMS & email.

\*Standard call rates apply

# You are not alone....

## Thousands of consumers before you have regained control of their debt.

### According to the NCR :

More than **9 million South African consumers** are more than 3 months in arrears with their payments. However since the National Credit Act was launched more than **300,000 consumers** have opted for Debt Counselling.

### Magazine journalist claws her way out of crippling debt...

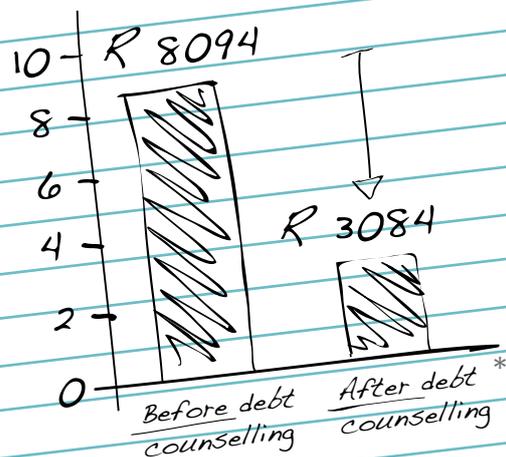


My financial worries started when my paid-up car was stolen and the insurance paid me only R18 000. I bought a new car and spent almost my entire salary servicing my car loan. I relied on my credit cards to pay for other expenses, including petrol. Because I couldn't service my debt, more interest piled-up and eventually my debt was out of control. Eventually my total debt amounted to R162 453.

My phone started ringing off the hook as the banks hounded me for money and I was too scared to take any calls. I was terrified the banks would repossess my car or send the sheriff to attach our furniture. The thought of the disgrace and the embarrassment this would cause my children kept me awake at night and I became more and more depressed.

I am so lucky to have opted for debt counselling as this prevented my creditors from taking legal action against me and it provided an opportunity to negotiate new terms with my creditors.

If you compare what I pay now R3084 per month, versus what I was paying R8 900, it would have been impossible to carry on servicing my debt. Today, I can honestly say that undergoing debt counselling with DCM and their partner Debt Counsellors was the best thing that could have happened to me.



\* Every individual case is different and may yield different results.

# Your Debt Counsellor together with DCM are your partners in your **journey to financial freedom.**

Our role is to facilitate this process with all your credit providers and with the credit bureaus. Both DCM and your Debt Counsellor have excellent relationships with the Credit Industry to negotiate on your behalf.

You are working with the leading Debt Management Experts in South Africa:

- Your first payment will go towards your Debt Counsellor's fees and will be the same as your reduced provisional payment. This payment is limited to R 6 000 (Excluding Vat), if your reduced provisional payment is greater than R 6 000.
- Your Debt Counsellor's fees are regulated by the National Credit Regulator (NCR) and are detailed in the DC Fee guideline on page 9.
- Your Debt Counsellor will deal with your creditors on your behalf. Some creditors may continue to make contact, you can simply refer them to your debt counsellor.
- Your Debt Counsellor may represent you in Court.
- You will be kept updated of progress via the DCM Communicator and by your Debt Counsellor.
- Your application will be handled with utmost confidentiality.
- If you have any suggestions or problems with the administration of your case, please contact DCM on 0861 628 628.

## **Your Debt Counsellor's details:**

Company Name:

Debt Counsellor:

NCR No:

Tel No:

Fax No:

Email address:

# The Checklist of Understanding

Now that you understand the Debt Review process, please go through the list of questions below to confirm that you have understood key points of the process. If something is still unclear please ask your Debt Counsellor to explain this again. (DC to photocopy for records)

Next to the question, tick yes or no to check your understanding.

NO.	COMMENT	YES	NO
1.	I understand that Debt Counselling is a process for over-indebted people like myself, whose expenses are greater than their monthly income, to pay off my debts in an affordable manner.		
2.	I understand that if I don't complete my Debt Review application forms and supply the necessary documentation that I haven't taken the first step to get protection.		
3.	I understand that if I undergo Debt Counselling I can tell my creditors to speak to my Debt Counsellor on my behalf.		
4.	I understand that if I undergo Debt Counselling I will still have enough money for my living expenses.		
5.	I understand that I will only get protection for my house, car and other valuable assets if I make my payments on an agreed date, regularly and every month.		
6.	I understand that my first payment will be a provisional reduced payment and must be made at my very next pay date.		
7.	I understand that my creditors may not agree with the provisional payment and may ask to change it (re-structure the payment). When this happens I must pay the new amount regularly every month.		
8.	I understand that I only have to pay one reduced and affordable instalment. The National Payment Distribution Agency (NPDA) will collect and distribute my payment to my creditors on my behalf.		
9.	I understand that it is very important to pay my payment regularly every month, as missing a payment will entitle my creditors to lay claim to my car, my house and other possessions.		
10.	I understand that I cannot incur further debt whilst I am on Debt Review. Also any previous judgments on creditor accounts cannot be included in my Debt Review Repayment Plan and will need to be paid separately.		
11.	I understand that when I have finished paying off my debt, my Debt Counsellor is able to apply to have the 'debt review flag' removed from my name at the Credit Bureau. He does this by issuing a Clearance Certificate. My credit record will then be cleared.		
12.	I understand that Debt Counselling is a wise option to manage my debt and that I have taken a positive step to help my family and myself.		

Should you have any queries on debt counselling call us on 0861 628 628 or for more information go to [www.dcmgroup.co.za](http://www.dcmgroup.co.za)

My Name: \_\_\_\_\_

Signature: \_\_\_\_\_

My Consultant: \_\_\_\_\_

Signature: \_\_\_\_\_

# Debt Counselling Fee Guidelines

This is a simple guideline to understanding the fees you pay and services you receive during the Debt Counselling process.

DEBT COUNSELLING FEE		SERVICES PROVIDED
1.	<p><b>Application fee</b></p> <p>R50 payable on completion of your debt review application form.</p> <p><b>PAYMENT FREQUENCY: ONCE-OFF – ON APPLICATION</b></p>	<ul style="list-style-type: none"> <li>• Interview and assessment.</li> <li>• Explanation of Debt Review process.</li> <li>• Completion of your application form.</li> <li>• Creditors are notified immediately of your decision to proceed with Debt Counselling.</li> </ul>
2.	<p><b>Re-structuring fee</b></p> <p>The re-structuring fee commonly referred to, as the Debt Counsellor negotiation fee is equal to the first instalment that you make as per your re-structured payment plan. Should your first instalment be more than R6 000 the fee is then limited to the maximum of R6 000. 100% of the fee is payable at First Instalment</p> <p><b>PAYMENT FREQUENCY: ONCE-OFF – MONTH 1</b></p>	<ul style="list-style-type: none"> <li>• Your budget is re-structured, leaving you with enough money for your daily living expenses.</li> <li>• Your Debt Counsellor obtains balances outstanding /certificates of balance from your creditors.</li> <li>• Your Debt Counsellor negotiates with your creditors on your behalf.</li> <li>• Debt Counsellor loads your re-structured plan with the NPDA (National Payment Distribution Agency).</li> <li>• Your Debt Counsellor manages your entire Debt Review process.</li> </ul>
3.	<p><b>Legal or court fee</b></p> <p>In order to obtain a court order, an attorney must be appointed and legal documents prepared, drafted and checked. The legal fee will be discussed and agreed prior to you signing your application form. The legal fee will be part of your monthly payment to the NPDA on the second month and if necessary the third month.</p> <p><b>PAYMENT FREQUENCY: ONCE-OFF FROM MONTH 2. CAN BE MORE THAN ONE PAYMENT.</b></p>	<ul style="list-style-type: none"> <li>• A specialist legal representative may represent the matter in court on your behalf.</li> </ul>
4.	<p><b>Aftercare fee</b></p> <p>Is an ongoing monthly fee that is payable every month to your Debt Counsellor as long as you are in the debt review process. The aftercare is 5% of your monthly instalment amount to a maximum of R400 per month for 24 months, thereafter reducing to 3% with a maximum amount of R400.</p> <p><b>PAYMENT FREQUENCY: EVERY MONTH</b></p>	<ul style="list-style-type: none"> <li>• Updating the NPDA with your debt repayments as per the approved court order.</li> <li>• Dealing with letters of demand and terminations from your creditors.</li> <li>• Dealing with suspended accounts and unallocated payments with creditors and following-up with the NPDA.</li> <li>• Monitoring and reminding the parties on the progress of your Debt Review application and court date.</li> <li>• Annual review of your financial position.</li> <li>• Obtaining proof of the final repayment from all creditors and the issuing of a Clearance Certificate once all debt has been settled.</li> <li>• Updating NCR DebtHelp and requesting creditors to update the Credit Bureau status as being cleared from debt.</li> </ul>
5.	<p><b>Rejection Fee</b></p> <p>A rejection fee of R300.00 (excluding VAT) can be charged by your debt counsellor if your application is rejected in terms of section 86(7)(a).</p>	
6.	<p><b>Withdrawal Fee</b></p> <p>Should you withdraw from the process after your debt Counsellor completes the re-structuring fee in 2 above, a fee equal to 75% of the restructuring fee will be payable by you to your debt counsellor.</p>	

- Note:
1. The above is based on the NCR published fee guidelines. For more information visit the NCR website [www.ncr.org.za](http://www.ncr.org.za)
  2. The above applies to either individual or joint applicants.
  3. As per the NCR payment requirements all fees must be paid through a licensed Payment Distribution Agency (PDA), like the NPDA, which will distribute your monthly instalments to your Debt Counsellor and creditors. Payment Distribution Agencies charge a fee of 3% of the distributable amount, capped at a minimum of R50 and a maximum of R500.
  4. All the amounts stated are exclusive of VAT.

# Your temporary Protection Card



Empowering **you**  
to turn your life around...

*Please cut out your temporary membership card,  
fold it in the centre, and keep safely in your wallet.*



**DEBT CARE**  Leaders in creating financial wellbeing

*This is a temporary card. Your actual DCM Protector Card will provide valid proof for your creditors, provided your payments are up to date.*  
**DCM Payment Queries: 0861 628 628**  
**DCM Stress Counselling Helpline: 060 390 4885**  
*24 hour helpline, when life changes become overwhelming*  
*(Standard call rates apply)*

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Applicant:	ID No:
Debt Counsellor:	Contact No:
Email Address:	Fax No:
Reduced Provisional Payment:	NCR No:
1 <sup>st</sup> Payment Date:	Expiry Date of Temp Card:

**Payments to:** NPDA  
Nedbank Acc No: 1454 119 233  
Br Code: 149 745  
**Reference:** Use your ID number as reference.

DCM Payment Queries: 0861 628 628  
DCM Stress Counselling Helpline: 060 390 4885  
*24 hour helpline, when life changes become overwhelming*  
(Standard call rates apply)

[www.dcmgroup.co.za](http://www.dcmgroup.co.za)

*A partnership with*



Empowering  
**you** to turn  
your life around...



**DEBTCARE**

Tel: 0861 977 873 Fax: 086 678 1174 Email: [co@debtcare.co.za](mailto:co@debtcare.co.za) [www.debtcare.co.za](http://www.debtcare.co.za)