

# The Council for Debt Collectors would like to convey its support to industry.

TOGETHER, WE CAN BEAT THE CORONA VIRUS PANDEMIC.

The Council For Debt Collectors (CFDC) is in full support of Governments interventions to curb the spread of the Corona Virus (COVID-19). It is essential that as an industry, we show social solidarity by taking care of ourselves, supporting our clients, debtors and also by adhering to the regulations set aside for debt collection during this difficult time. This is a state that we will be able to overcome if we work together.



Council for  
Debt Collectors



The recently extended national Lockdown announced by President Cyril Ramaphosa, will leave consumers with even less money to meet their debt repayment requirements. It is important that as an industry, we conduct business with conviction and compassion.

## Below are some tips on how to do so:

- Engage on a human level with debtors, remember that people are scared and feel alone
- Trust your team to do the right thing at the right time for themselves, your company and their fellow South Africans
- Send regular messaging to consumers around how to stay safe during this period
- Negotiate payment holidays or discounts for consumers with your respective clients and share these options/solutions with consumers
- Stay clear of bad publicity during this period, understand that as a country we need to unite and show sympathy, support and empathy towards one another

We wish to inform you that we understand the impact that COVID-19 has had on some of the smaller debt collecting companies and have implemented a 3-month payment holiday for registration/annual fees. For details on how to qualify, visit our website.

The CFDC remains fully operational and is here to support you during this period. For any enquires or concerns please contact Cynthia at [cynthia@cfdc.org.za](mailto:cynthia@cfdc.org.za). Click here to download information on Regulations relating to debt collectors and the amended Debt Collectors Act.



## Government has made several options available to ease the financial burden on businesses, especially relief for Small and medium-sized enterprises (SME's) through among others:

- **Covid-19 Temporary Employer-Employee Relief Scheme (COVID-19 TERS)**, employers that are unable to pay the full salaries of the workers they send home for their health and safety due to the lockdown are encouraged to apply for the Covid-19 TERS Benefit from the Unemployment Insurance Fund (UIF), by sending an email to [covid19ters@labour.gov.za](mailto:covid19ters@labour.gov.za). UIF has developed a hotline number: 012 337 1997.
- **The Solidarity Response Fund**, which was launched and is expected to spend a portion of its money on businesses – visit their website [www.solidarityfund.co.za](http://www.solidarityfund.co.za), for more information.
- **A tax payment holiday can be expected** for businesses with an annual turnover of less than R50 million, and they will be able to delay payment of one fifth, or 20%, of their pay-as-you-earn liabilities.
- **More than R500 million will be made available through the Debt Relief Fund**, which will assist small and medium enterprises that are in distress through an application process. Businesses wanting to apply for assistance from the Debt Relief Fund must register on the SMME South Africa portal at [www.smmesa.gov.za](http://www.smmesa.gov.za).
- **Banks as well as the insurance industry have introduced a number of debt relief options to businesses and consumers.** Visit your respective debtors/creditors website for more information.

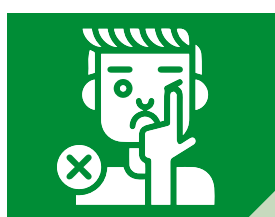
Visit  
our website  
or our social  
media pages, for  
more information  
about the  
different  
options.

## Safety Tips to avoid contracting or spreading COVID-19

The CFDC would like to encourage South Africans to adhere to the safety tips, and national lockdown regulations.



Wash your hands regularly with soap and water or an alcohol-based hand sanitizer. For at least 20 seconds.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Rather cough or sneeze with a flexed elbow or a tissue, then throw the tissue in the bin, instead of doing so into your hands.



Clean and disinfect frequently touched objects and surfaces.

Visit the national COVID-19 website for more updates on the virus at [www.sacoronavirus.co.za](http://www.sacoronavirus.co.za).

**Emergency Hotline: 0800 029 999 | WhatsApp Support Line: 0600-123456**

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