



SACRRA | CREDIT & RISK
REPORTING ASSOCIATION

SACRRA NEWS

May 2023



From the ED's Desk

This is the first in a series of quarterly newsletters aimed at improving the frequency and quality of our communications with you, our valued stakeholders. Thanks to the former ED, Darrell Beghin - who stepped down in March 2023 - I was fortunate enough to take part in an extensive induction programme as Executive Director designate prior to assuming office on 1 April 2023. Apart from being able to immerse myself in the workings of the organisation, it afforded me the opportunity to meet some of our stakeholders who were kind enough to share their insights on how we can better serve the industry and our members.

It's clear that while SACRRA plays a crucial role in the credit and risk data-sharing ecosystem by providing the standard formats, systems and support tools that facilitate the sharing of reliable and secure data, there is room for improvement. Internationally, South Africa's data-sharing framework and infrastructure are viewed as top-notch. The fact that SACRRA has hosted several delegations from across the continent looking to replicate the South African data-sharing framework is a credit to the stakeholders who have made this possible, including data contributors, credit bureaus, the National Credit Regulator, and industry associations.

I am a great believer in the power of collaboration and consultation to resolve issues that affect us all. As a result, mending and strengthening our relationship with our members and stakeholders is one of my priorities.

This is especially crucial if we are to resolve data quality

issues before they hit the Data Transmission Hub. This includes improving the time it takes to resolve data quality issues, enforcing data rules, and responding quickly to emerging issues as new credit and risk products are introduced by members. Some factors that have constrained us are within our control, while others, such as our limited budget and resources, are not.

I have submitted a synopsis of my insights and the high-level strategic interventions that I think are necessary to take SACRRA to the next level, and I am happy to report that it aligns with the views of the Governing Body. In the development of the strategic plan, I am grateful for all your input in various forms to date.

I have also taken a long hard look at the results of the October 2022 member survey, and am committed to addressing your concerns, specifically around the speed and quality of response to data quality issues, the effectiveness of our tools, and the level of support provided to our members and stakeholders. While members see value in the SACRRA Support Station (SSS) and SACRRA Connect, they are unhappy with our response rate to issues logged on SSS and some of the functionalities of SACRRA Connect. As part of the plan to correct this, we will soon be concluding some system changes to address ad hoc and replacement file issues via SACRRA Connect. We have also commenced with the recruitment of a Data Specialist role to proactively manage the design, development and implementation of data specifications and supporting IT solutions required to deliver the data strategy.

Additionally, we have had several engagements with the Credit Bureau Association as well as some individual bureaus and are working to resolve their pain points. This includes managing dormant vs active Supplier Reference Numbers (SRNs) and ad hoc and replacement files; resolving outstanding issues relating to how the Data Specification is interpreted and implemented by data contributors and the bureaus; as well as refining some data validation rules.

While these consultations are taking place, we are working on clearing some of the service delivery blockages as part of our mission to promote a culture of accountability and responsiveness.

In my previous role as Consumer Goods and Services Ombud, we found that sharing relevant metrics and trends helped to hold us accountable to stakeholders, clarified our role in the sector, and improved compliance by the industry. In this regard, we aim to share pertinent stats with you in this and forthcoming newsletters. We will also be running webinars and other engagement sessions to create awareness of specific issues that impact data quality.

Above all, I am committed to maintaining the integrity of our ecosystem, a concept that really resonates with me. This is a useful metaphor for an association because it highlights the interdependence of the various players involved and emphasises the importance of a balanced and sustainable approach. Just as an ecosystem is made up of diverse species that interact with each other in complex ways, so our association is made up of diverse entities and groups who come together around a shared goal. Each member brings their own unique strengths, skills, and perspectives to the group, and their interactions with each other can be complex and dynamic. Just as an ecosystem requires careful management to maintain health and balance, an association requires thoughtful leadership and strategic planning to ensure that all members and associates can contribute and benefit from the group's activities. And, like an ecosystem, an association must also be adaptable to change and able to respond to new challenges and opportunities.

In this respect, I am acutely aware of the extraordinarily high price of getting it wrong. While I can't guarantee that we will fix everything, everywhere, all at once, I can commit to keeping members and stakeholders informed and updated on our progress. I look forward to working with you and leveraging our collective insights, skills and expertise to maintain a world-class data-sharing and reporting framework and infrastructure.

Sincerely

Magauta Mphahlele

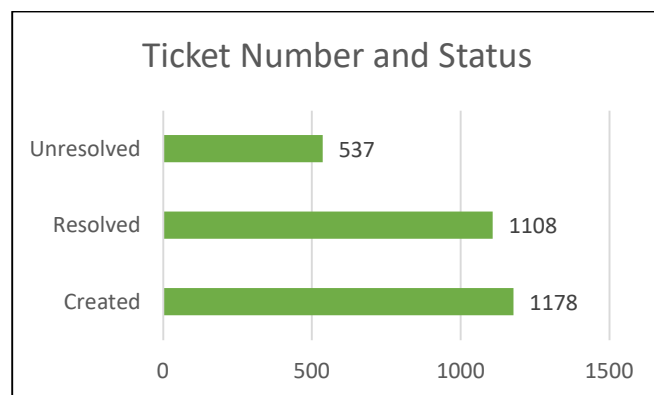


Important Dates to Note

- ✚ The SACRRA AGM will be held on 18 May 2023. Only members in good standing will be allowed to attend and vote. Your attendance will be highly appreciated.
- ✚ The NCR has published the SACRRA fee structure for public comment. Comments are to be submitted by 9 June 2023 to the NCR on Feesguide@ncr.org.za. The fee guideline has been sent out to all members and is available on our website under *Key Documents*.

SSS Performance Metrics

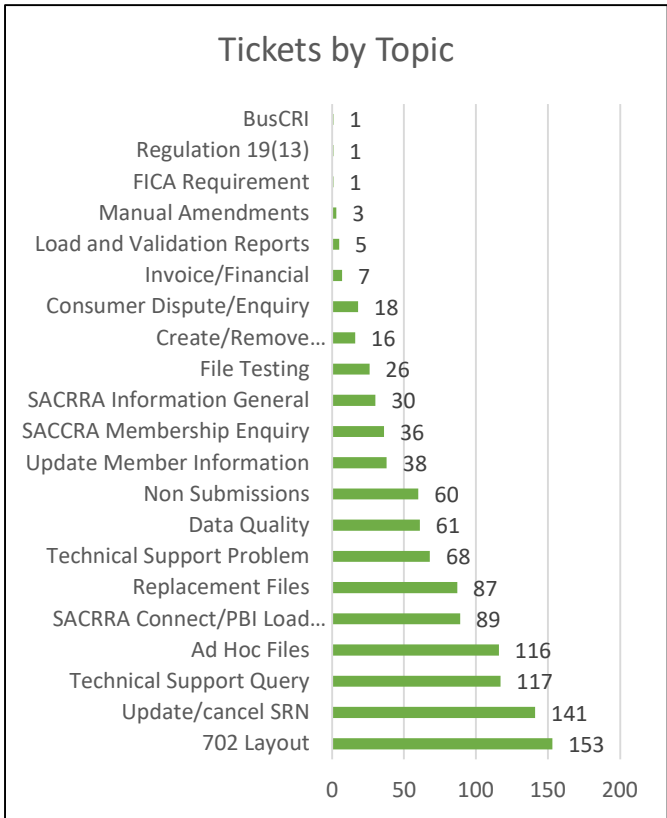
SACRRA Support Station (SSS) was developed to enable SACRRA Members to log and track queries. As a first step to addressing service and system challenges, we have begun monitoring our response time, including the quality of responses. In the process, we have identified various factors that create blockages. Once analysed and addressed, they are expected to translate into quarter-on-quarter improvements. Below are the SSS statistics for the 1st quarter of 2023, being 1 January to 31 March 2023:



The difference between tickets resolved and unresolved is due to tickets that were carried over from other months. We are looking at how best to improve the level of response from external parties, such as data contributors, as this sometimes has a bearing on our ability to respond timeously.

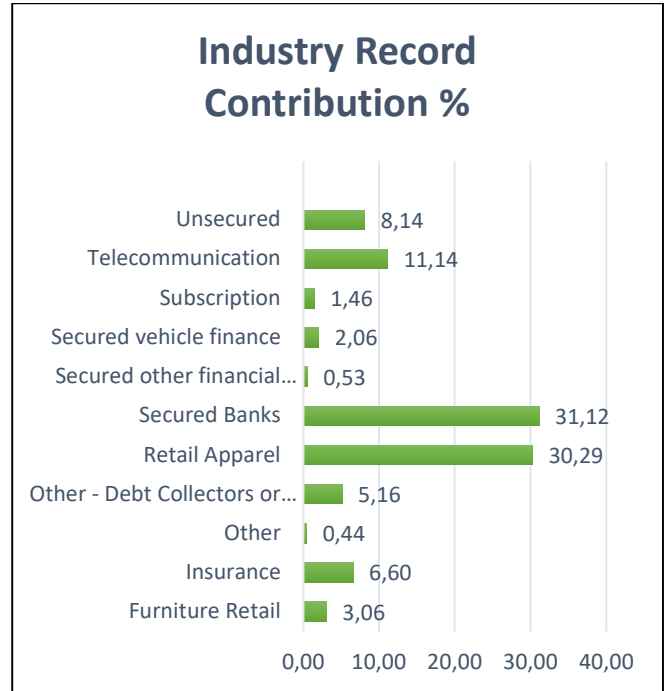
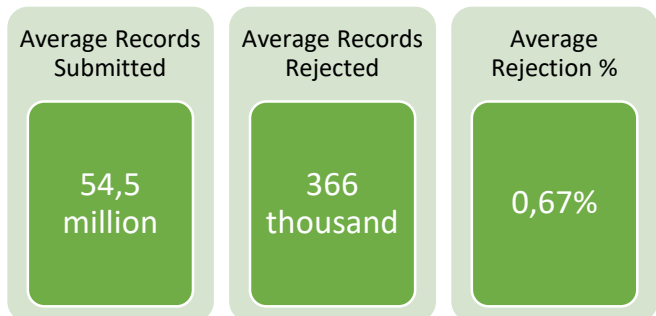
The following graph shows the issues logged on the SSS

in the first quarter of 2023. This analysis of specific trends will be used to drive decision-making and identify emerging issues that require addressing at member/sector level as well as topics to be covered in consumer and member awareness campaigns.



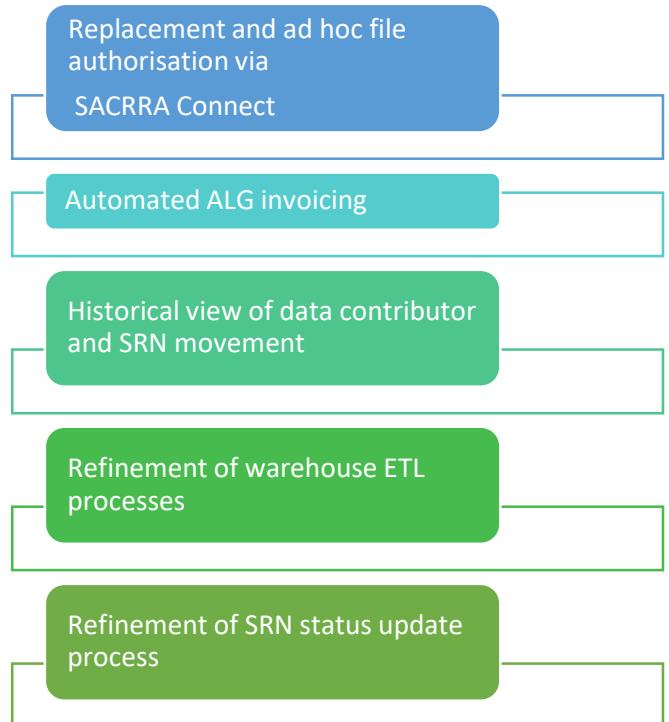
Data Statistics

In the period 1 January 2023 to 31 March 2023, an average of 54,5 million payment profile lines were submitted each month via the Data Transmission Hub to all the bureaus. An average of 366K records were rejected, representing a rejection rate of less than one percent (0,67%).



IT Initiatives

The IT department has been hard at work with enhancements to SACRRA Connect and Power BI to improve the submission management of replacement and ad hoc file authorisation. This enhancement will ensure transparency of these types of file submissions and will have a very positive impact on the management and loading of these files at the bureaus.



Escalations

Based on our promise to improve the speed and quality of our responses, the best way to resolve an issue is to log it through the SSS platform so that we can track our performance and provide members with reports. This is more efficient than sending us emails. If members need to escalate a matter, the following SACRRA HODs and Team Leaders will be happy to assist:

Contact Person	Designation	Issues to be escalated
Mpule Senong mpules@sacrra.org.za	Team Leader: Stakeholder Management	Onboarding, Data Quality and Submissions
Fiona Pottinger fionap@sacrra.org.za	Team Leader: Stakeholder Management	Onboarding, Data Quality and Submissions
Andrea van der Westhuizen andreav@sacrra.org.za	Head: Programmes, Finance, HR & Legal	Membership, Fees and Legal issues
Caroline Smith carolines@sacrra.org.za	Head: IT Projects & Infrastructure	IT issues
Magauta Mphahlele magautam@sacrra.org.za	Executive Director	Strategic issues and any matter that has not been resolved at Team Lead or Head of Department level



How external users can log an SSS ticket with us:

- Send an email to sacrra@sacrra.org.za with a description of the issue/request
- OR Log onto SACRRA Connect & click on
- OR Log onto <http://support.sacrra.org.za/>

Forward Looking ...

On the 9th and 10th of May 2023, the SACRRA Team engaged in a strategy planning and team building session. The purpose of the sessions was to build team cohesiveness and to agree on the SACRRA strategic focus for the next three years.

The draft strategic approach, vision, mission, and objectives will be shared with the Governing Body for their input and approval in their upcoming meeting in June 2023. After formal approval the strategy will feed into a multi-year roadmap, operational plans, and key performance measurements.

The team is excited to take on the new challenges and are aligned on the new proposed vision and mission developed while working hard to immediately improve our service culture.

Once all the internal processes are finalised, we will engage with our key stakeholders and members to drive and work towards our collective goals.



In order of appearance from left to right, back to front:

Thato Mofokeng, Thandile Gubevu, Sibongile Moipusi, Patrick Mabunda, Mpule Senong, Thato Diseko, Andrea van der Westhuizen, Caroline Smith, Fiona Pottinger, Damien Dube, Anestacia Burger, Magauta Mphahlele, Sam Heuer and Charlette Findley

*With every record, with every file,
we facilitate
accurate & fair credit and risk
decision-making*