



Newsletter

December 2015

Welcome to the December issue of the BDB Newsletter. Can you believe that it's the end of the year already? It's nearly time to unwind and get some well-deserved rest. We'd like to thank all of you for your continued support this year and trust that you will have a merry festive season with your loved ones. So, for peace of mind over the final stretch of the year, here's what you need to know...

Our Client Relationship Management Team

The BDB Client Relationship Team welcomed their new manager, Salomie Moodley (middle row on the right) in July 2015. Each client is assigned a dedicated relationship consultant, who will assist you with any comments / queries that you might have.



The Johannesburg, Cape Town and KZN based teams are in the back row, Rassie Mans, Marcellino Coombs, middle row from left Neil Rangan, Patience Cele and Salomie Moodley. Front left is Phumzile Dube and Kelebogile Khorae.

December Processing

With the holidays fast approaching we'll still be here for you, however note that we will be closing at **1pm on the 24th and the 31st of December 2015**. Kindly ensure that we receive all your files, proof of payment and data confirmation sheets **by latest 11:30** on those dates.

To help you remember the submission dates over December holiday period, we've attached a sheet for ease of reference.

Very Important!!!! - Cut-off Times

Adherence to the agreed cut-off times is vital to ensure your transactions are successfully processed. The centralised e-mail addresses pop.data@bdbdata.com and fax 0861 232 338 is there for your convenience to ensure the allocation of your Data Confirmations and Proof of Payments are handled in a jiff. To avoid frustration please DO NOT use our email address EFT@bdbdata.com for any processing documentation, as it is used for outgoing e-mails only.

+ Go for Automation...

From 01 December 2015 we will no longer support file submissions via unsecured e-mail and paper (Fax). In order to cater for your needs we offer two exciting alternatives:

APS (Automated Payment System)

APS is a web based solution that is available 24/7 and offer the following benefits, but to name a few:

- o Extended cut-off time to 13:00
- o Segregation of roles/duties
- o Audit Trails
- o Email and SMS Notifications

Secure Mail

BDB contracted with VO Connect to provide a secure e-mail delivery solution to our clients.

Information Security is Key... E-Mail Delivery and Encryption

At the end of 2014 we implemented secure delivery of e-mail communication between us and all our clients. If you have not done so yet, you need to allow for Opportunistic TLS as a setting on your mail server / exchange. If it's not enabled, then the e-mails will be delivered using standard SMTP.



Newsletter Continued

Authenticated Collections (AC) – Go live September 2016!

We are aware that there has been an increase in disputes and rejection rates and the industry understands how negatively this impacts businesses such as yours. Therefore the South African Reserve Bank (SARB) has reviewed the existing payment streams and together with industry stake holders, a significant change will result in NAEDO being phased out and replaced with a more secure channel of Authenticated Collections (AC). The fundamental principle of AC is the requirement to have all mandates verified by the debtor's bank. We are in the process of developing innovation solutions aligned to industry requirements to ensure a seamless transition for our clients.

Debit Order Abuse (DOA) & Mandate Compliance

During August 2015 we communicated to our collection clients the Debit Order Abuse process that was implemented by the Payments Association of South Africa (PASA) in March this year.

Ensuring that your mandates are up to date and compliant, as well as keeping them on-hand, will assist with the process, when PASA calls for mandates. They will call for mandates when they receive complaints, or when debit order users are flagged as a high risk with a potential of debit order abuse. BDB already has a mandate audit process in place and this helps clients to ensure continuous compliance. The following financial penalties may be imposed:

- A penalty of **R1 000** per debit for collection processed against a non-compliant and/or missing **paper** mandate.
- Penalties of between **R100 and R1 000** for each **voice** mandate which fails to meet the criteria for a valid mandate as set out in the EFT Clearing Rules.
- Persistent non-compliance may result in a company being prevented from processing any debit order or NAEDO collections within the South African banking system.

This is an ongoing project, which will receive a huge amount of focus during the coming months. We would like to invite all of our debit and NAEDO clients to discuss any concerns they may have in this regard with us.

Did you know!

AC Timelines:

Implementation data:

1 October 2016

Prequalified existing Naedo:

31 August 2016

Phasing out existing Naedo:

1 October 2016 – 30 June 2017

Meet our sister company:

credithealth
get credit fit

Credit Health was established in 2004 with the main objective to help educate, empower and enlighten the South African consumers.

Please refer to the one page attachment for more information.

BDB Banking Details

Forgotten our bank account details? Here they are – remember, to avoid delays transfer funds into the same bank that you are transferring the funds from.

ABSA – Rosebank
Branch Code: 632005

NEDBANK – Jorissen Street
Branch Code: 196505

STANDARD BANK – The Glen
Branch Code: 006005
Account Number: 0002840480

FNB – Selby
Branch Code: 251605
Account Number: 62035595571



PUBLIC HOLIDAYS IN DECEMBER 2015

We would like to bring the following dates to your attention regarding processing of your file during the upcoming months. Please note the submission dates (date file submitted to BDB) of your files for the desired action dates.

Transaction Type	Submit Date	Action Date
16 December 2015 – Day of Reconciliation		
DEBIT ORDERS	11-Dec-15	15-Dec-15
	14-Dec-15	17-Dec-15
	15-Dec-15	18-Dec-15
NAEDO	11-Dec-15	12-Dec-15
	11-Dec-15	14-Dec-15
	14-Dec-15	15-Dec-15
	15-Dec-15	17-Dec-15
CREDIT PAYMENTS	11-Dec-15	12-Dec-15
	11-Dec-15	14-Dec-15
	14-Dec-15	15-Dec-15
	15-Dec-15	17-Dec-15
25 December 2015 – Christmas Day and 26 December 2015 – Day of Goodwill		
DEBIT ORDERS	22-Dec-15	24-Dec-15
	23-Dec-15	28-Dec-15
	24-Dec-15	29-Dec-15
NAEDO	23-Dec-15	24-Dec-15
	24-Dec-15	28-Dec-15
CREDIT PAYMENTS	23-Dec-15	24-Dec-15
	24-Dec-15	28-Dec-15
<ul style="list-style-type: none"> • BDB will be closing 1pm on the 24th December 2015 		
1 January 2015 – New Year's Day		
DEBIT ORDERS	28-Dec-15	30-Dec-15
	29-Dec-15	31-Dec-15
	30-Dec-15	2-Jan-16
	31-Dec-15	4-Jan-16
NAEDO	30-Dec-15	31-Dec-15
	31-Dec-15	2-Jan-16
	31-Dec-15	4-Jan-16
CREDIT PAYMENTS	30-Dec-15	31-Dec-15
	31-Dec-15	2-Jan-16
	31-Dec-15	4-Jan-16
<ul style="list-style-type: none"> • BDB will be closing 1pm on the 31st December 2015 		

credithealth

get credit fit

ABOUT US

Credit Health was established in 2004 with the main objective to help educate, empower and enlighten the South African consumers.

Our packaged Credit Health Report contains information from 4 bureaus: Transunion, XDS, Experian and Compuscan in a single combined report. It is important to view this information as different bureaus may have different credit information.

It also detects if there is identity fraud committed as employees will pick up accounts under their profile which they are not aware of.

BENEFITS AND ADVANTAGES

- Employees will know what creditors are saying about them
- Easy to spot if you have become a victim of Identity theft
- Rehabilitates and empowers employees
- Provide guidance to employees to become debt free

All data from clients is kept secure & confidential

OUR CORE PRODUCTS

• Credit Health Score Report, the first step of your journey starts with knowing your credit score

CREDIT SCORE

• 3-in-1 Credit Report, powered with data from Transunion, Experian and XDS

3-IN-1 REPORT

• 4-in-1 Credit Report, powered with data from Transunion, Experian, XDS and Compuscan

4-IN-1 REPORT

• Debt Negotiation Service, assist consumers with distressed debt, save up to 30% on settlement of accounts

DEBT NEGOTIATION SERVICE

Contact Chris Moonsamy on 082 489 2224

0861 200 201 | www.credithealth.co.za | info@credithealth.co.za