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# NCR COMPLIANCE – L&L INVESTMENTS AND LOANS

**Last Updated:** 6 March 2026

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## 1. REGULATORY STATUS

L&L Investments And Loans (a division of L AND L CASHLOANS PTY LTD) is fully registered with the National Credit Regulator (NCR) in accordance with the National Credit Act, 2005 (Act No. 34 of 2005) (the "NCA").

- **NCR Registration Number:** NCRCP13901
- **Legal Entity:** L AND L CASHLOANS PTY LTD
- **Registration Number:** 2020/211003/07

As a registered credit provider, we are legally obliged to comply with all provisions of the NCA, including responsible lending, transparent disclosure, and fair treatment of consumers.

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## 2. WHAT IS THE NATIONAL CREDIT REGULATOR (NCR)?

The National Credit Regulator (NCR) was established under Section 12 of the National Credit Act, 2005. It is an independent juristic body with jurisdiction throughout South Africa, responsible for the regulation of the consumer credit industry.

The NCR's mandate includes:

- Registering credit providers, credit bureaux, and debt counsellors.
- Investigating complaints against credit providers.
- Enforcing compliance with the NCA.
- Educating consumers about their credit rights.
- Conducting research to promote fair and responsible credit practices.

The NCR ensures that all credit providers operate within the legal framework and treat consumers fairly.

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### **3. REGISTRATION REQUIREMENT**

In terms of Section 40 of the National Credit Act, all persons or entities that provide credit must register with the NCR. The prescribed monetary threshold for registration is currently nil (R0), meaning that **anyone providing credit, regardless of amount, must register.**

Failure to register renders credit agreements unlawful and unenforceable under Section 89(2)(d) of the NCA. L&L Investments And Loans is fully compliant with this requirement.

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### **4. OUR OBLIGATIONS AS A REGISTERED CREDIT PROVIDER**

As a registered credit provider, we are legally bound to:

#### **4.1 Responsible Lending (Section 81)**

- We conduct a thorough affordability assessment before granting credit.
- We ensure that you will not become over-indebted by the credit agreement.
- We verify your income, expenses, and existing financial commitments.

#### **4.2 Plain Language Disclosure (Section 63)**

- All credit agreements, quotations, and pre-contractual documents are provided in plain and understandable language.
- We avoid complex legal jargon and explain key terms clearly.

#### **4.3 Cost Transparency (Section 92)**

- Before you sign, we provide a quotation that details:
  - The principal debt.
  - The interest rate (and how it is calculated).
  - Initiation fees, service fees, and any other charges.
  - The total cost of credit over the full term.
- You have the right to a free quotation valid for five business days.

#### **4.4 Credit Bureau Reporting (Section 69(2))**

- We report accurate payment information to registered credit bureaux.
- Positive and negative data is shared to help build your credit profile.

- You may request a free copy of your credit report annually from any credit bureau.

#### **4.5 Confidentiality and Data Protection (POPIA)**

- Your personal information is treated as confidential.
- We only use your information for the purpose for which it was collected.
- We comply with the Protection of Personal Information Act, 2013 (POPIA).

#### **4.6 Pre-Agreement Disclosure (Section 92)**

- Before entering into any credit agreement, we provide a pre-agreement statement and quotation.
- This document outlines all costs, terms, and conditions.
- You must receive this document at least five business days before signing (for small agreements, the period may be shorter but you still receive full disclosure).

#### **4.7 Annual Renewal and Compliance**

- We renew our NCR registration annually and pay the required fees.
- We submit compliance reports as required by the NCR.
- We cooperate with any audits or investigations by the NCR.

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## **5. YOUR RIGHTS UNDER THE NATIONAL CREDIT ACT**

As a consumer, you have the following rights when dealing with a registered credit provider:

### **5.1 Right to Apply for Credit**

You have the right to apply for credit from any credit provider. Approval is not guaranteed and depends on our affordability assessment.

### **5.2 Right to Reasons for Refusal**

If your application is declined, you may request written reasons from us within a reasonable time.

### **5.3 Right to Information in Plain Language**

All documents must be provided in plain and understandable language.

### **5.4 Right to a Quotation**

You are entitled to receive a quotation showing all costs before signing any agreement. The quotation is valid for five business days.

### **5.5 Right to Early Settlement**

You have the right to settle your credit agreement early at any time. We will calculate the settlement amount in accordance with the NCA, which may include a reasonable early-termination charge but no penalty.

### **5.6 Right to Access Your Credit Records**

You may request a free copy of your credit report once per year from any registered credit bureau (e.g., TransUnion, Experian, XDS).

### **5.7 Protection Against Reckless Lending**

We must conduct an affordability assessment before granting credit. If we fail to do so, you may declare the agreement reckless under Section 80 of the NCA, and a court may set aside all or part of your obligations.

### **5.8 Right to Complain**

If you are unhappy with our service or believe we have breached the NCA, you have the right to:

- Lodge a complaint with us directly (see contact details below).
- Lodge a complaint with the National Credit Regulator (details in Section 8).

### **5.9 Right to Debt Review (Over-indebtedness)**

If you are struggling to meet your payments, you may apply for debt review (also known as debt counselling) under Section 86 of the NCA. A registered debt counsellor will assess your situation and, if appropriate, restructure your debts.

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## **6. COSTS AND FEES (IN ACCORDANCE WITH THE NCA)**

All costs charged by L&L Investments And Loans comply with the maximum limits prescribed by the Minister in terms of the NCA. These include:

- **Interest:** Calculated monthly on the outstanding balance, at the maximum rate allowed for your credit type.
- **Initiation Fee:** A once-off fee charged at the start of the agreement, capped by regulation.
- **Service Fee:** A monthly administration fee, capped by regulation.
- **Credit Life Insurance:** Optional insurance that covers your outstanding balance in case of death, disability, or retrenchment. If you choose this, the premium is disclosed upfront.
- **Collection Costs:** If you default, we may charge reasonable collection costs as permitted by law.

A full breakdown of all applicable costs will be provided in your quotation and credit agreement.

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## **7. HOW WE PROTECT YOUR PERSONAL INFORMATION**

We treat your personal information with the utmost confidentiality. We only collect information necessary for the credit application and management process. We do not sell or share your data for marketing purposes without your consent. All information is stored securely and processed in accordance with POPIA. For full details, please see our Privacy Policy.

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## **8. CONTACT THE NATIONAL CREDIT REGULATOR**

If you have a complaint that we cannot resolve, or if you wish to verify our registration status, you may contact the NCR directly:

### **National Credit Regulator**

**Physical Address:** 127 Fifteenth Road, Randjespark, Midrand, 1685

**Postal Address:** Private Bag X99, Bryanston, 2021

**Telephone:** 0860 627 627 (0860 NCR NCR)

**Email:** [complaints@ncr.org.za](mailto:complaints@ncr.org.za)

**Website:** [www.ncr.org.za](http://www.ncr.org.za)

You may also visit the NCR website to:

- Check if a credit provider is registered.
  - Download consumer education materials.
  - Lodge a complaint online.
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## **9. OUR CONTACT DETAILS FOR COMPLIANCE QUERIES**

If you have any questions regarding our NCR compliance or wish to exercise your rights, please contact us:

### **L&L Investments And Loans**

**Physical Address:** Justicia Trust Stand 195, Bushbuckridge

**Email:** info@lnlinvestments.co.za

**Phone:** 013 007 9085

**WhatsApp:** 064 611 6805

Our Information Officer is available to assist with any data protection or compliance matters.

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## **10. REVIEW AND UPDATES**

We review this NCR Compliance statement periodically to ensure it remains accurate and up to date. Any material changes will be posted on our website. The latest version is always available upon request.

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L AND L CASHLOANS PTY LTD Reg. No 2020/211003/07

Registered Credit Provider: NCRCP13901

Authorised Financial Services Provider: FSP 55149