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GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NO. R. 7380 **15 April 2026**

CONSUMER PROTECTION ACT, 2008

CONSUMER PROTECTION ACT AMENDMENT REGULATIONS, 2026

The Minister of Trade, Industry and Competition, in terms of section 120(1)(a), read with section 11(6), of the Consumer Protection Act, 2008 (Act No. 68 of 2008), and in consultation with the National Consumer Commission and provincial consumer regulatory authorities, hereby make the regulations in the Schedule.

Mr Mpho Parks Tau, MP
Minister of Trade, Industry and Competition
Date: 10/04/**2026**

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SCHEDULE

CONSUMER PROTECTION ACT AMENDMENT REGULATIONS, 2026

Definition

1. In this Schedule "the Regulations" means the Consumer Protection Act Regulations, 2011 published by Government Notice No. R. 293 of 1 April 2011.

Amendment of the Schedule to the Regulations

2. The Schedule to the Regulations is hereby amended by the addition of the following annexures to the "list of Annexures":

"Annexure N;
Annexure O;
Annexure P"

Amendment of Regulation 1 of the Regulations

3. Regulation 1(2) of the Regulations is hereby amended—

(a) by the insertion in subregulation (2) after the definition of "Act" of the following definition

""**cleansing"** means the process of removing consumers who have opted-out of any electronic communication from the direct marketer's database, ensuring that they are no longer contacted;"

(b) by the substitution in subregulation (2) for the definition of "Department" of the following definition:

""**Department"** means the Department of Trade, Industry and Competition;"

(c) by the insertion in subregulation (2) after the definition of "Department" of the following definition:

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""**direct marketer"** means a person who engages in direct marketing;"

(d) by the insertion in subregulation (2) after the definition of "Department" of the following definition:
""**electronic communication recipient"** means a consumer who receives electronic communication from the direct marketer and has registered a pre-emptive block;" and

(e) by the deletion in subregulation (2) of the word "and" at the end of the definition of "in writing" and the insertion after that definition of the following definition:
""**pre-emptive block"** means registering a block on the opt-out registry established by the Commission as contemplated in section 11(3) of the Act to prevent any unwanted electronic communication from direct marketers; and".

Amendment of regulation 4 of the Regulations

4. Regulation 4 of the Regulations is hereby amended—

(a) by the substitution for paragraph *(b)* of subregulation (1) of the following paragraph:
"*(b)* registered a pre-emptive block, as contemplated in subregulation (8);";

(b) by the substitution for paragraph *(b)* of subregulation (3) of the following paragraph:
"*(b)* the registry must at all times, except in the case of unforeseen technical interruptions, be accessible to all persons in the Republic for purposes of registering a pre-emptive block;";

(c) by the deletion of paragraphs *(i)*, *(j)* and *(k)* of subregulation (3); and

(d) by the addition of the following subregulations:
"(7) In order to facilitate the effective operation of the opt-out registry, a direct marketer must—
(a) register, on the opt-out registry administered by the Commission by completing a form that corresponds substantially to the form contained in Annexure P of these Regulations;
(b) annually at the anniversary of the registration effect renewal by paying the prescribed renewal fee;

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(c) ensure that an electronic communication recipient is able to identify the name, electronic address, physical address and contact number of the direct marketer;

(d) ensure that the information kept on the opt-out registry is up to date;

(e) be identifiable even on public platforms;

(f) not disseminate any electronic communication from a public platform where the originator of the electronic communication is unidentifiable;

(g) ensure that any form of electronic communication transmitted to the recipient's device is identifiable by the recipient;

(h) not directly market any goods or services to any consumer who has registered a relevant pre-emptive block;

(i) remove, from its database, all data of persons who have registered a relevant pre-emptive block by cleansing such data monthly with the Commission; and

(j) not contact any consumer for the purpose of direct marketing and promoting any goods and services unless such direct marketer has been registered as a direct marketer on the opt-out registry.

(8) A consumer may register a pre-emptive block contemplated in section 11(3) of the Act by completing a form that corresponds substantially with the form contained in Annexure O of these Regulations.

(9) A consumer contemplated in subregulation (8) must—

(a) provide accurate information that is required to register a pre-emptive block in the opt-out registry; and

(b) ensure that their information kept in the opt-out registry is always up to date.

(10) The Commission must—

(a) use the information received as the custodian of the opt-out registry, solely for the purposes of operating the opt-out registry;

(b) not disclose to a third party any confidential information received through the administration of the opt-out registry, without the consent of the party from whom such information was received, except where required by the application of law to disclose such information.

(c) verify all information received for registration on the opt-out registry, with other relevant state organs before registering profiles in the opt-out registry;

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(d) keep on its website, information for the purposes of assisting the consumers and direct marketers on how to use the opt-out registry; and

(e) if access to the opt-out registry is unavailable for a period of 24 hours or more, take reasonable steps to inform the public thereof as soon as possible.

(11) The filing fee structure —

(a) A schedule of the fee structure for filing of registration and annual renewal fee is attached hereto as Annexure N; and

(b) New tariffs will be published on a 3-year cycle".

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Substitution of Annexure E to the Regulations

5. The following Annexure is hereby substituted for Annexure "E" to the Regulations:

NATIONAL CONSUMER COMMISSION
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"Annexure E

National Consumer Commission	
Form – Complaint- Section 71 (1)	
***Full names of the complainant**	
***ID/ Passport number of complainant (attach proof)**	
Company Registration Number (in the case of a company)	
***Full Physical Address (Including area code)**	
Province?	***Province:**
***Cell phone number**	
Telephone number	
Fax number	
***E-mail address**	
Has this complaint been filed with the NCC before?	

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If yes , please provide the reference number	
***Has the complaint been through an Alternative Dispute Resolution process with an ADR agency?**	
If so, please provide the closing letter	
***Nature of complaint**	
Name of supplier against whom a complaint is made	
***Physical Address of the supplier against whom a complaint is made**	
	***Province:**
***Supplier's Telephone number**	
***Supplier's e-mail address**	
*** Description of complaint**	

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***Details of steps taken to resolve the complaint**
*** Attach the following documents:**
Proof of Communication
Proof of purchase/ Copy of contract
Closing letter from an ADR
***What outcome do you propose for this complaint?**

Date:	
Names	

"

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Addition of Annexures to the Regulations

6. The following Annexures are hereby added to the Regulations:

"Annexure N – Filing Fees

Fees	**2026**	**2027**	**2028**	**2029**
Filing Initial Registration Fee	R2,574.00	R2,702.70	R2,837.84	R2,979.73
Filing Annual Renewal Fee	R1,930.50	R2,027.03	R2,128.38	R 2,234.80
Filing cleansing fee per data entry	R0,12	R0,14	R0,16	R0,18

"

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NATIONAL CONSUMER COMMISSION
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"Annexure O

National Consumer Commission			
Regulation 4			
Consumer Pre-emptive Block Form			
Identity or Passport number of applicant			
Full names of applicant (as appearing on identity document)			
Surname		Maiden Name	
Gender		Citizenship	
Marital Status			
Email address			
Cell phone number			
Telephone number or alternative number			
Work or home physical address			
I hereby confirm that the information above is true and correct: _____ _____ Names Date			

"

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"Annexure P

National Consumer Commission		
Regulation 4		
Direct Marketer Registration Form		
Company registration number		
VAT number		
Company name		
Company Director/s names		
Company telephone number		
Contact person		
Contact person's number		
Company's email address		
Company's physical address		
Attachments included		B-BBEE certificate
		Valid Tax Clearance

I hereby confirm the information shown above is true and correct:

Authorised Company contact person name _____ Date _____

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Short title and commencement

6. These Regulations are called the Consumer Protection Act Amendment Regulations, 2026, and shall come into effect on publication date of the Notice.

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ISAZISO JIKELELE

UMNYANGO WEZOHWEBO, IZIMBONI NOKUNCINTISANA

Inombolo. R.....ka..... **USUKU: .....**

UMTHETHO WOKUVIKELA ABATHENGI, WEZI-2008

IMITHETHONQUBO ECHIBIYELA UMTHETHO WOKUVIKELA ABATHENGI, YEZI-2026

UNgqongqoshe wezoHwebo, iziMboni kanye nokuNcintisana, ngokwesigaba 120(1)(a), esifundwe nesigaba 11(6), soMthetho wokuVikela abaThengi, wezi-2008 (uMthetho 68 wezi-2008), ngokubonisana neKhomishana kaZwelonke yabaThengi kanye neziphathimandla ezilawula abathengi zesifundazwe, ngalokhu wenza imithethonqubo kuSheduli.

UMnu Mpho Parks Tau, iLungu lePhalamende
UNgqongqoshe wezoHwebo, iziMboni kanye nokuNcintisana
Usuku: 10 /04 /2026

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ISHEDULI

IMITHETHONQUBO ECHIBIYELA UMTHETHO WOKUVIKELA ABATHENGI, YEZI-2026

Incazelo

1. Kule Sheduli "iMithetho" isho iMithethonqubo yoMthetho wokuVikela abaThengi, yezi-2011 eshicilelwe yiSaziso sikaHulumeni R. 293 somhlaka 1 kuMbasa wezi-2011.

Ukuchitshiyelwa kweSheduli kuMithethonqubo.

2. Ngakho-ke iSheduli yeMithethonqubo iyachitshiyelwa ngokwengeza izithasiselo ezilandelayo "ohlwini lweziThasiselo":

"Isithasiselo N;

Isithasiselo O;

Isithasiselo P"

Ukuchitshiyelwa koMthethonqubo 1 weMithethonqubo

3. Umthethonqubo 1(2) weMithethonqubo uyachitshiyelwa —

(a) ngokufaka esigatshaneni somthethonqubo (2) ngemva kwencazelo "uMthetho" le ncazelo elandelayo

""**ukuhlanza"** kusho inqubo yokukhipha abathengi abakhethe ukuphuma kunoma yikuphi ukuxhumana nge-elekthronikhi kusizindalwazi sabakhangisi abaqondile, kuqinisekiswe ukuthi abasathintwa;

(b) ngokufaka endaweni yesigatshana somthethonqubo (2) sencazelo "uMnyango" yale ncazelo elandelayo:

""**uMnyango"** kushiwo uMnyango wezoHwebo, iziMboni kanye nokuNcintisana;"

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(c) ngokufaka esigatshaneni somthethonqubo (2) ngemva kwencazelo "uMnyango" yale ncazelo elandelayo:
"umkhangisi oqondile" kushiwo umuntu ozibandakanya kwezokukhangisa okuqondile;

(d) ngokufaka esigatshaneni somthethonqubo (2) ngemva kwencazelo "uMnyango" yale ncazelo elandelayo:
""umamukeli wokuxhumana nge-elekthronikhi" kushiwo umthengi othola ukuxhumana nge-elekthronikhi kumkhangisi oqondile futhi obhalisele ukuvimbela ukukhangiselwa; futhi

(e) ngokususa esigatshaneni somthethonqubo (2) igama elithi "futhi" ekugcineni kwencazelo ethi "ngokubhaliwe" kanye nokufakwa ngemva kwaleyo ncazelo incazelo elandelayo:
""ukuvimbela ukukhangiselwa" kushiwo ukubhalisa ukuvimbela endaweni yokubhalisela ukuphuma esungulwe yiKhomishana njengoba kuhlongozwe esigabeni 11(3) soMthetho ukuvimbela noma yikuphi ukuxhumana nge-elekthronikhi okungafunwa okuvela kubakhangisi abaqondile; kanye".

Ukuchitshiyelwa komthethonqubo 4 weMithethonqubo

4. Umthethonqubo 4 weMithethonqubo uyachitshiyelwa —

(a) ngokufaka esikhundleni sendima *(b)* yesigatshana somthethonqubo (1) le ndima elandelayo:
"*(b)* bhalisele ukuvimbela ukukhangiselwa, njengoba kuhlongozwe esigatshaneni somthethonqubo (8);";

(b) ngokufaka esikhundleni sendima *(b)* yesigatshana somthethonqubo (3) le ndima elandelayo:
"*(b)* incwadi yokubhalisa kumele ngaso sonke isikhathi, ngaphandle uma kwenzeka kuba nokuphazamiseka kobuchwepheshe obekungalindelekile, ifinyeleleke kubo bonke abantu baseRiphabhulikhi ngezinjongo zokubhalisela ukuvimbela ukukhangiselwa;**";**

(c) ngokususa izindima *(i)*, *(j)* and *(k)* zesigatshana somthethonqubo (3); futhi

(d) ngokwengeza le mithethonqubo elandelayo:
"(7) Ukuze kube lula ukusebenza ngempumelelo kwerejista yokuphuma, umkhangisi oqondile kufanele—

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(a) abhalise, kurejista yokuphuma elawulwa yiKhomishana ngokugcwalisa ifomu elihambisana kakhulu nefomu eliqukethwe kuSithasiselo P sale Mithethonqubo;;

(b) minyaka yonke ngosuku lokubhalisa avuselele ngokukhokha imali enqunyiwe yokuvuselela;

(c) aqinisekise ukuthi umamukeli wokuxhumana nge-elekhronikhi uyakwazi ukubona igama, ikheli le-elekthronikhi, ikheli lendawo kanye nenombolo yokuxhumana yomkhangisi oqondile;

(d) aqinisekise ukuthi ulwazi olugcinwe kurejista yokuphuma lusesikhathini samanje;

(e) abonakale ngisho nasezinkundleni zokuxhumana;

(f) angasabalalisi noma yikuphi ukuxhumana nge-elekthronikhi okuvela endaweni yomphakathi lapho umsunguli wokuxhumana nge-elekthronikhi engabonakali khona;

(g) aqinisekise ukuthi noma yiluphi uhlobo lokuxhumana nge-elekthronikhi oludluliselwa kudivayisi yomamukeli ukuthi uyalwazi umamukeli;

(h) angakhangisi ngokuqondile noma yiziphi izimpahla noma amasevisi kunoma yimuphi umthengi obhalisele ukuvimbela ukukhangiselwa okufanele;

(i) asuse, kusizindalwazi sayo, yonke imininingwane yabantu ababhalise ibhulokhi yokukhangiselwa efanele ngokuhlanza leyo datha nyanga zonke kuKhomishana; futhi

(j) angaxhumani nanoma yimuphi umthengi ngenjongo yokukhangisa ngokuqondile kanye nokukhangisa noma yiziphi izimpahla namasevisi ngaphandle uma lowo mkhangisi oqondile ebhalisiwe njengomkhangisi oqondile ebhukwini lokubhalisela ukuphuma.

(8) Umthengi angabhalisela ukuvimbela ukukhangiselwa okuhlongozwe esigabeni 11(3) soMthetho ngokugcwalisa ifomu elihambisana kakhulu nefomu eliqukethwe kuSithasiselo O sale Mithethonqubo.

(9) Umthengi ohlongozwe esigatsheneni somthethonqubo (8) kumele—

(a) ahlinzeke ngolwazi olunembayo oludingekayo ukuze kubhaliselwe ukuvimbela ukukhangiselwa kurejista yokuphuma; futhi

(b) ensure that their information kept in the opt-out registry is always up to date. qinisekisa ukuthi ulwazi lwabo olugcinwe kurejista yokuphuma luhlala luhambisana nesikhathi.

(10) Ikhomishani kumele—

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(a) isebenzise ulwazi olutholiwe njengomgcini werejista yokuphuma, ngezinjongo zokusebenzisa irejista yokuphuma kuphela;

(b) ingadaluli kumuntu wesithathu noma yiluphi ulwazi oluyimfihlo olutholwe ngokugcwaliswa kwerejista yokuphuma, ngaphandle kwemvume yomnikazi wolwazi, ngaphandle kwalapho kudingwa ngokusetshenziswa komthetho ukuze kudalulwe lolo lwazi.

(c) iqinisekise lonke ulwazi olutholiwe ukuze kubhaliswe kurejista yokuphuma, nezinye izinhlaka zombuso ezifanele ngaphambi kokubhalisa amaphrofayili kurejista yokuphuma;

(d) igcine kusizindalwazi sayo, ulwazi ngezinjongo zokusiza abathengi kanye nabakhangisi abaqondisayo ukuthi bangayisebenzisa kanjani irejista yokuphuma; futhi

(e) uma ukufinyelela kurejista yokuphuma kungatholakali isikhathi esingamahora angama-24 noma ngaphezulu, thatha izinyathelo ezifanele ukwazisa umphakathi ngakho ngokushesha okukhulu.

(11) Uhlu lwemali yokugcwalisa —

(a) Isheduli yohlu lwemali yokugcwalisa kanye nemali yokuvuselela yonyaka inanyathiselwe lapha njengeSithasiselo N; futhi

(b) Imithelo emisha zizoshicilelwa ngomjikelezo weminyaka emi-3".

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Ukufakwa esikhundleni kweSithasiselo E kuMithethonqubo

5. Lesi Sithasiselo esilandelayo sifakwa esikhundleni seSithasiselo "E" seMithethonqubo:

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"Isithasiselo E

Ikhomishini kaZwelonke yabaThengi	
Ifomu – Isikhalo- Isigaba 71 (1)	
*** Amagama aphelele omuntu okhonondayo**	
*** Inombolo kamazisi / yephasiphoti yomuntu okhonondayo (namathisela ubufakazi).**	
Inombolo yokuBhaliswa kweNkampani (uma kukhulunywa ngenkampani).	
*** Ikheli leNdawo eligcwele (Kuhlanganisa nekhodi yendawo)**	
	*** Isifundazwe:**
*** Inombolo yeselula**	
Inombolo yocingo	
Inombolo yefeksi	
*** Ikheli le-imeyili**	

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Ingabe lesi sikhalo sike safakwa ku-NCC ngaphambilini?	
Uma uthe yebo, sicela unikeze inombolo yereferensi.	
*** Ingabe isikhalo sike senziwa ngenye inqubo yokuxazulula izingxabano ne-ejensi ye-ADR?**	
Uma uthe yebo, sicela unikeze incwadi yokuvala	
*** Uhlobo lwesikhalo**	
Igama lomhlinzeki okukhonondwa ngaye.	
*** Ikheli lendawo lomhlinzeki okukhonondwa ngaye**	
	***Isifundazwe:**
*** Inombolo yocingo yomhlinzeki**	
*** Ikheli le-imeyili yomhlinzeki**	
*** Incazelo yesikhalo**	

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*** Imininingwane yezinyathelo ezithathiwe ukuxazulula isikhalazo**
*** Namathisela amadokhumenti alandelayo:**
Ubufakazi bokuXhumana
Ubufakazi bokuthenga/ Ikhophi yenkontileka
Incwadi yokuvala evela ku-ADR
*** Yimuphi umphumela owuphakamisayo ngalesi sikhalazo?**

Usuku:	
Amagama	

"

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Ukwengezwa kweziThasiselo kuMithethonqubo

6. Izithasiselo ezilandelayo zengezwa kuMithethonqubo:

"Isithasiselo N – Izimali Zokugcwalisa

Izimali	**2026**	**2027**	**2028**	**2029**
Ukufaka Imali Yokubhalisa Yokuqala	R2,574.00	R2,702.70	R2,837.84	R2,979.73
Ukufaka Imali Yonyaka Yokuvuselela	R1,930.50	R2,027.03	R2,128.38	R 2,234.80
Ukufaka Imali yokuhlanza ngokufakwa kwedatha ngayinye	R0,12	R0,14	R0,16	R0,18

"

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"Isithasiselo O

Ikhomishini kaZwelonke yabaThengi				
Umthethonqubo 4				
Ifomu lomthengi lokuvimbela ukukhangiselwa.				
Inombolo kamazisi noma yephasiphothi yomfakisicelo.				
Amagama aphelele omfakisicelo (njengoba evela kumazisi)				
Isibongo		Isibongo sasekhaya		
Ubulili		Ubuzwe		
Isimo sakho somshado				
Ikheli le-imeyili				
Inombolo yeselula				
Inombolo yocingo noma enye inombolo				
Ikheli lendawo lasemsebenzini noma lasekhaya				
Ngiyaqinisekisa ukuthi ulwazi olungenhla luyiqiniso futhi lulungile: _____ Amagama _____ Usuku				

"

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"Isithasiselo P

Ikhomishini kaZwelonke yabaThengi		
Umthethonqubo 4		
Ifomu Lokubhalisa loMkhangisi Oqondile		
Inombolo yokubhaliswa yenkampani		
inombolo Ye-VAT		
Igama Lenkampani		
Amagama oMqondisi weNkampani		
Inombolo yocingo yenkampani		
Umuntu okuxhunyanwa naye		
Inombolo yomuntu yokuxhumana		
Ikheli le-imeyili lenkampani		
Ikheli lendawo lenkampani		
Okunamathiselwe okufakiwe		Isitifiketi se-BBBEE
		Ubumsulwa Kwezentela Okusebenzayo
Ngiyaqinisekisa ukuthi ulwazi olungenhla luyiqiniso futhi lulungile: _____ _____ Igama lomuntu okuxhunyanwa naye ogunyaziwe wenkampani Usuku		

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Isihloko esifushane kanye nokuqala

6. Le Mithethonqubo ibizwa ngokuthi iMithetho Echibiyela uMthetho wokuVikela abaThengi, yezi-2026, futhi izoqala ukusebenza ngosuku lokushicilelwa kweSaziso.

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