

Note of appreciation from Cynthia Matshiakgotshi to CIASA team

Credit Information Academy SA has knowledgeable and capable team to resolve consumer complaints and disputes but cannot do it without valuable support of the credit industry, especially the NCR, credit bureaux, credit and service providers and debt counsellors.

It is with greatest pleasure to inform you that 80% of our clients are through referrals. Consumers refer their families, co-workers, friends, etcetera to us for assistance. Due to consumer's word of mouth, new clients are contacting us for help with confidence. Moreover they trust us because of consumers who referred them to us. What I usually pick up from new consumers when communicating with them is that they have trust that their disputes or complaints will be resolved without fear, favour or prejudice. Consumers your contribution to our services means a lot to us.

To all consumers supporting CIASA and referred other consumers to us for assistance thank you very much for your valued support. Moreover many thanks for telling us how you feel about our services and how best you think we should serve you.

To new consumers welcome to the CIASA family.

To everyone in the credit industry who contributed to our successes of resolving consumers disputes or complaints including the CIASA staff, our service providers, the NCR, Experian, Transunion, XDS, Compuscan, credit and service providers and Debt counsellors thanks ever so much for making this possible, we wouldn't have made it without you, may you please continue to help us assist consumers.

Consumers, Fin24, AFSA and the credit industry at large, we thank you for the opportunity of contributing in building a better credit industry, moreover we are nothing without you

Beyond grateful

Cynthia Matshiakgotshi