

17 February 2026

CIRCULAR TO INDUSTRY

The Council hereby wishes to advise all industry stakeholders that the Council's Designated Agents will be attending an Agents Conference from 18 to 20 February 2026.

During this period, stakeholders may experience delays in response times to emails and calls, and limited availability of agents due to the conference programme. Stakeholders are kindly requested to direct urgent agent-related matters requiring an agent's assistance during this period to the following officials:

1. Ms Tracy Khumalo
Contact number: 011 703 7024
Email address: tracy.khumalo@nbcrfi.co.za
2. Ms Bohlokwa Maphela
Contact number: 011 703 7124
Email address: bohlokwa.maphela@nbcrfi.co.za
3. Ms Anette Mostert
Contact number: 011 703 7067
Email address: anette.mostert@nbcrfi.co.za

For general enquiries and all other matters, stakeholders may contact the Council's Call Centre:

Contact number: 0861 777 996

The Council apologises for any inconvenience caused and appreciates your understanding and cooperation.

Yours faithfully,

• Musa Ndlovu
National Secretary
(This document has been sent electronically and is therefore not signed.)