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**No. 28984**

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**Trade and Industry, Department of**

*General Notice*

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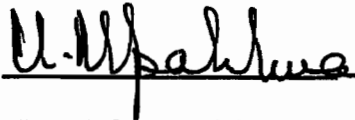
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**GENERAL NOTICE**

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**NOTICE 848 OF 2006****DEPARTMENT OF TRADE INDUSTRY  
CONSUMER AFFAIRS (UNFAIR BUSINESS PRACTICES) ACT**

I, Mandisi Mphahla, Minister of Trade and Industry, do hereby, in terms of section 10(3) of the Consumer Affairs (Unfair Business Practices) Act, 1988 (Act No 71 of 1988), publish the arrangement dated 29 March 2006 entered into between the Consumer Affairs Committee and Platinum Africa Investments



**MANDISI MPAHLWA, MP  
MINISTER OF TRADE AND INDUSTRY**

20-04-06

**SCHEDULE**



**PLATINUM AFRICA INVESTMENTS (PTY) LTD**

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**UNDERTAKING BY MRS CORLIA OLIVIER (ID 7508280257085), THE DIRECTOR OF PLATINUM AFRICA INVESTMENTS (PTY) LTD IN TERMS OF SECTION 9 OF THE CONSUMER AFFAIRS (UNFAIR BUSSINESS PRACTICES) ACT NO 71 OF 1988(the Act)**

I, Mrs Corlia Olivier, is Director of Platinum Africa Investments (Pty) Ltd and its associated companies Platinum TeleCash (Pty) Ltd, Platinum EasyGo (Pty) Ltd, Platinum Reload (Pty) Ltd and Platinum Response (Pty) Ltd, companies whose principal business is to provide the service of selling the products/services: Platinum TeleCash accounts, Platinum EasyGo cellular contracts, Platinum Reload airtime and Platinum Response service respectively.

Platinum Telecash Account - offers cash advances to existing customers for which it charges a monthly subscription plus a once off administration fee of R9.95 for every credit limit increase. No interest is charged.

Platinum EasyGo - The deduction of a once off initial fee for sim and connection, a normal monthly cellular contract fee and a further monthly administration fee of R9.95, which telemarketers seem not to properly explain to consumers.

Platinum Cellular Account — Prepaid airtime reload service, allowing consumers to purchase prepaid airtime on credit.

Offers a credit facility to consumers which allow the credit grantor to grant credit responsibly, the credit receiver by utilising his credit responsibly will build towards a credit limit that will be evaluated on the account conduct on a regular basis and adjusted accordingly.

Platinum Emergency Response - Emergency response service is offered to existing clients.

I was informed that the Consumer Affairs Committee (Committee) received four complaints in August 2005 against a company/companies in the Platinum Africa Investments (Pty) Ltd (Platinum) regarding allegations that consumers received unsolicited telephone calls from telemarketers/agents of the Platinum Group, offering the products/services at discounted rates and that Platinum would proceed to debit the consumers' bank accounts while the products/services sold were either not delivered or delivered late.


I am aware that the Committee, after undertaking a section 4(1)(c) investigation in terms of the Act found that the products were not properly explained by Platinum telemarketers to prospective customers, that the business practice as applied by us, was likely to have the effect of harming the relations between us and the clients (the consumers) and unreasonably prejudicing the consumers;

I am also aware that, in terms of section 9 of the Act, the Committee may at any time negotiate with any person, with a view to making an arrangement which in the opinion of the Committee will ensure the discontinuance of an unfair business practice which exists or may come into existence and which is the subject of an investigation.

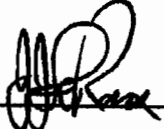
In view of the above I, Mrs Corlia Olivier, undertake:

- (1) To ensure that Platinum Africa Investments (Pty) Ltd and its abovementioned associated companies disclose in their sales pitch information that clearly explain the different products and services;
- (2) To disclose all costs associated with products on offer, to enable consumers to make an informed choice;
- (3) To ensure that all employees, agents or consultants that recruit consumers on behalf of Platinum Africa Investments (Pty) Ltd and/or its abovementioned associated companies, shall at all times comply with the above; and
- (4) To provide a copy of the agreement in writing to the customers.


I furthermore understand that any contravention of these undertakings shall lead to an investigation in terms of section 8 (1 )(a) of the Act.

  
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Ms C Olivier  
(Id no: 7508280257085)

Signed on the 29<sup>th</sup> of March 2006

(1) Witness:   
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Signed on the 29<sup>th</sup> of March 2006

(2) Witness:   
\_\_\_\_\_

Signed on the 29<sup>th</sup> of March 2006