

April 2018

A quick check in from the DebiCheck Project Team... Whilst, for the technical teams, the key focus of the project remains working towards a stable production environment for DebiCheck, the other teams have been busy with some exciting things of their own.

With this edition, we are focussing on stakeholder engagement and specifically the recent DebiCheck User Engagement sessions. During February and March, the project team, led by the Industry Project Sponsor and Owner and with assistance from the Steering Committee and PSSF, embarked on a series of sessions with individual user communities to talk about DebiCheck. The main purpose of these sessions was to connect with System Operators and Users regarding progress made with the project and to obtain feedback from Users on their interaction with the project thus far.

The following communities were involved in the User Engagement sessions:

- MFSA (Micro Finance South Africa);
- CIBA (Commercial Independent Bureaux Association);
- ADRA (Association of Debt Recovery Agents);
- DMA (Direct Marketing Association);
- ASISA (Association for Savings and Investment South Africa) and
- SAIA (South African Insurance Association).



Feedback received at the sessions indicate that Users are in different stages of readiness. Some Users are already involved in processing live DebiCheck transactions, while others are still getting to grips with functional specifications and business processes. Despite the varying levels of readiness, there were a number of common concerns within the User community. At a high level, these were:

- The compression of implementation timelines, putting pressure on development teams, staff training programmes and consumer education strategies;
- Concerns around what would happen to businesses that are not able to meet the January and October 2019 deadlines;
- Contactability of consumers;
- Usability of the Non face-to-face (USSD) solutions in call centre environments;

Consolidated feedback was communicated to the Steering Committee during March and more detailed feedback will be shared with banks individually during April and May.

Despite the concerns raised, System Operators and Users confirmed their commitment to the project and requested continued engagement with the project team and Steering Committee.

We want to give a big shout out to everyone who participated in these sessions and also thank our relationship teams in the banks for all the efforts on a daily basis.

Until we chat again, keep the momentum going and remember – you are making history!

DebiCheck Greetings