



Enquires: Mr Tebogo Maila

Email: TebogoM@nhfc.co.za

18 November 2024

TO: ALL FIRST HOME FINANCE PROGRAMME PARTNERS AND APPLICANTS

Re: REQUIREMENT TO CAPTURE CONTACT DETAILS OF FIRST HOME FINANCE - APPLICANTS.

1. Purpose:

To inform all business partners submitting applications for applicants and potential First Home Finance beneficiaries of the requirement to capture applicants' contact numbers with immediate effect. The communication applies to both existing partners and those who want to participate in assisting First Home Finance beneficiaries to access First Home Finance subsidy.

2. Rationale for the Requirement Applicants' Contact Numbers

As we implement the First Home Finance Programme, we have identified the risk of non-compliance with the First Home Finance onboarding training that all First Home Finance applicants' contact numbers must be captured on the Portal. As the NHFC we are required to create and keep an accurate and up to date database of all First Home Finance subsidy beneficiaries. This requirement is for the following reasons:

1. That beneficiaries are kept informed throughout the application process and receive automated updates on their subsidy application, thus minimising inbound enquiries for the NHFC and partners.
2. Post approval and disbursement customer care surveys as well as First Home Finance Programme Impact Assessments.

3. Enable direct contact with Programme beneficiaries in cases of Programme Oversight visits by Members of Parliament and/or the Ministry.

We look forward to your compliance with the request in this communication.

Yours faithfully



Jabulani Fakazi
Grant Facilitation Executive