



Financial Sector
Conduct Authority

SERVICE LEVEL COMMITMENT BY MARKET INTEGRITY AND DECISION SCIENCES DIVISION

Important Note

The service delivery commitments are an indication of the maximum amount of time it will take to process 90% of received applications.

The FSCA is committed to maintaining and exceeding the 90% target performance of the service delivery commitments.

The FSCA will continue to maintain and improve on 90% of the SLCs provided that the following requirements are adhered to:

- Applicants submit accurate and complete information online
- Applicants respond to queries within 30 calendar days online
- Processing begins once the applicants payment has been received and allocated by the FSCA

This does not apply to extraordinary cases, e.g. bulk applications, projects, revocations, reconsiderations, etc.

This Service Level Commitment comes into effect from 1 October 2023.

Mr Olano Makhubela
Divisional Executive
Market Integrity and Decision Sciences
FINANCIAL SECTOR CONDUCT AUTHORITY

On receipt of an application with complete and accurate information, with payment, where necessary, the FSCA will process 90% of requests with the maximum period indicated below:

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/SARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Market Integrity Supervision					
Applications for a market infrastructure licence	270 calendar days from date of application	Yes	FSCA.Applications@fsc.co.za	Mpho.Musetsho@fsc.co.za (exchanges) Nkosi.Makoko@fsc.co.za (non-exchanges)	Shreelin.Naicker@fsc.co.za (exchanges) Elmarie.Hamman@fsc.co.za (non-exchanges)
Application for registration of a credit rating agency ("CRA")	270 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsc.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsc.co.za	Elmarie.Hamman@fsc.co.za
Application for amendment/ variation of a market infrastructure licence	90 calendar days from date of application	Yes	FSCA.Applications@fsc.co.za	Mpho.Musetsho@fsc.co.za (exchanges) Nkosi.Makoko@fsc.co.za (non-exchanges)	Shreelin.Naicker@fsc.co.za (exchanges) Elmarie.Hamman@fsc.co.za (non-exchanges)
Application for amendment of registration details of a CRA	90 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsc.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsc.co.za	Elmarie.Hamman@fsc.co.za
Issuance of a certificate of registration to a CRA	30 calendar days from date of registration	No	Credit Rating Services e-portal https://www.fsc.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsc.co.za	Elmarie.Hamman@fsc.co.za

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/S ARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Application for amendment to the listing requirements of an exchange and rules of a market infrastructure	90 calendar days from date of application	No	FSCA.Applications@fsca.co.za	Mpho.Musetsho@fsca.co.za	Shreelin.Naicker@fsca.co.za
Delegation of functions for market infrastructures	90 calendar days from date of application	No	queries.marketinfrastructures@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Delegation of functions for ODPs	90 calendar days from date of application	No	odp.communication@FSCA.co.za	Masakhe.Tshona@fsca.co.za	Shreelin.Naicker@fsca.co.za
Approval of additional business for market infrastructures	90 calendar days from date of application	No concurrence by consultation with the PA	queries.marketinfrastructures@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Approval of the provision of ancillary services by a CRA	90 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Approval of changes to shareholding of market infrastructures	60 calendar days from date of application	Yes	FSCA.Applications@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Approval of nominees for market infrastructures	120 calendar days from date of application	No	FSCA.Applications@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/S ARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Approval of appointment of auditors for market infrastructures	120 calendar days from date of application	No	FSCA.Applications@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Approval of appointment of auditors for ODPs	30 calendar days from date of application	No	odp.communication@FSCA.co.za	Masakhe.Tshona@fsca.co.za	Shreelin.Naicker@fsca.co.za
Assessment of new directors and senior management of market infrastructures	90 calendar days from date of application	No	queries.marketinfrastructures@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Assessment of new directors and senior management of non-bank ODPs	90 calendar days from date of application	No	odp.communication@FSCA.co.za	Masakhe.Tshona@fsca.co.za	Shreelin.Naicker@fsca.co.za
Confirmation of appointment of directors of CRAs	30 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Approval of compliance unit and/or compliance officer of a CRA	30 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Approval of outsourcing of any of the operational functions of a CRA	60 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/SARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Application for endorsement of credit ratings by CRAs	90 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Application for exemption for CRAs	90 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Application for exemption for market infrastructures and ODPs	90 calendar days from date of application	Yes	odp.communication@FSCA.co.za	Masakhe.Tshona@fsca.co.za	Shreelin.Naicker@fsca.co.za
Application for extension to comply with regulatory requirement for market infrastructures and ODPs	30 calendar days from date of application	No	odp.communication@FSCA.co.za	Masakhe.Tshona@fsca.co.za	Shreelin.Naicker@fsca.co.za
Feedback on PFMI Assessments for market infrastructures	180 calendar days from date of application	Joint Assessment with PA	queries.marketinfrastructures@fsca.co.za	Mpho.Musetsho@fsca.co.za (exchanges) Nkosi.Makoko@fsca.co.za (non-exchanges)	Shreelin.Naicker@fsca.co.za (exchanges) Elmarie.Hamman@fsca.co.za (non-exchanges)
Feedback on the Annual Report Assessment of a CRA	30 calendar days from date of application	No	Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za
Feedback on the Compliance Report Assessment of a CRA	30 calendar days from date of application	No	Credit Rating Services e-portal	Abel.Mauye@fsca.co.za	Elmarie.Hamman@fsca.co.za

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			https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx		
Issuance of final feedback letter following a supervisory onsite inspection/ thematic review of a market infrastructure, ODP and CRA	90 calendar days from date of application	No	<p>odp.communication@FSCA.co.za</p> <p>Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx</p> <p>queries.marketinfrastructures@fsca.co.za</p>	<p>For ODPs Masakhe.Tshona@fsca.co.za</p> <p>For CRAs Abel.Mauye@fsca.co.za</p> <p>For MIs (exchanges) Mpho.Musetsho@fsca.co.za Nkosi.Makoko@fsca.co.za (non-exchanges)</p>	<p>For ODPs Shreelin.Naicker@fsca.co.za</p> <p>For CRAs Elmarie.Hamman@fsca.co.za</p> <p>For MIs (exchanges) Shreelin.Naicker@fsca.co.za Elmarie.Hamman@fsca.co.za (non-exchanges)</p>
Complaints against market infrastructures, CRAs and ODPs	90 calendar days from date of application	No	<p>odp.communication@FSCA.co.za</p> <p>Credit Rating Services e-portal https://www.fsca.co.za/Regulated%20Entities/Pages/E-Services.aspx</p> <p>queries.marketinfrastructures@fsca.co.za</p>	<p>For ODPs Masakhe.Tshona@fsca.co.za</p> <p>For CRAs Abel.Mauye@fsca.co.za</p> <p>For MIs (exchanges) Mpho.Musetsho@fsca.co.za</p>	<p>For ODPs Shreelin.Naicker@fsca.co.za</p> <p>For CRAs Elmarie.Hamman@fsca.co.za</p> <p>For MIs (exchanges) Shreelin.Naicker@fsca.co.za Elmarie.Hamman@fsca.co.za</p>

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				Nkosi.Makoko@fsca.co.za (non-exchanges)	(non-exchanges)