

FSCA Press Release

10 February 2026

FSCA Consumer Advisory Panel publishes inaugural Annual Report

The Financial Sector Conduct Authority (FSCA) announces the publication of the first annual report from its Consumer Advisory Panel (Panel), a body created to amplify the voice of the South African financial customer.

The 11-member Panel provides critical input to ensure consumer perspectives are embedded in the FSCA's regulatory work. Its inaugural report, covering November 2023 to March 2025, details the Panel's contributions in support of the FSCA's commitment to improved market conduct, fair customer treatment and financial inclusion, ultimately fostering a financial sector that works in the best interests of all South Africans.

The report outlines its progress in establishing operations, governance, and engagement. The report highlights several key consumer issues the Panel has proactively raised with the FSCA for consideration, including, the growing role, impact and regulatory challenges posed by financial influencers ("finfluencers"); the application and implications of artificial intelligence (AI) on finance; access to and cost of payment and banking products and services on ordinary consumers and SMMEs; and the effectiveness of consumer education initiatives.

"Our mission is to ensure the customer's voice is not just heard but is instrumental in shaping a financial sector that works for all South Africans," said **Diane Terblanche, Chairperson of the Panel**. "This report marks a significant first step. By providing a coordinated channel for consumer insights on issues from finfluencers to AI, we are strengthening the FSCA's ability to deliver fair outcomes for customers."

To view or download the report, click [here](#).

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