



Tuesday, 4 August 2015

Dear MIE client,

RE: Important News

MIE would like to take this opportunity to notify you of newly implemented legislation which impacts the background screening industry, as well as to share our new service offerings with you.

NATIONAL CREDIT ACT

The National Credit Act Amendment 19 of 2014 (NCAA) has been enacted and commenced on 13 March 2015.

Some of the changes which affect the background screening industry, and the recruitment process in particular, are:

- ✓ A consumer credit record may be accessed by an employment agency, recruitment consultant, staffing company or employer when:
 - They certify that the request for consumer credit information relates to a position requiring honesty in the handling of cash and finances;
 - There is a job description in place that stipulates the requirement of trust and honesty in the handling of cash or finances;
 - Specific and informed consent of the consumer is obtained prior to the request being made.
- ✓ A request for qualification verification and employment detail require consent from the consumer prior to the request being made.

Date effective: 13 March 2015

SYSTEM CHANGES

MIE, a registered Credit Bureau, is required to comply with the regulations as set out in the NCAA by latest 1st October 2015.

Please take note of the below system enhancements:

- Various changes have been made to the MIE Consent Form. The revised version is available for download on www.mie.co.za.
 - ✓ Note that the revised MIE Consent Form **MUST** be in use by no later than 1 October 2015. MIE will not accept any other versions to process any request after this date.
- Credit Consumer Enquiries:
 - ✓ MIE will provide only two reason codes for selection:
 - For employment in a position of trust and honesty and entails the handling of cash or finances.
 - Fraud prevention or detection.
 - ✓ Current Electronic Consent will be amended to read:
 - The National Credit Act imposes civil and criminal penalties, including fines and imprisonment against anyone who knowingly and willfully obtains consumer credit information on a consumer from a Credit Bureau under false pretenses and for a purpose not prescribed in the Act.
 - I hereby certify that the consumer credit request made to MIE is for a candidate who is being considered for employment as per the amended NCAA 19 of 2014 and that I am in



- possession of a valid job description which stipulates the requirement of “trust and honesty in the handling of cash or finances”.
- The written permission of the consumer to request consumer credit information is in my possession and will be delivered to MIE on demand.
- I understand that this request for consumer credit information is subject to an audit, to ensure compliance to the NCAA 19 of 2014.
- Reporting of educational qualifications and employment detail:
 - ✓ A reason code for the release of educational and employment information is now required and you will be prompted to select the below option with every qualification request:
 - Verification of Employment and Qualifications
 - ✓ Electronic Consent will be obligatory and reads:
 - The written permission of the consumer to request educational qualifications and employment detail is in my possession and will be delivered to MIE on demand.

Date effective: 1 October 2015

MIE PORTAL - YOUR GATEWAY TO MIE

MIE has recognised the need for its clients to access financial and operational information if and when required. MIE has developed a website that can be accessed via a desktop computer, laptop, tablet and mobile phone to provide our clients the ability to view and download information at their convenience – the MIE Portal.

The first release of the MIE Portal is focused on the financial and reporting aspects of a client account. The following reports will be available upon initial release:

- ✓ Financial Statements
- ✓ Invoices
- ✓ Credit Notes
- ✓ Summary and Detailed Usage
- ✓ Summary and Detailed Service Levels
- ✓ Captured Inquiries and Credentials
- ✓ Volume and Risk Statistics
- ✓ Custom Made Reports

An additional feature gives MIE the ability to upload confidential documents or reports that can only be downloaded by specific users who have valid access to the MIE Portal. This function will greatly assist MIE, as well as our clients, in protecting confidential and private information as this information does not have to be emailed and can only be downloaded by valid MIE Portal users.

Date effective: 1 September 2015

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EXPUNGEMENT OF CRIMINAL RECORDS

MIE offers assistance to candidates for the expungement of criminal records for minor crimes.

What is expungement? Expungement is the removal of a person's criminal record who has previously been convicted of an offence. Criminal records which are considered for expungement include:

- ✓ Those which have been in existence for a minimum of 10 years with no subsequent convictions, followed by the option of paying a fine of less than R20,000;
- ✓ Offences considered to be of a trivial nature and crimes for which the punishment is no longer constitutional; and
- ✓ When an individual was told that paying a fine would not result in a criminal record and have since discovered the existence of such a record.

The effect of the expungement of a criminal record is that the conviction falls away and is deemed to have never occurred.

Contact MIE for more information regarding this new service offering.

Date effective: 15 August 2015

MIE ELECTRONIC CANDIDATE CAPTURING SYSTEM

MIE is proud to announce the launch of our latest service offering called **eCCS: electronic Candidate Capturing System**.

eCCS is the first of its kind in South Africa. It saves you time and effort by significantly reducing both the workload of your HR administrative staff as well as the time taken in obtaining all the required screening data from your candidate. In addition, eCCS also protects your organisation: eCCS is in line with data privacy legislation from around the world - simple, safe and smart.

eCCS is a Candidate onboarding system which manages the entire data capturing process for screening purposes on behalf of our clients. While previously background screening providers have always required a client as a middleman to liaise with the candidate, through **eCCS**, this is no longer the case. All that will be required, should you opt to utilise this system, is for you to send MIE the candidate's name, surname and email address - MIE will do the rest!

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INCREASE IN AFISWITCH CRIMINAL SEARCHES

Afiswitch has informed all re-sellers of a price increase towards the last quarter of 2015.

The new price will only come into effect on the date of publication in the Government Gazette, and not before the 1st November 2015. The effect hereof to your organisation will be a direct supplier increase of R10.00 per Afiswitch search.

Date effective: Q4 2015

AFISWITCH PREMIUM SERVICE

Afiswitch recently completed a backend technology refresh during which legacy technologies had been replaced with firsthand technology. The use of advanced technology has enabled Afiswitch to soon release the Afiswitch Premium Service which will allow clients to submit priority searches and receive results within eight hours.

Afiswitch will provide more detail regarding the Afiswitch Premium Service once it becomes available.

Please visit the MIE website, www.mie.co.za, to view the letter received from Afiswitch.

Please do not hesitate to contact your Account Manager should you have any queries or require additional information.

Kind Regards,

A handwritten signature in black ink that reads 'Muy's'.

Maréize Uys

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