



UNIVERSITY OF
KWAZULU-NATAL™
INYUVESI
YAKWAZULU-NATALI

COLLEGE OF LAW AND
MANAGEMENT STUDIES

SCHOOL OF LAW WEBINAR SERIES INVITATION

TOPIC:

THE IMPORTANCE OF FINANCIAL EDUCATION IN ENHANCING CONSUMER PROTECTION IN SOUTH AFRICA

Speaker:

MS MAGAUTA MPHABLELE

Ombudsman: Consumer Goods and Services Ombud

DATE

FRIDAY, 3 JUNE 2022

TIME

10H00 – 11H30

PLATFORM

ZOOM

[Click here](#) to confirm attendance

ABOUT THE SPEAKER

Ms Magauta Mphahlele is an Accredited Court Annexed Mediator and has previously served as an adjudicator and mediator at the Gauteng Consumer Court, Gauteng Rental Tribunal and National Consumer Tribunal. She currently holds the position of Ombudsman for the Consumer Goods and Services Ombud. She is also the founder of Ithuseng Credit Solutions, which is accredited by the National Credit Regulator to mediate disputes between consumers and credit providers, credit bureaus as well as debt counsellors.

She started her career as a Junior Lecturer in the Department of Applied Linguistics at Wits University. She then joined the Department of Trade and Industry where she was instrumental in driving the development and enactment of the National Credit Act and Consumer Protection Act.

Her passion is to ensure a healthy and fair credit and consumer protection market in South Africa through influencing policy and legislation as well as empowering consumers with information about their rights and obligations.

She currently holds the following positions: Non-Executive Director of the South African Fraud Prevention Service; Board Member of Micro Finance South Africa; and Board Member of the Short-Term Insurance Ombudsman.

Previous Non-Executive Positions included: Member of the Financial Services Board (now FSCA) Legislative Committee; Non-Executive Chair of the Consumer Goods and Services Ombudsman; Board Member of the Credit Ombudsman; Mediator at the Gauteng Housing Rental Tribunal; Adjudicator at the Gauteng Consumer Court; Adjudicator at the National Consumer Tribunal; Member of the Unfair Practices Committee of the Department of Trade and Industry; and Board Member of the National Home Builders Registration Council, and Estate Agency Affairs Boards.