



COMPANY PROFILE 2024

DEBT COLLECTION | CREDIT CONTROL
DATA CLEANSING | INDIGENT VERIFICATION
METER READINGS TRACING |
ACCOUNTING SERVICES



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ABOUT US

10 Year in Business

Kumyolz Investments (PTY) Ltd is 100% black woman owned business established in 2013. Kumyolz Investments provides the entire revenue value chain from Data Cleansing, Indigent Verification, Employee Benefits, Tracing, Credit Control Systems, Meter Readings (cut offs for electricity and water restrictions) all the way to Debt Collection, We have 50 call centre agents that have experience in debt collections, and they are able to speak the following languages, Isixhosa, English, Sepedi, Isizulu, Setswana and Afrikaans”..

Yolanda Madikizela



Industry Outlook

PUBLIC SECTOR DEBT

The global financial crisis of recent years and the associated large fiscal deficits and debt levels that have impacted many countries underscores the importance of reliable and timely government statistics and, more broadly, public sector debt as a critical element in countries' fiscal and external sustainability.

Public Sector Debt Statistics is the first international guide of its kind, and its primary objectives are to improve the quality and timeliness of key debt statistics and promote a convergence of recording practices to foster international comparability and as a reference for national compilers and users for compiling and disseminating these data.

PRIVATE SECTOR DEBT

One of the keys and largely overlooked reasons for this disappointing growth is hiding in plain sight:

- ◆ The increasing private sector debt;
- ◆ The combination of business debt and household debt.

Even though government debt grabs all the headlines, private debt is larger than government debt and has more impact on economic outcomes.

When private debt is high, consumers and businesses must divert an increased portion of their income to paying interest and the capital on that debt and as a result, they spend and invest less.

This is a very real part of what's weighing on economic growth. After private debt reaches these high levels, *it suppresses demand*.



OUR TEAM



**YOLANDA
MADIKIZELA**

Managing Director

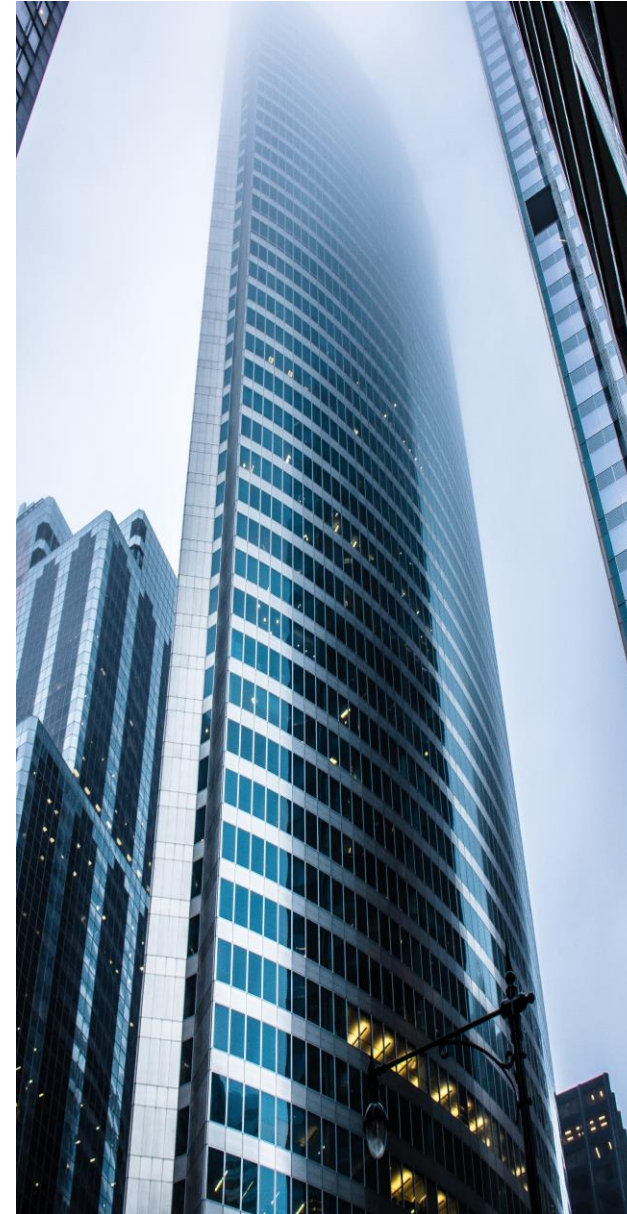
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**SIPHIWE
SPELLMAN**

COO

[View Personal Profile](#)





Yolanda Nomaxesibe Madikizela is the Managing Director of Kumyolz Investments. She has been in debt collection industry for over 10 years. As a woman with strong corporate leadership talent and belief that women are capable of leading successful businesses that employ young people. She founded Kumyolz Investments in 2013, a debt collection company specializing in municipal debt collection.

YOLANDA MADIKIZELA

Managing Director

Meet **Sphiwe Spellman**, a dynamic and accomplished professional holding the esteemed position of Chief Operations Officer (COO) at Kumyolz Investments. With a keen strategic mindset, exceptional leadership abilities, and a wealth of industry experience as a CFO at Koukamma Municipality and an Assistant Director at Nelson Mandela Bay Municipality, Sphiwe Spellman plays a pivotal role in driving the company's success and ensuring operational excellence.

As the COO of Kumyolz Investments, Sphiwe Spellman plays an instrumental role in shaping the company's present and future. With Kumyolz Investments strategic vision, operational expertise, and unwavering commitment, Sphiwe Spellman together with the team at Kumyolz Investments continue to drive the organization towards new heights of success.

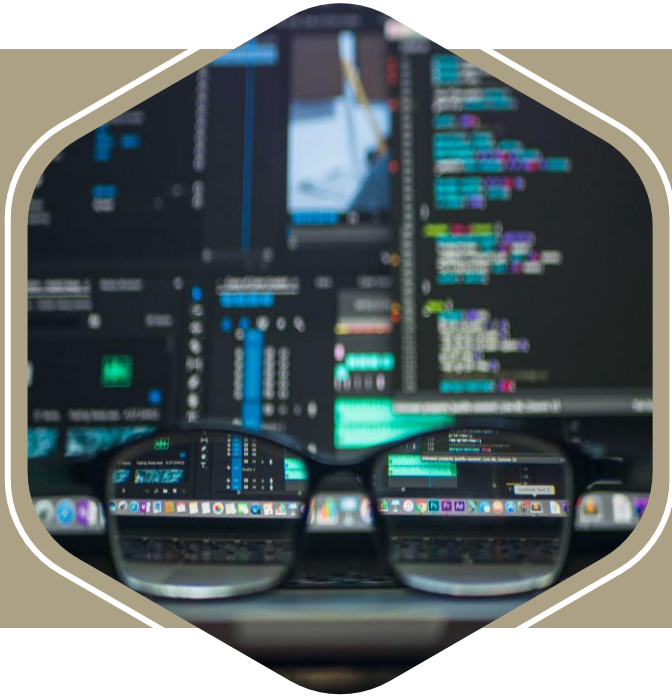
Mr Spellman also acts as an Accounts Manager, and he is registered with council of debt collectors and he hold a Bachelor of Commerce in Financial Management.



SIPHIWE SPELLMAN

COO

OUR OBJECTIVES



To continuously improve, innovate, and stay on the forefront of market conditions affecting our customer base.

To **reduce** our customer's operating expenses;

To **maximize** our customer's cash flow;

To **constantly seek** faster and more efficient processing, billing, and collection times when servicing our customer's accounts;

To **constantly seek** and offer tangible results;

To **implement and create** industry best practices that serve our customer's needs.

Our Services

DEBT COLLECTION

We specialize in early stage, late stage, attorney intervention, with world class debtor management systems and a call center.

CREDIT CONTROL

Built for companies seeking payment on delinquent and seriously delinquent customers.



DATA CLEANSING

We also specialize in data cleansing and data analytics we use all four major credit bureau to source information and have a team of foot soldiers who are able to do door to door data collection.





INDIGENT VERIFICATION

We do a full social verification looking at all applicants and their financial standing with the society to assist business to make informed decision. We also provide a report per Erf/Account number.



METER READINGS

We do individual meter audits and reporting at a very high level by also providing geographic coordinates and photos of the meter.

Our Accounting Services

We recognise that every client has a unique set of challenges that require a tailor-made approach. Our strength is in our ability to apply true Accounting, Auditing and Taxation principles that ensure that every entity we take on as a client has a true picture of its finances and tax obligations.

WE THEREFORE OFFER SERVICES TO ORGANIZATIONS IN THE FOLLOWING SECTORS/INDUSTRIES:

- Government Departments;
- Municipalities
- State-Owned-Companies
- Educational Institutions
- Private Companies

Our team in Finance & Accounting services department is made up of qualified and highly experienced accounting & audit professionals. We provide tailor made accounting solutions for small, medium and large public and private entities. Our user friendly approach allows our accounting services team to provide seamless integration with our clients and their businesses.

OUR ACCOUNTING SERVICES INCLUDE THE FOLLOWING:

- Annual Financial Statements
- Management Reporting
- Completion and Submission of VAT, PAYE, UIF, SDL, WCA Returns
- Registration of VAT, PAYE, UIF and SDL
- Preparation of PAYE bi-Annual Reconciliation



Our Accounting Services

AUDITING IN ACTION

At Kumyolz Investments we ensure that we provide an efficient risk-based Audit service. Our Audit approach emphasises adding value to our clients by enhancing good governance and effective work standards.

Our Assurance professionals gather information during audit in order to understand our client's business processes, internal controls and risk spectrum. Our methods enable our clients to meet the growing demand for enhanced disclosure and accountability. We work closely with our clients, yet independently, and encourage open communication, implementing techniques that meet the needs of each unique organisation.

Tax Services:

Our tax professionals use a forward thinking and multidisciplinary approach to add value and help organisations manage tax complexities in their ever-changing business environments.

We offer clients a broad range of fully integrated tax services. Our approach combines insight and innovation from multiple disciplines coupled with business and industry knowledge to help our clients implement decisions that can deliver real value to their businesses.

- Income Tax Registration
- Completion and submission of Income Tax returns via e-filing
- Calculation of tax liabilities
- Completion and submission of IT14SD (Supplementary Disclosure returns)
- Calculation and submission of Provisional taxes





Business Intelligent Systems

01



02



03



04



05



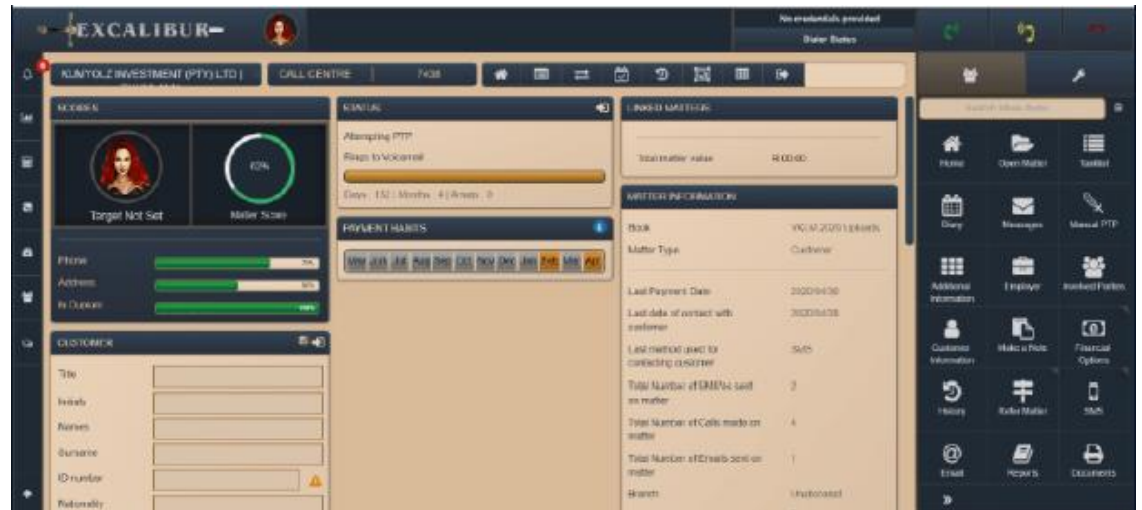
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07



08



09





Organogram

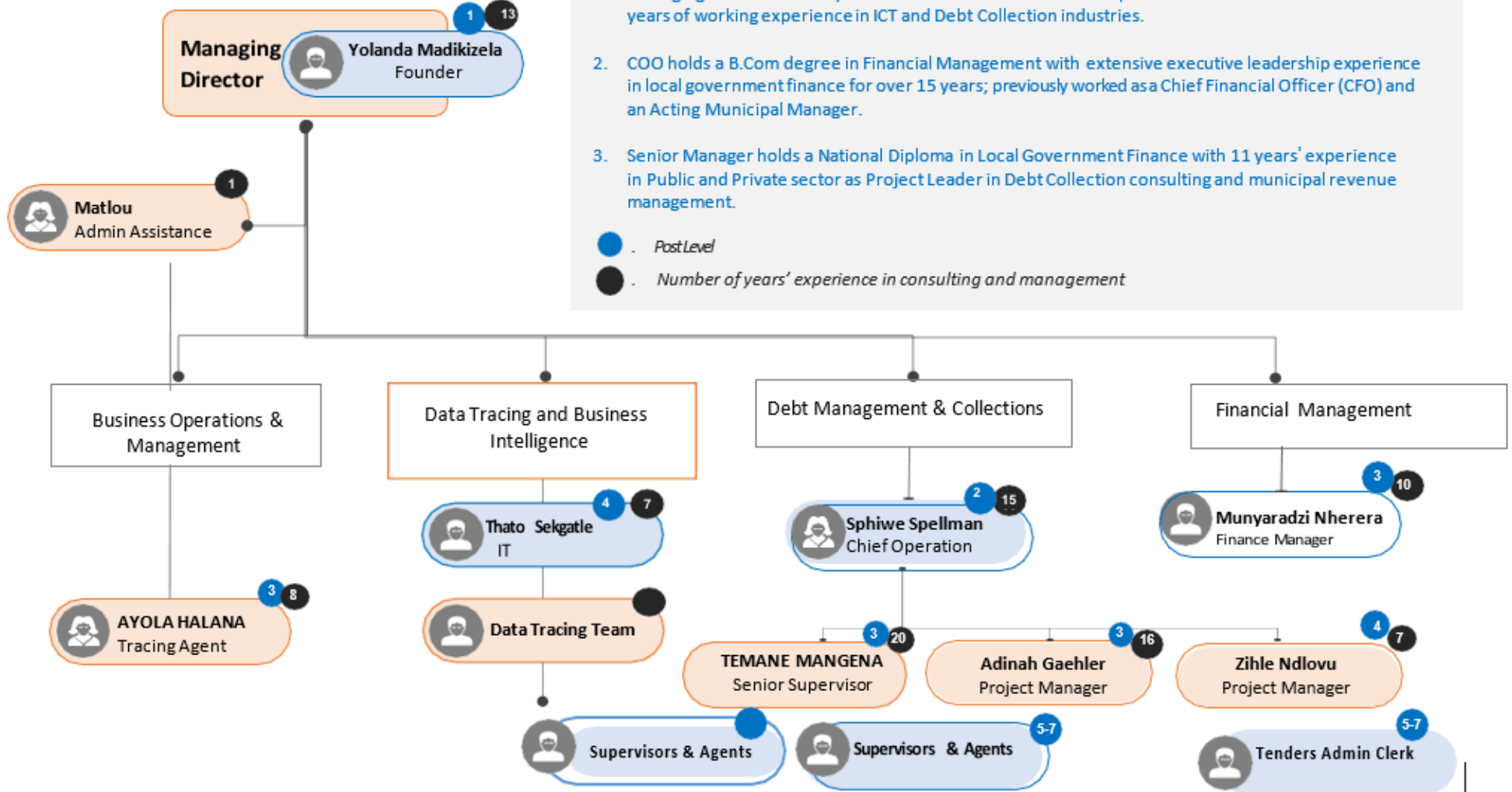


Key Organizational Skills and Competencies:

1. Managing Director of Kumyolz Investments holds a National Diploma in IT and has more than 15 years of working experience in ICT and Debt Collection industries.
2. COO holds a B.Com degree in Financial Management with extensive executive leadership experience in local government finance for over 15 years; previously worked as a Chief Financial Officer (CFO) and an Acting Municipal Manager.
3. Senior Manager holds a National Diploma in Local Government Finance with 11 years' experience in Public and Private sector as Project Leader in Debt Collection consulting and municipal revenue management.

● . Post Level

● . Number of years' experience in consulting and management





Our Clients



a world class African city



ENOCH MGIJIMA
LOCAL MUNICIPALITY



Inkosi Langalibalele
LOCAL MUNICIPALITY - UMKHANDLU WENDAWO



Mbizana Local Municipality



Victor Khanye Local Municipality



O.R. TAMBO
DISTRICT MUNICIPALITY



King Sabata
Dalindyebo
TVET COLLEGE

conquer through technology



KING SABATA DALINDYEBO
MUNICIPALITY



THE BRIDGING PROVIDENT FUND
FUND OF CHOICE FOR MINING, CONSTRUCTION AND ALLIED INDUSTRIES



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY



Debt Collection Process

- Master File(*detailed Debtor Information*);
- Data Purification And Tracing;
- Data Imports;
- Letter Of Demand Campaigns;
- SMS/Email/WhatsApp Campaign;
- ITC Soft Listings;
- Summons;
- Judgement;
- Attachment Of Property.

Reports:

- ✓ Weekly Reports
- ✓ Monthly Report
- ✓ Quarterly Report Debt Collection Process



Revenue Enhancement

- Providing upfront revenue management rapid assessments to build the business case for transformation;
- Developing implementable revenue management & enhancement strategies;
- Enhancing municipal revenue through improving core revenue processes, systems, data quality, skills and organisational structures;
- Advising on cash management methods, systems and processes;
- Advising on call-centre architecture, skills and practices;
- Introducing location based revenue management, linking stand information to Town Planning, GIS, Deeds office, building applications, basic services applications and meter installations;







Indigent Verification

- Verification of application.
- Compile supporting documents.
- Check credit standing.
- Confirm employment status.
- Link accounts to SASSA
- Site Audits.
- Awareness campaigns.



Credit Control

- Establish terms of trade
- Thoroughly assess customers and use a credit application.
- Use personal guarantees and secure your debt
- Establish a system



Meter Audits

- A site inspection is a visit to a site where prepaid meters of any type are audited.
- The outcome of the site inspection is either to take readings out to investigate faults.
- Monthly reports on all site visits.
- Photo's and geographic coordinates to each Audit





Company Experience

No.	Client Name	Project Discription	HANDOVER AMOUNT	CONTACT PERSON	CONTACT NUMBER
1.	OR Tambo District Municipality	DEBT COLLECTIONS	R500,000,000 million	DAWN FRAISER	047 501 6400
2.	Victor Khanye Local Municipality	DEBT COLLECTIONS	R222,754,566.99 million	MUSAWENKOSI MBONA	013 665 6035
3.	Mbizana Municipality	DATA CLEANSING AND DEBT COLLECTIONS	R76,062,983 million	SIPHELELE MORLOCK	039 251 0230
4.	Madibeng Local Municipality	Debt collection	R42,112,315 million	HERMAN MOTHIANA	012 318 9100
5.	Enoch Mgijima Local Municipality	DEBT COLLECTSIONS	R220,913,554 million	NONI NDEVANE	045 807 2000
6.	King Sabata Dalindyebo Municipality	DEBT COLLECTIONS	R683,813,386 million	ZOLA VILIKAHLE	047 501 4118



● PROCEDURE

Staff induction:

All new staff must undergo a basic Company induction within the first month of joining the Company. The HR Manager must utilize the training material / presentations. Records of staff induction and orientation must be kept.

Induction must cover the following as a minimum:

- Company policies, including SHEQ policies
- Awareness of ISO systems, including documentation systems (Toolkit) and procedures
- Basic safety / health and environmental rules

● A Identify Training Needs

1. The Heads of Department, Managers and Operations Director are responsible for identifying training needs. This is done approx. 1 month prior to the start of the calendar year, in order to prepare a viable training budget.
2. Training needs are also identified during Management Review meetings. Decisions on training needs and actions are minuted in the meeting, if applicable.
3. Training requirements are transferred onto a Training Calendar. The calendar is part of the Excel “Skills Matrix”

● B Plan and Review Training interventions

Formal external Training

1. Formal training is planned as needs arise. Approval for training is under authority of the Operations Director.
2. The training plan is reviewed monthly by the Human Resources Manager for progress.
3. Copies of certificates and records of all external training are retained on each staff member’s Personnel file.

In-house Training

4. In-house training is determined by needs identified during observation, or by requirements of the Risk/opportunity Assessments
5. In-house training or development requirements are planned and recorded on the “Skills Matrix” (Excel spreadsheet), maintained by the Receptionist
6. Technical in-house training for technical staff will be through on the job training that will be conducted under the supervision of the Operations Manager, and specific records will be maintained by the Production Manager.



● C Verify training effectiveness

For in-house training or development:

- 7. The Operations Director or Supervisors are responsible to verify the effectiveness of training of their respective staff members
- 8. Verification of training effectiveness may be done by any of the following methods:
 - i. Assessment against a known standard
 - ii. Assessment against a procedure or safe work instruction
 - iii. Observation of tasks being performed
 - iv. A written test
 - v. Confirmation of effectiveness through observation of an actual task being completed – e.g. processing a purchase order on the Excel system; correct completion of technical / engineering drawings
- 9. A record must be retained of the method of verification, as well as the standard used if applicable (for example a Work Instruction). Typically, this will be on the Individual Competence Assessment form. If another format is used, this must be placed on the incumbent’s personnel file.
- 10. The Skills Matrix must be updated by the HR Manager following confirmation of competence of the staff member.

For external formal training:

- 11. A copy of all formal Certificates must be retained on each member’s personnel file
- 12. The Skills Matrix must be updated following confirmation of competence of the staff member.

Records Management					
Record	Location	Responsible	Filing method	Retention	Disposal
Competence records	Z: drive		Filed in personnel files		

Revision / Review History		
Rev. no	Date	Details
0		First Publication approved

Legal Standing



Registered with the following Council and adhere to the legislations below:

LEGAL STANDING:

- Section 103(3) of the National Credit Act;
- Section 45 of the Magistrates Court Act (read together with the Courts of Law Amendment Act);
- Section 57 and 58 of the Magistrates Court Act (read together with the Courts of Law Amendment Act);
- POPI ACT;
- Debt Collectors Act;
- MFMA;
- Section 58 of the Magistrates Court Act;
- Pensions Funds Act.

IN ADDITION:



- Call scripts, SMS scripts and;
- Disaster Recovery plan;
- BBBEE Certificate;
- Debt Collectors Certificate;
- Debt collectors' certificate for agents;
- Company Registration Documents;
- Call script and SMS script; and
- Debi check compliance.

Registered with the
National treasury central
Supplier database



national treasury
Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

Certification



DEBT COLLECTOR'S CERTIFICATE
(Regulation 4)

Council Number
0106268/17

Full Names: KUMYOLZ INVESTMENTS (PTY) LTD


Identification Number / Registration Number: 2013/151538/07

Address: IBG BUSINESS PARK,IB5204 SANLAM BUILDING MIDRAND
1685

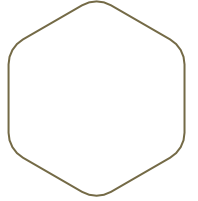
This is to certify that the holder of this certificate, per the name appearing on this certificate above, is registered to hold a Debt Collector's certificate

Date of Issue: 07 / 12 / 2022

Date of Expiry: 07 / 12 / 2023


Signed: 
CEO: Council for Debt Collectors


This certificate shall only be valid for 12 months from date of issue




FOR INQUIRIES AND CONCERNS

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 (043) 054 0127


 076 512 4945

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 debtcollections@kumyolz.co.za

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Corner York & Sutherland Street,
Mthatha

KwaZulu Natal
North West
Mpumalanga