



Various EAAB Issues



Dear Member,

The EAAB continues to struggle with their CPD e-learning roll out and a number of issues with regards to CPD have been identified:

- The EAAB announced that no CPD fees are payable for 2020, yet when agents access e-Learning they can't proceed because payment is supposedly outstanding. It seems the system has not been adjusted for the non-payment as far as 2020 is concerned.
- Another instance is where agents did pay for 2020 before the announcement (which payments will be utilised for 2021 CPD). In this instance e-Learning is possible but the system gets stuck after completion of the questionnaire or the system says "submitting results, please wait" but hours of waiting do not bring better results.
- Errors in the questions have also been noticed.

The EAAB has confirmed that a solution is being worked on with their IT service provider and that the CPD programme will not be suspended.

Estate Agents as well as Managing Agents require a valid Fidelity Fund Certificate (FFC) to operate and earn a living. Unfortunately, year after year the EAAB has failed in its statutory obligations to issue FFC's timeously to all qualified applicants. Acting on behalf of their members who have not been issued their FFC's for 2021, the Real Estate Business Owners of South Africa (REBOSA) has resorted to court action against the EAAB. Their application will request a court order forcing the EAAB to issue all outstanding FFC's due to agents who have met all their professional obligations.

More information will be provided as it becomes available. The link to the REBOSA website is available on the NAMA homepage, click on this link <https://nama.org.za/>, scroll to the bottom and click on the REBOSA logo.

Please refer to the NAMA Notice Board (Issue 60) inviting our members who are compliant and paid for the renewal of the FFC before 30 October 2020, but have not received the FFC, to please follow the process below:

- Ascertain ASAP on the MyEAAB agent portal if your FFC has been issued.
- If not, log a query on MyEAAB agent portal under "Online Query" and obtain a query number (unless you already did).
- Complete the online query form by clicking [HERE](#).

For all agents who received an e-mail from the EAAB to complete a self-assessment of compliance with EAAA and FICA, the EAAB select a number of firms at random to complete the assessment. If you received the assessment, please comply. If you did not receive the assessment, please do not be concerned.

Industry stakeholders are engaging with the EAAB for an urgent meeting to discuss a variety of issues and we will revert with feedback thereafter.

The NAMA Team

NAMA Corporate Members



SECTIONAL
TITLE
SOLUTIONS





Keep in contact with us ...

Tel: 012 567 1556
Email: lizbe@nama.org.za
www.nama.org.za

[f Follow Us](#) [Member Login](#) [Join NAMA](#)

www.nama.org.za