



CDIX

CONSUMER DEFAULT INDEX - Summary

Understanding the South African credit consumer within the greater context of the South African economy.

June 2026 | **Quarter 1**



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For the best visualization experience switch to the full screen modality, keyboard shortcut:

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Glossary

CDI	Consumer Default Index
CDIx	Consumer Default Index Extended
CPI	Consumer Price Inflation
Eskom	The South African electricity public Utility
NAB	Non-alcoholic Beverages
NCR	National Credit Regulator
SAPIA	South African Petroleum Industry Association
SARB	South African Reserve Bank
StatsSA	Statistics South Africa
USD	United States Dollar
ZAR	South African Rand



Consumer Default Index (CDI) – Tracking first-time default rate for South African consumers

Overview of Index – What does it measure?

The Experian Consumer Default Index (CDI) is designed to measure rolling default behaviour of South African consumers with Home Loan, Vehicle Loan, Personal Loan, Credit Card and Retail Loan accounts.

On a monthly basis, lenders typically classify their consumer accounts into one of several predetermined payment categories to reflect the level of arrears. When a lender deems the statement balance of a consumer account to be uncollectible due to being in arrears 90 or more days or having statuses such as repossession, foreclosure, charge-off or write-off, the consumer account is said to be in default.

The index tracks the marginal default rate as it measures the sum of outstanding balances related to first-time incidence of technical arrears, i.e. accounts that are more than 90 days in arrears for the first time, as a percentage of the total sum of balances outstanding.

The CDI is published quarterly with a two-month lag; the indices include a balance-weighted composite index, as well as the five product-specific sub-indices. Two grouped indices are also provided:

1. Home Loans, Vehicle Loans and Credit Cards (these products typically are held by the traditionally banked market segments), and
2. Personal Loans and Retail Loans (these products are usually used as entry products into the credit market).

The indices are also determined at the FAS type level to provide further insight into the dynamics faced by specific consumer affluence-related segments that are experiencing different stress due to macro forces such as unemployment, interest rate changes and economic growth.



25.75m

consumers with Credit Card, Personal Loan, Vehicle Loan, Home Loan and/or Retail Loan accounts.

31.39m

active accounts across Credit Card, Personal Loan, Vehicle Loan, Home Loan and/or Retail Loan.

R2.39

trillion in outstanding debt.



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Composite Consumer Default Index

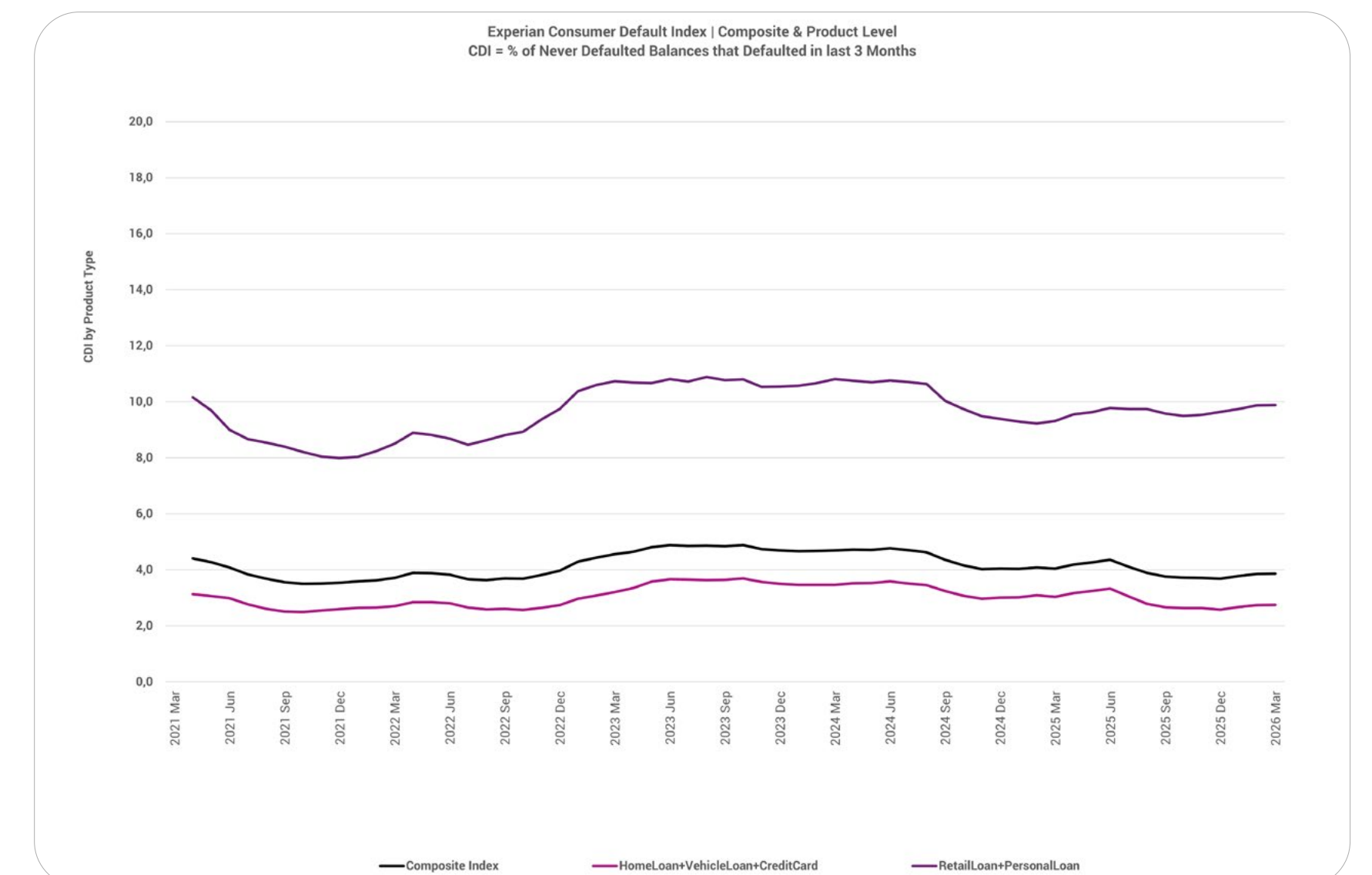
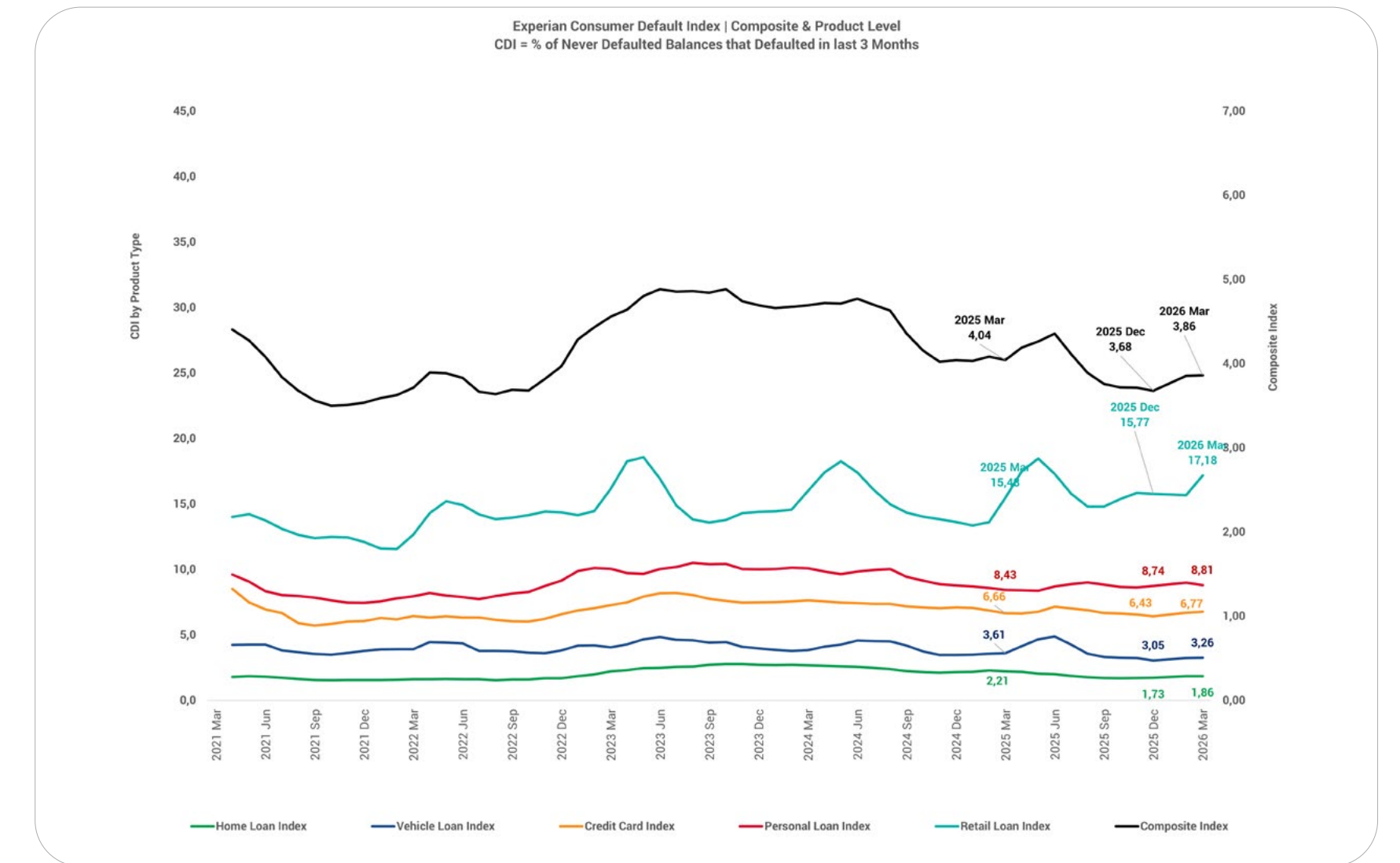
The composite CDI showed relative deterioration Q-o-Q, moving from 3.68 in December 2025 to 3.86 in March 2026. This reflects the convergence of pressures bearing down on South African consumers. The regular post-festive financial hangover sees overextension on revolving credit during the November-December period crystallise into first-time defaults as disposable income tightens in the new year. This is compounded by the SARB holding the repo rate at 6.75%, sustaining elevated debt servicing costs at a time when real household incomes continue to be outpaced by inflation. Externally, geopolitical uncertainty driving oil prices sharply higher threatens further second-round inflationary effects through fuel and food costs, eroding already strained household cash flows. Taken together, the Q1 deterioration is not an anomaly but rather the accumulation of financial fragility reaching a tipping point, most acutely expressed in credit card and personal loan performance.

However, Y-o-Y, the Composite CDI relatively improved, moving from 4.04 to 3.86 – a comparative improvement of 5%. This improvement suggests that even though consumers are still finding it very challenging to honour debt commitments, the situation is improving slightly.

From a product perspective, we saw Y-o-Y deteriorations in Credit Cards, Personal Loans and Retail Loans, with a 2%, 4% and 16% relative deterioration respectively. The improvements observed for the other products, however, outweighed these deteriorations and indeed overshadowed the negative performance (as indicated in the Composite CDI).

Home Loans and Vehicle Loans saw the most substantial improvement in CDI, moving from 2.21 to 1.86 and from 3.61 to 3.26 respectively, Y-o-Y. This meant that Home Loans saw a relative improvement of 16% and Vehicle Loans saw a relative improvement of 10% over the last year. This points to the fact that mid-to high affluence consumers – who typically qualify for high-end credit products such as Home Loans – are now starting to see a turn in the tide of relentless deterioration observed.

Index	CDI Mar'26	CDI Mar'25	Average Outstanding Jan'26-Mar'26	New Default Balances Jan'26-Mar'26	Relative Impr/Deter
Composite Index	3,86	4,04	R 2 380 536 678 651	R 22 978 521 361	-5%
Home Loan Index	1,86	2,21	R 1 227 443 253 995	R 5 719 635 834	-16%
Vehicle Loan Index	3,26	3,61	R 577 344 019 035	R 4 698 138 153	-10%
Credit Card Index	6,77	6,66	R 202 731 603 551	R 3 430 914 940	2%
Personal Loan Index	8,81	8,43	R 322 141 808 842	R 7 094 606 007	4%
Retail Loan Index	17,18	15,48	R 47 396 743 909	R 2 035 226 427	11%
Home Loan + Vehicle Loan + Credit Card	2,75	3,04	R 2 010 998 125 899	R 13 848 688 927	-9%
Retail Loan + Personal Loan	9,88	9,32	R 369 538 552 752	R 9 129 832 434	6%



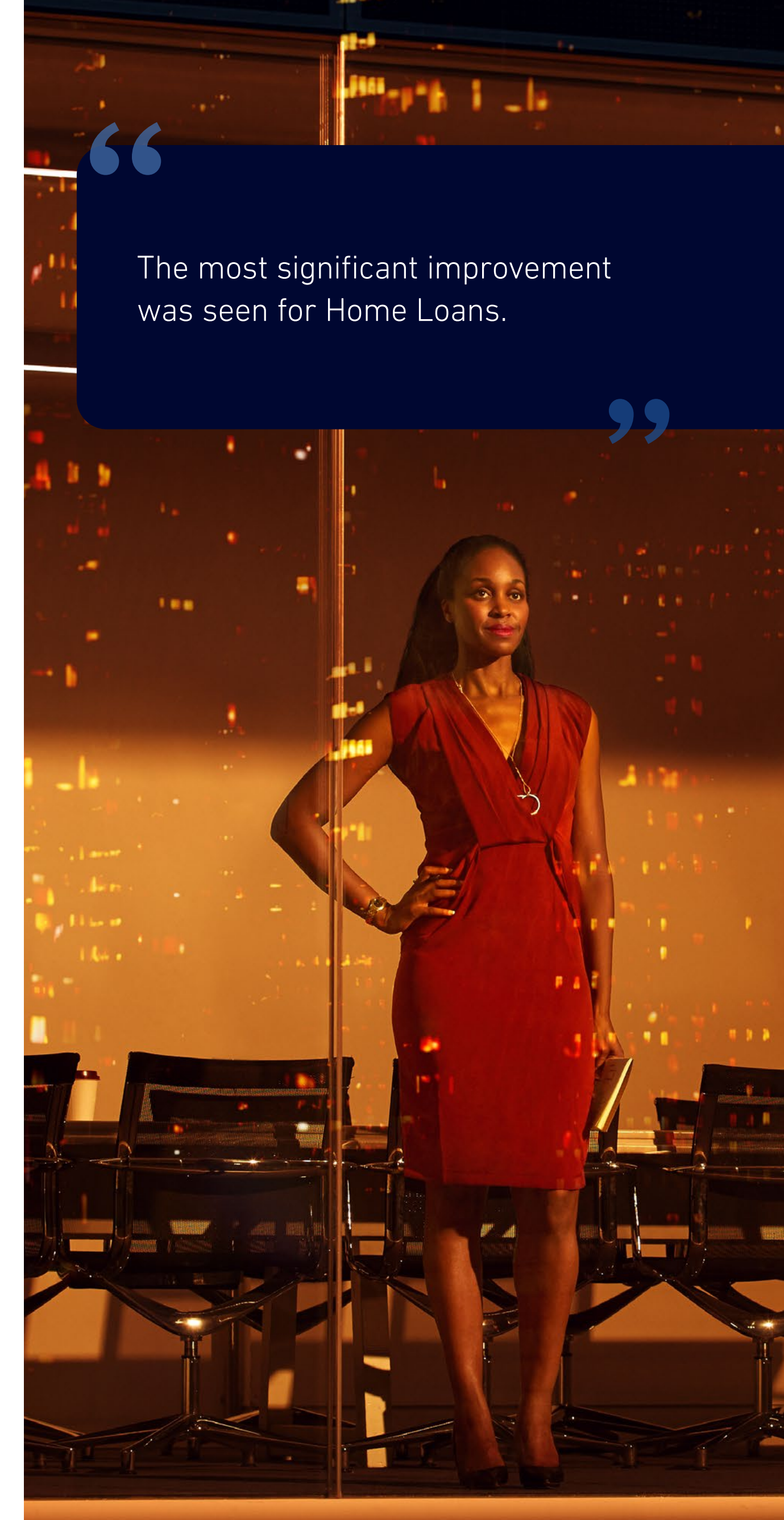
Summary of the CDIx

- Q-o-Q, CPI eased from 3.6% in December to 3.1% in March, with the main drivers of inflation being housing and utilities, food and non-alcoholic beverages, as well as insurance and financial services.
- **Market appetite for credit in Q2** (NCR data) :
 - Record-high credit applications indicate strong market demand.
 - Approvals continued to decline, indicating tighter lending or increased caution.
- **New business volumes in Q1 2026** showed the characteristic seasonal slump but still showed modest Y-o-Y growth.
 - Notably, Home Loans New Business have seen sustained lower levels, while Personal loans and Retail Loans are seeing increased activity.
- The Y-o-Y Composite **CDI** relative improvement was seen for two out of the five credit products.
 - The Q-o-Q CDI showed a relative deterioration.
 - Most significant improvement was seen for Home loans.
 - Half of the FAS Groups showed Y-o-Y improvement in CDI
- **Vintages** in the Home Loans portfolio continues along the path of increasing distress levels in both the 6- and 12-months' vintage analysis. This shows sustained pressure across the Home Loan portfolios with market-wide strain evident.
- FAS Groups 1 and 2 account for no less than 40% of the total volume of credit products for which **Debt Review** applications have been lodged.

“

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Experian Solutions used in the CDI and CDIx

This report leverages Experian data, analytics and technology solutions to bring you insights into consumers in South Africa.

Our solutions used to develop the CDI and CDIx include:

- Consumer macro- and micro segmentation (FAS)
- Bespoke CDI views (benchmarking your business against rest of market)
- Analytics Benchmark reports (quarterly full packs or monthly lite reports)
- Macro-economic views expanded on in the Business Debt Index (built and maintained in collaboration with Econometrix (Pty) Ltd)



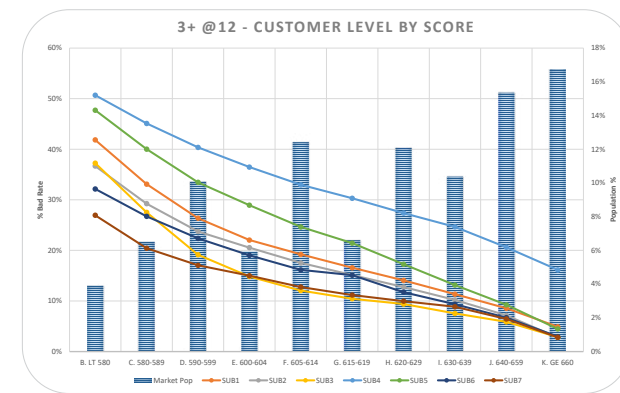
Understanding your Customers

The Financial Affluence Segmentation tool helps companies ideal target populations likely to take up your product or engage with your services.

FAS Groups	Percentage	Gender	Age	Other Metrics
01. Luxury Living	14.6%	M: 49.2%, F: 50.8%	38.5K	43.9% Own 1 or more Properties
02. Aspirational Achievers	16.8%	M: 49.2%, F: 50.8%	38.5K	28.0% Own Multiple Properties
03. Stable Spenders	8.7%	M: 49.2%, F: 50.8%	38.5K	Average Opening Home Loan Balance
04. Money-Conscious Majority	46.9%	M: 49.2%, F: 50.8%	38.5K	Average Opening Home Loan Balance
05. Labouring Living	10.8%	M: 49.2%, F: 50.8%	38.5K	Average Opening Vehicle Balance
06. Yearning Youth	2.3%	M: 49.2%, F: 50.8%	38.5K	Directors

Locate your Ideal Customer

Experian's FAS Location solution allows you to select your ideal segment based on their FAS profiles and/or area to get insights into the population at a more granular level.



Industry Benchmarking Reports

Understand how your company is performing against the industry in our comprehensive benchmarking reports.



The unpredictable nature of the future can be daunting – let us help you understand your situation and how you can overcome your business obstacles through data and analytics.

Up powered by Experian

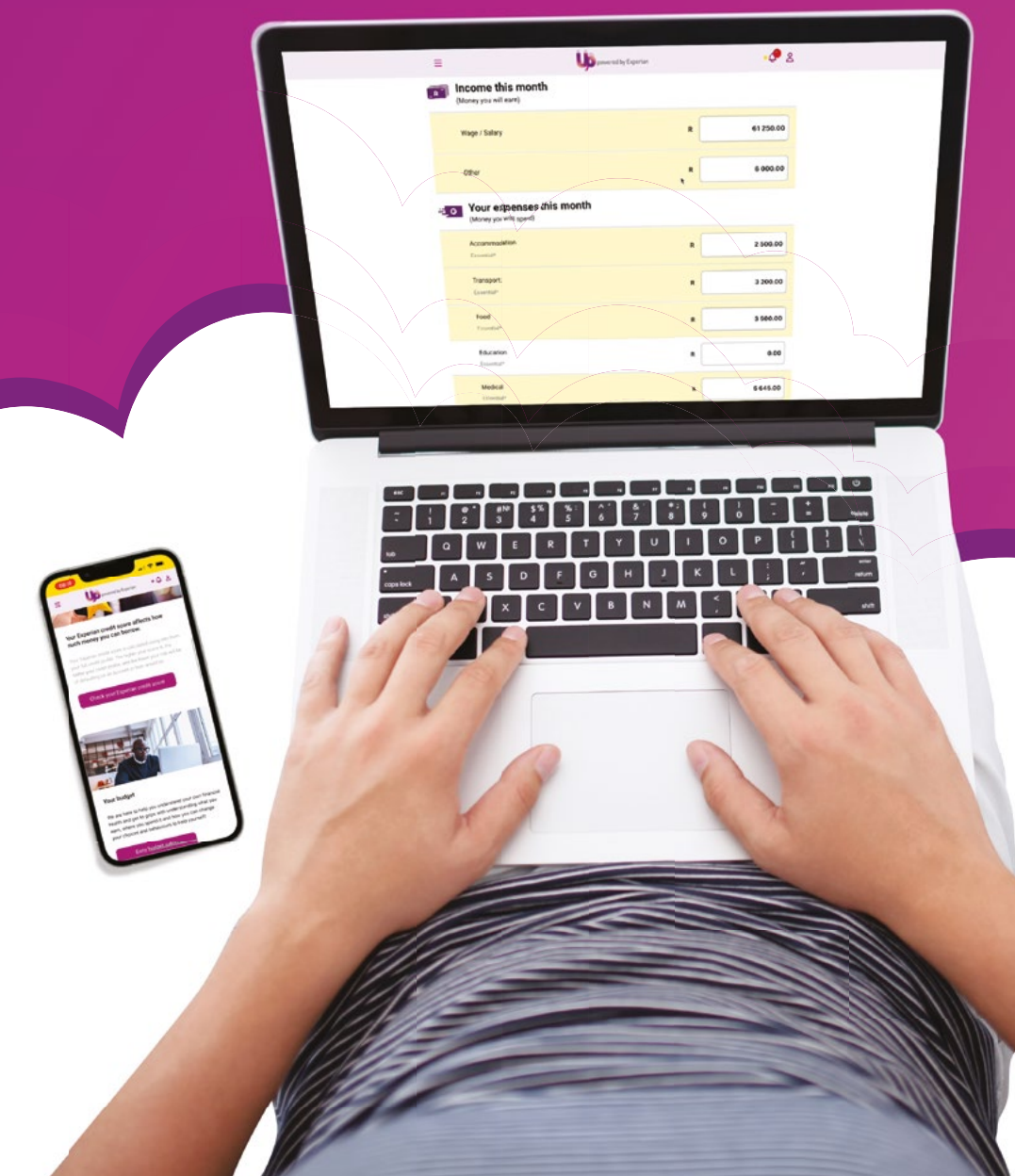


In order to improve consumer financial health and to drive financial education, Experian has launched a web-based app called 'Up'. This platform is made available to consumers free of charge. We make it available to businesses for publishing on corporate websites as well through an annually renewable Up Partnership agreement. Please contact us for more information.

WISE UP with Experian's free credit information and education app.

A credit, budgeting and learning experience to help you take control of your financial health.

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