



## **COMPETITION COMMISSION OF SOUTH AFRICA**

In the matter of

### ***ONLINE INTERMEDIATION PLATFORMS MARKET INQUIRY PUBLIC INQUIRY (OIPMI)***

held at

***DTI Building  
Sunnyside and virtually via MS TEAMS***

on

***19 November 2021***

---

**PANEL:** *James Hodge – Chairperson  
And Doris Tshepe*

---

#### **TECHNICAL TEAM**

*Hariprasad Govinda*

*CCSA Internal Team*

*Rahma Leuner*

*CCSA Internal Team*

*Sthabiso Mkwanazi*

*CCSA Internal Team*

*Lumkisa Jordan*

*CCSA Internal Team*

#### **COMPANY: RED PUPPY**



**Gauteng Transcribers**  
Recording & Transcriptions

PROCEEDINGS ON 19 NOVEMBER 2021

CHAIRPERSON: Welcome Mr Motaung.

MOTAUNG: Good afternoon.

CHAIRPERSON: Do you mind just putting on your camera? Welcome to the public hearing. I understand you do not have a presentation with us.

MR MOTAUNG: Yes.

CHAIRPERSON: So we will just proceed with some questions about your business and your perspectives on the E-Commerce marketplace  
10 in South Africa. we understand Red Puppy is an E-Commerce marketplace, so I am going to hand over to my fellow panel member, Ms Doris Tshepe to proceed with the questions and once she is finished, if I have any follow up questions, I will then ask those as well.

MR MOTAUNG: Okay.

MS TSHEPE: Good day Mr Motaung and welcome.

MOTAUNG: Good afternoon Doris, thank you very much for the opportunity.

MS TSHEPE: No, thank you very much to you. We really appreciate you making time to come speak to us to give us your perspective. As  
20 James said, I know you do not have a presentation for us, but for the sake of the public, could you please tell us a bit about Red Puppy, what services do you offer?

I know you are an E-Commerce marketplace, but if you could just tell the public a bit more about this. So the platform, when did you start and what sort of business users you have on your platform? That

would be good, thank you. As a starting point.

MOTAUNG: Ja. Thank you very much. Yes, we are an E-Commerce platform based in South Africa and 100% owned by youth. We are currently two people now and unfortunately my partner could not join and we focus on selling clothes, toys and all accessories... electronic accessories and we ideally we want to work with small and medium enterprises in the country.

Focussing more on the local market because we saw that there is a gap with local entrepreneurs because they do not have the formal  
10 platform. So we wanted to formalise their goods and their business so that they can come to one platform. The platform that they can trust and then they will be able to sell their goods, because most of them they are either based in one location and selling to the local people.

So beyond their location they are unable to attract other customers.

MS TSHEPE: I was very interested in that Mr Motaung. As you would know, one of the key component or terms of reference of the inquiry, is to look at participation, particularly of SME's and business owners from historically disadvantaged background. Their participation on the online  
20 platform.

I mean, just if you could just go a bit more on why do you think there was a need for this for you to do this, for this SMME's and the youth in particular?

MOTAUNG: Ja, the main driver was my personal experience. So I am based in Midrand Johannesburg, but originally I am from the Freestate

in a small town called Paul Roux and it is very frustrating to do any shopping that side. You have to stand in long queue, move from one store to another and there is queue and there is a lot of people but there is limited stores available.

So you tend to spend like your whole day doing shopping, like from that personal experience. When you go shopping, you know you dedicated the whole day and it means you are losing most of your time as a consumer, whether to spend with family or to spend with friends or do what you want to do.

10 So you are losing the whole day as well, and also when it comes to the stores, it means they are also losing a lot of customers because some customers get frustrated when they spend a lot of time in the queue. So they end up leaving and so it means they lost... the business lost potential sales.

So it was a mixture of the consumer frustration and also the business, loss of sale where I saw the opportunity to say why can we not have a platform where we will be able to integrate all those small business and then expose them to a bigger and wider audience, else also provide convenience for the end user.

20 So the business get to convert more sales, and the end user gets to spend as little time as possible doing their shopping and then they get more convenience.

MS TSHEPE: Thank you very much. Just remind me, if I recall. When did you enter the market? Was it the beginning of last year?

MOTAUNG: No, 2019. So you know, ja last year 2020 when, because

after we launched that is when Covid happened. Yes.

MS TSHEPE: Yes, I was interested in that, just to understand the journey that you would have gone through in that period. Were you able to... what would have been the impact on that on your business?

MOTAUNG: The impact was massive. Like, because everything was sent crossing, because remember when we started the business we used our own money and we took some loans from the bank to complement our own money, and we did some projections and calculations to see maybe after certain period maybe the business  
10 because there was... when we did the survey there was a huge positive response.

So we did our projection to say maybe after a certain period of time, the business would have been able to generate certain revenue which can compliment some of the cost. But immediately after we launched, there was Covid and then level 5. We could not even generate even one sale, but the cost were there.

We incurred the costs and then there was some running cost that we also needed to maintain in order to keep the platform alive. So now we, it means we were spending more money than we had planned  
20 and anticipated. So it was a massive impact, negative impact on the business, even on us personally because now it means we had to cough up even more money from our pocket.

Just to keep the platform alive.

MS TSHEPE: I am going to speak to you about the challenges of funding, particularly for small business and those owned by historically

disadvantaged persons. I am going to talk to you about that, but I am still interested in this Covid journey and lockdown.

MOTAUNG: Yes.

MS TSHEPE: So then we had level 5 and then the restrictions then went down. Were you in that period because people were mostly shopping online. Were you then able to offer some services and see any revenues? How did that happen?

MOTAUNG: No, no, no. So we tried to apply for the relief fund from the government, but the requirements were very hectic. We could not even  
10 get anything because they wanted some audited results. We did not have, we had just start up. They wanted a lot of things that we did not have, we could not and for us to even because the money that we had initially budgeted for marketing, we had to spend it to keep the platform alive.

So it means we could not do marketing, we could not do anything and remember we just launched too. We were a little bit unknown. Not a little bit, we were an unknown entity that time. So even if the President started to allow for the online purchase, people did not know about us.

20 So it was like the impact was still the same so we were still suffering because even the money that we had budgeted for, for marketing we could not use it, because we would use it to try to keep the platform alive.

MS TSHEPE: Thank you. I mean, I suppose you have gone into funding. I mean and sources of funding and I just want to speak broadly

on that. Which is do you think that platforms of your size could actually enter market and participate and expand without funding and what has been your experience?

I just, I heard you talking about having putting your money and then some loans.

MOTAUNG: Yes.

MS TSHEPE: If you could just tell us your experience on how you went about. Was it savings? Was it angel funding? Did you approach any venture capitalist? If you could just tell us that journey.

10 MOTAUNG: Ja, so remember when we started it was just an idea and most of these guys they want a model that is working. They said prove to us that you can make sales. So the plan was okay, let us go back. Let us try to make sales for six months and have something to show the investors that actually yes, on paper the presentation looked fine and it was, but there is a... there is nothing tangible that you guys can show us, because you have not even sold even one item.

So at least go back, make some sales and then we can now evaluate this thing. So honestly speaking, it is extremely difficult for small players, like us to enter the market without a proper funding  
20 because even if you use your savings, it can only take you up to a certain point and after that you really need some massive investment.

There are a lot of gate keepers as well in the industry. So we firstly have to battle the gate keepers as well and we also try to establish ourselves and gain the trust and also, if you remember the country does not have a good record of online shopping. There is a little

bit of trust. There is still hesitance.

Some customers are not trusting, before the Covid. They were not really trusting the online platform because of other things that were happening. So if you come as a nobody it is extremely difficult. At least if you have some backing then people can really give you a chance by virtue of association and we did not have any association.

MS TSHEPE: Thank you Mr Motaung. You said these guys who wanted, when they looked at your ideas and wanting you to prove yourselves.

10 MOTAUNG: Yes.

MS TSHEPE: Who were those guys that you approached? I am just talking not necessarily mentioning their names.

MOTAUNG: Yes.

MS TSHEPE: But like categories. Was it banks? Was it family members or was it, ja.

MOTAUNG: No, not banks but not banks, but I tried some venture capitalist and then I have tried some of the prominent guys in the industry like not this industry in particular, but from the network that I know, some of the CEO's that I know, but and they were like okay this is  
20 good, but can you give us something.

I think even it was also based on their experience because if you are a CEO or you cannot become punished, we will get to understand some of the things better with your experience and so forth.

MS TSHEPE: I guess the conversation is still linked to the first one, as to your journey throughout this period with the booming of E-Commerce.



MOTAUNG: Yes.

MS TSHEPE: And yet for a new entrant, struggling to make yourself known. Where are you at in improving yourselves and having the sales for six months to be able to go back to them?

MOTAUNG: We are nowhere. We are nowhere close to that. I think we, you know because the challenge is this is a transactional business. So sometimes you can go for quite some time without any transactions and if there is not any transactions, it means there is no revenue and there is a challenge.

10           But what I can say is in terms of the business we have improved because we managed to get some suppliers, even some of the suppliers outside the SMME markets. Like where we are getting our electronic stuff, which is one of the big suppliers and some of the big players are also using same suppliers.

          So I can say we managed to move some few steps into that, but in terms of funding, that is where the issues is and some of the challenges is some of the suppliers, they will tell you that they have an exclusive deal with certain players. So it means you cannot... they cannot go with you again.

20           It means you are losing some of the products and you do not have a lot of variety in your products. So you are only limited and the more you have a lot of products and different products, then it means you can attract more customers, because for example if we are having groceries, someone might want to go and buy grocery and then see something on your website.

Oh, by the way I also want to buy my kids clothes, but here is the platform. Now instead of this person buying only groceries, now they see that I also have a need for clothes. They can now look at the type of clothes that you have, of which you increase your chances of converting this into sales.

Because when we are using the analytics on our website, we saw that people were spending like five minutes on our platform of which it is a long time to convert something to sales and they will scroll. They will go through to seven or ten pages which was a positive thing to  
10 say.

It means the type of products that we have are good products. It keeps people fascinated, wanting to see more. So those are the kind of positive that we drove during our experience.

MS TSHEPE: Thank you Mr Motaung. You touched on a number of things that I did want to discuss with you and one of them is for any platform you are bringing together two sides. The supplier side.

MOTAUNG: Yes.

MS TSHEPE: Which are your business users and then you are also bringing in the consumer to be able to use your platform in order to  
20 access products of these business users. Just for us focussing now on the supplier side and you have mentioned big suppliers. There are two categories of discussion I want to have with you.

Presumably the desire to be able to have big, larger suppliers on the platform because as you rightly say, they provide variety of products ...[intervenes]

MOTAUNG: Yes.

MS TSHEPE: That then attract the consumer on the other side.

MOTAUNG: Yes.

MS TSHEPE: So how many do you have so far? I mean not numbers, I mean do you have enough or are you still on this journey?

MOTAUNG: No.

MS TSHEPE: And attracting.

MOTAUNG: No we are still on this journey and the other benefits that I mentioned of having big suppliers is an element of trust.

10 MS TSHEPE: Yes.

MOTAUNG: You know, when a consumer see a big supplier on the platform, they are able to be comfortable. They are able to trust you, but if it is only small players, they you know they still hesitate. So as much as our core business is to try to focus on a it is me you know, we also need the big guys to help the business and the small guys.

It is not just an, a binary issue of either or, but I think they compliment. Even if it is just one or two big guys and then the majority can be small one. At least it will help balance out.

20 MS TSHEPE: So talk to me a bit, I mean I agree with you. I do and thank you for raising the issue of trust and how the importance of large suppliers for that purpose. You just touched on another issue, which was the second part. Is when you go to the big suppliers, some of them are talking about exclusivity with the bigger platforms.

Were there many of this, and which brands and did they mention who the exclusive arrangements are with?

MOTAUNG: So mostly they had arrangement with Takealot and we understand, but it is not... it means then it is not an open and fro market, and I believe you know, sometimes there is we need some regulations in the market because it creates a monopoly if it is like that, where all the big brands or the good suppliers are only in one platform.

It means more consumers will trust that platform over us. The question will be why must I go to you over to Takealot when they have a lot of X, Y, Z and you do not have it. You know, it is killing the market. It is actually killing the industry and it is not I do not think it is a fair practice, no.

MS TSHEPE: And are you comfortable talking about which brands were this who told you about their exclusivity with bigger online platforms?

MOTAUNG: I will have to go back to our records because that was when we were starting in 2020, and then we can see if... then we can be able to provide that information.

MS TSHEPE: Thank you. Before I come to the consumer side, I just wanted to understand how you monetised on the platform in relation to your business users.

MOTAUNG: So ideally there were two modules that we going to regenerate, but we had to put the other one on hold. So we wanted to have a subscriber based for our consumer where they will pay a monthly subscription and then from there we charge a 12% per successful transaction, but for us you know, because we were trying to enter the market we said you know what?

The suppliers can join free of charge. There is no monthly

subscription and then we just continue to charge the 12% per transaction, and then the other benefit that we saw when you got one of the big guys, they have a different model. They have like a recommended retail price that they put there.

So we went with the recommended retail price and it was also bigger than... the margins were bigger than our 12%. So there was no need to change that model and the benefits of that was also... it also allowed us to give our customers discount, because remember sometimes you will find that the margins are 30% of which it is 18%  
10 more than what our 12% that we normally charge.

So we have 18% to play around in terms of our pricing. We can do promotions, we can do discount and all those stuff. So that was one of the benefits that we saw, that having the big guys with this recommended retail price bring to us.

MS TSHEPE: Just so I understand. So essentially you would retain your 12% success fee on SMME's but with your bigger suppliers you would have a different model. Is that at least for those who offer it?

MOTAUNG: Yes.

MS TSHEPE: And how many of those are there? I mean not  
20 necessarily the numbers, but in order of magnitude because this is very good for the other side of the market, I would imagine.

MOTAUNG: Ja, so our electronics... all our electronics come from these big guys. So that is where we are able to, even if we make one or two sales you know, like it is like if we make two sales or one sale from our electronics, it means the margins will be like around 30% margin, which

is you know, over 2% or better than not 2%, like two times better than our 12%.

MS TSHEPE: Which then leads me to the other side of the market obviously, which is you have spoken about discounts as a mechanism of drawing consumers. What other marketing exercise have you been involved in, in order to draw your... the consumers to the site?

MOTAUNG: So then we are able to say if you buy an amount of five hundred and more, we are able to cover the delivery fee of which then we can get from the margins. So we are still being profitable, unlike if  
10 we were just doing it out of that 12% it means we had to lose some of the revenue from that 12%.

But if it is from the big guys, also even if it is from the small players, we are able to compliment the laws with the margins gained from the big guys.

MS TSHEPE: Thank you Mr Motaung. You have just raised another issue which is delivery cost. So anything above ...[intervenes]

MOTAUNG: Five hundred.

MS TSHEPE: Five hundred you cover the cost, and below?

MOTAUNG: Then we will charge you a standard flat rate of R70-00.

20 MS TSHEPE: And do you... how do you deliver the product?

MOTAUNG: So currently we deliver it ourselves because the volumes are not enough to justify getting you know, a partnership with those delivery companies. So the, unless if it is outside Gauteng, then we will use you know your Postnet and all those stuff, but around here we do it ourselves, because we want to also have that impression of quick

turnaround time.

Like instead of going to post office for something that is in Pretoria, I can just start the car and go to Pretoria, drop the products. It means the customer now becomes even more happy.

MS TSHEPE: The outside Gauteng channels, delivery channels are quite interesting. So how would you do that to Pep? Would the supplier deliver it to Pep and the consumer fetches it there or how would it work?

MOTAUNG: No, I will fetch it from the supplier and then I will take it to Pep and then I will inform the customer that I am going to use Pep or  
10 Postnet, whichever one is closer to them. Then once I get confirmation then I will go and you know, via Pep or Postnet.

MS TSHEPE: Thank you. I wanted to ask you just on one of the things we heard from a lot of platforms, particularly in the E-Commerce, their experiences and I just wanted to hear your view on that, is if you take on the bigger E-Commerce platform head on competition seems a bit hard and that the best way to deal with it is to go into like a niche market so to speak and I would imagine yours was a lot more SMME type or even the products that you want to do. I wanted to find out firstly do you think that that is the better way or are you looking ...[intervenes]

20 MOTAUNG: Yes.

MS TSHEPE: To take the bigger guys head on?

MOTAUNG: No, no, no I think I have tried to take the bigger guys and I was burnt. So I think the best way is to start small and grow gradually because when you know, when we started we did... so I used a lot of my network and the relationship that I have built. So we went massive.

There were a lot of even newspaper coverage's and you know, prior to our launch and the feedback that we were getting was really positive and there was little bit of a buzz word and you know, momentum going.

But after that, then our platform started getting spam attacks and whatever. So I do not know where the spam attack were from, but we could not... I remember we had like a month where we could not do anything on the platform, because whilst we are trying to deal with the spam the new ones are coming.

Then we realised no, we do not have the muscle to fight this so  
10 let us rather try to find another way, otherwise this thing is going to kill the business even before we started.

MS TSHEPE: And do you know who else is in the industry is trying to offer niche, this sort of niche E-Commerce solutions? Are there many platforms like that?

MOTAUNG: Ja, the small ones you, most of them now they go via the route of Instagram and that is now how we want, because most people they some of them they do not trust the Instagram one. They think the product is fake or the product come from Alibaba. So we did not want to go that route.

20 So what we wanted, was something that also that is going to promote more local products because indeed most of these products on Instagram and whatever, they come from overseas. So we wanted to change the entire value chain to have more of our products that are made locally.

The other challenge is like since we are here, I just remembered



another value point that I wanted to make. When I said I think this industry need to be regulated. Like we tried to go through radio stations to get air time and TV's, and the quote that we get you know, it was very extremely expensive. We went the billboard way.

The quote we get were expensive and I am thinking we cannot be paying the same amount of money with the likes of Takealot and other big players. To them it is nothing. To us it is a major cost. There should be a model where small players are charged at a certain rate so that it gives us a fair chance to stand and fight because for example, if I  
10 go to Facebook and try to do my marketing I will spend maybe if I want to reach 3000 people, I will spend like three hundred, four hundred a day.

So normally I will run a company for five days. So let us say out of interest sake, my target is to reach 3000 people, I can only afford to do that on Facebook and the challenge with the Facebook one is it reaches 3000 people, regardless of that person is unemployed, regardless if that person is young, that person is old.

But if I were to reach 3000 people on billboards, on the highway or on the suburb, chances are I will reach two people who are working.  
20 Who are driving to work or from work, who have high chances of sales conversion and that is where we stand a valid, better chance of winning but that is where the market is closed because we cannot afford it.

MS TSHEPE: Thank you Mr Motaung on that. I mean, so other than just on marketing, other than Facebook then which other channels do you use?

MOTAUNG: So we use the word of mouth. So I went to the traditional old one of pamphlets, but because of Covid I could not get access to the estates in here, for example in Midrand because we went to the drawing board. We say okay, let us try to get more sales in Midrand. Because there are a lot of, there are over like 23 complexes here.

When I was doing my calculations, each complex has around 150 of 200 units. So it means if I can reach 23 complexes here and maybe be able to put my flyers in those units, if I can even get 1% of that then it will be much higher than my current sale. So I can be able to  
10 get more because that is when I was doing my maths, to say I have got 23 complexes here, each with 150 to 200 units.

In one unit you find that there is two or more people staying in there, so my chances of converting sales are higher.

MS TSHEPE: Okay, thank you Mr Motaung. I think there are just two, I know I do not have enough time left with you. The one other thing I wanted to ask you was just if you know if there are platforms owned by historically disadvantaged businesses. Did you, I mean persons. Do you know if there are any?

MOTAUNG: No, not specifically.

20 MS TSHEPE: You do not know?

MOTAUNG: No.

MS TSHEPE: Okay. So in your view, do you think it is because of the challenges that you are raising that we would not... we do not have many or you just do not know?

MOTAUNG: Yes. No no no, I think it is mainly because of the challenge

because number one to get a platform developed it is way expensive. We try to develop it locally. The quotes were crazy and I remember after we launched, we got so many calls of people saying guys, how did we do it because we also want to enter the space.

You see, and initially we were frustrated, because like why are people asking us such questions, but later on we realised that no no no, it is because people have been trying to do this but they realise that it is not easy. It is expensive. Maybe they thought we found a way that is much affordable so that at least it opens up the market.

10 To enter this space is extremely expensive. Because you need to develop the platform and it is not just the simple website where someone can develop it, because this is a two face website. It means the consumer side and also the business side, and at the background you need to integrate those things.

You are dealing with people's data, sensitive data and all those stuff. So you need to make sure that the platform is secure. So it drives the costs way up.

MS TSHEPE: Mr Motaung, I think I am going to leave it here and thank you. I do not know if James has any questions for you, but thank you so  
20 much for your time and just eliminating us on your journey and some of the challenges you are facing. We hope to, I had hoped we would have time to discuss what do you think we could do to resolve some of those.

I mean you have spoken about some of the proposal regarding advertising and all.

MR MOTAUNG: Yes.

MS TSHEPE: But I had hoped we would have more time on the others, but I suppose the technical ...[intervenes]

MR MOTAUNG: Ja, but also ...[intervenes]

MS TSHEPE: Sorry, go ahead.

MR MOTAUNG: I also submitted that marketing plan initially to the commission to say this is what we had wanted to do, but we are unable to do some of the things, because purely of financial challenges.

MS TSHEPE: Yes, but what I wanted to say is that I am sure there will be more engagements as we go further in this process with the  
10 technical team, but thank you for your time. I will hand over to the Chairperson now. Thank you.

MR MOTAUNG: Okay, I really appreciate the opportunity.

CHAIRPERSON: Thank you Mr Motaung. I just have one question. You mentioned looking at relief funds, but have you looked at other public sources of funding and if you have, what has been the response?

MOTAUNG: Not yet, we are trying to... busy working on the proposal model. So I have done some few things and then I have sent it to some of the business guys to review, so that when we approach those institutions, we have covered all our angles, because you do not want to  
20 you know, waste time and opportunity.

You know, sometimes you get given one opportunity so you need to make sure that you cover all aspects of it. We hope once things get better, the Covid and whatever, we can start going back and approaching those institutions.

CHAIRPERSON: Well, I think once you do we would appreciate the

feedback from you about whether there is funding available, and we heard I think from another small business, Sisters on the Move that some of their public funds they had approached had said they were not funding online platforms at the moment.

So we would appreciate I think your feedback as well, because that can fall within the scope of our recommendations as well.

MR MOTAUNG: Yes, so we are also looking at approaching NYDA because you know, we are still young people under the age of 35. So we will see how that one goes and then we will provide the feedback to  
10 the commission.

CHAIRPERSON: Thank you very much Mr Motaung. I think that brings this session to a close, and I just wish Red Puppy all the best, and on your journey as an entrepreneur trying to stake a claim in the digital economy. So certainly I hope you get this moving and get some momentum behind you.

MR MOTAUNG: Thank you very much for the opportunity.

CHAIRPERSON: That does bring us to an end for today. We have no afternoon session. As I mentioned at the beginning of the day, the... we were meant to wrap up in fact today but we have a few spill overs from  
20 people who either faced loadshedding challenges or unfortunately had to be moved due to challenges by the panel.

So Monday we resume at ten AM to twelve AM just for two hours and we are doing food delivery with Paarl Eats and Driver Foods, two small local food delivery platforms and then it is a week until the 29<sup>th</sup>, and on the 29<sup>th</sup> at three thirty we will have Rabossa and at four thirty

Takealot and then that will conclude the public hearings.

The revised schedule is up on our website, so anyone can go and get that and I want to thank everyone over the last three weeks for their participation. I think it made a difference for our understanding especially, but I hopefully also the public at large. So with that we will close this session and resume on Monday.

SESSION ENDED

10

20

## CERTIFICATE OF VERACITY

I, the undersigned, hereby certify that, *in as far as it is audible*, the foregoing is a **VERBATIM** transcription from the soundtrack of proceedings, as was ordered to be transcribed by Gauteng Transcribers and which had been recorded by the client

<u>Case No</u>	<u>Competition Commission</u>
OIPMI	RED PUPPY

RECORDED AT:  
FORUM DATE: 2021-11-19  
ORDER TO TRANSCRIBE: Transcribe soundtrack as per order  
TRANSCRIBER: C SCHWARTZ  
SOUNDTRACK: Date and Time received: 2021-11-19  
DATE COMPLETED: 2021-11-21  
INFORMATION: WeTransfer

**PLEASE NOTE:**

- 1. Parties sometimes unclear, therefore the "indistinct"**
- 2. Parties intervening each other may result in indistinct words and or phrases.**



**Gauteng Transcribers**  
Recording & Transcriptions

41 Alexandra Road,  
Irene Centurion  
TEL: 012 941 0587 FAX: 086 742 7088  
MOBILE: 066 513 1757  
[info@gautengtranscribers.co.za](mailto:info@gautengtranscribers.co.za)  
[www.gautengtranscribers.co.za](http://www.gautengtranscribers.co.za)