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Department:  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA

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## NOTICE TO GLOBAL BUSINESS SERVICES (GBS) INCENTIVE BENEFICIARIES AND THE SECTOR: STATUS OF THE INCENTIVE PROGRAMME January 2026

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This notice serves to inform and reassure GBS incentive beneficiaries on the status of outstanding claims for the 2024/25 financial year and the continuation of the programme.

The department appreciates the sector's continued support and its commendable achievements in recent years. Due to this rapid growth of the sector, resulting in the increased demand for the incentive, as well as current government budget constraints, the department has implemented necessary adjustments. These changes aim to ensure that the programme continues to support growth in this key sector so that it can sustain its vital role in creating employment opportunities for our youth.

In the (2024/25) financial year, the department approved applications amounting to **R1.3 billion** and disbursed over **R800 million**, representing a **109% increase** from the initial allocation. This demonstrates the department's strong commitment to the sector and alignment with the objectives of the GBS Masterplan.

To date, more than 95% of the current year's budget has been disbursed towards the 2024/25 claims. The remaining 5% of the budget will be paid by **February 2026**, covering qualifying claims on a first-in-first-out basis. All outstanding claims and new applications will be considered in the first quarter of 2026/27 (April to June 2026), subject to budget availability and compliance.

The department confirms that all active approvals and claims will be honoured subject to compliance and availability of funds.

New project applications without approvals (5-year contract) will be considered on a first in first out basis, subject to availability of funding and remaining applications will unfortunately have to be returned due to the unavailability of additional budget.

Efforts are currently underway to secure additional funding to cover any shortfalls and enable the department to process pending annual claims and applications. Importantly, the current funding



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constraints have resulted in the **indefinite suspension of the launching of the revised GBS incentive guidelines**, which will be reconsidered once additional funding has been secured.

Beneficiaries are encouraged to respond promptly to requests from the department and to submit any outstanding information when required. We acknowledge the impact that delays in processing claims and applications may have on your operations, and we sincerely apologise for any inconvenience caused.

Should there be any changes to these arrangements, the department will communicate accordingly.