

Itumeleng Lesofe

From: Nikolay Iliev [nikolayi@gmail.com]
Sent: Saturday, April 22, 2006 11:56 AM
To: Banking Enquiry
Subject: bank charges

Good day,

my understanding is that I can send comments regarding bank charges to this email address. Please advice if that is correct.

Here are my thoughts:

I am primarily banking with Standard Bank for now, and I am disgruntled from their extremely complicated fee structure and extremely high fees. At this stage there is no way for me to check my account balance without paying for it, which I find absolutely unacceptable! I have risen the issue with them but they don't seem to be too interested. Currently SB charges more than R20 per month for access to internet banking, and R1.05 per mini-statement from their ATMs. Apparently one can use cell phone banking to request an account balance without paying for it, but it turned out that I have to pay almost R140 to upgrade my cell phone SIM card in order to use this service, which I refused to do. I have invested in a computer, I have 24/7 internet access both at work and at home, I don't see any reason why I have to bother with cell phone banking to check my balance, when I can use Internet banking, which is far more convenient, only problem is that it is not free! Given the fact that the transaction charges via internet banking are the same as for ATM banking, except that you can see your account balance without paying for it on per transaction basis as with the ATM, I can conclude that the R20+ monthly fee for Internet Banking is just another way of charging me for being able to see my account balance whenever I wish!

I would say that by keeping your money in the bank ones loses about 1% of the amount. In other words if your salary is R10,000 and it get deposited in a cheque account, you will only be able to spend R9,900 of them, the rest will be lost in the form of fees, excluding any interest of course.

I have also questioned their overly complicated fee structure. They have this different plans, for example the Rebate one, under which one is suppose to get a refund of their fee up to certain amount depending on the positive balance of his/hers cheque account (must be minimum R6,500). As it turned out this refund doesn't include branch cash withdrawals nor balance enquiries, two very frequent operations. If I had internet banking, the R20+ monthly fee is also excluded from this refund. I would like to know why? The explanation they have given me is rather unacceptable and makes no sense for any reasonable person!

There is another problem with the charge for balance enquiry on an ATM. Sometimes the ATMs run out of paper or ink. You select that you want a balance enquiry, but you get nothing, while still being charged for the request! Or sometimes you do an inter-account transfer, hoping that you will get a slip from the ATM that reflect your new balance, but there is no paper and you get nothing. Now you have to go to the next ATM and pay R1.05 to get a balance enquiry, which they were suppose to give you as part of your previous transaction for which you have paid already! I am sure that they will refund my R1.05 if I make a problem out of cases like that, but how much time I will have to spend, and money for phone calls or going to the branch to sort out R1.05 problem? ATMs will run out of paper every now and then, the

problem is not in the ATMs but in the completely flawed fee structure!

I will be more than happy to provide you with more information if needed.

Feel free to contact me on 083 3100639

Regards,
Mr N ILIEV