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**From:** John Small [small.jw@gmail.com]  
**Sent:** Saturday, April 22, 2006 7:07 PM  
**To:** Banking Enquiry  
**Subject:** Fwd: Baking charges complaint

----- Forwarded message -----

From: **John Small** <[small.jw@gmail.com](mailto:small.jw@gmail.com)>  
Date: 22-Apr-2006 19:04  
Subject: Baking charges complaint  
To: Keith Weeks <[bankingenquiry@compcom.co.zav](mailto:bankingenquiry@compcom.co.zav)>

Hi Keith

I hope I have the right person and right place ??? I am replying to the broadcast on E news relating to current bank charges and related complaints

My complaints are as follows.

Why does it take so long for an electronic transfer to feature within the same account ? ( STD Bank )

1. eg funds transfer from own cheque acc to own credit card takes 24 hours min before it is available even though there are sufficient funds in both accs?
2. Where is this money being held and who is earning the interest?
3. Accounts at the same bank now take 1 business day before the funds are available in that account. ( STD Bank )
4. eg funds at the same bank but between different account holders?
5. Why cant any bank answer the following?????
6. As soon as an electronic payment is made, the payor is debited but the recipient only receives this money after 3 days.
7. WHERE IS THIS MONEY BEING HELD IN THE MEANTIME?????
8. ALL THE BANKS SAY IT IS NOT WITH THEM BUT IT IS THE OTHER BANK!!!!
9. IN THE MEANTIME THIS MONEY SEEMS TO BE " FLOATING " SOMEWHERE THAT NO-ONE KNOWS ABOUT ???? ABSOLUTE RUBBISH !!!!
10. AS SOON AS AN ELECTRONIC TRANSFER OR PAYMENT IS MADE, THE BANK SYSTEM LOGS IT AND THE NECESSARY DEBITING AND CREDITING ARE CALCULATED BY THE BANKING SYSTEM!!!!
11. IF ONE USES AN ATM OR INTERNET BANKING THE TRANSACTION AND THE RECORDS ARE THE SAME, YET THE FUNDS ARE DEVIATED TO SOME HOLDING ACCOUNT TO DRAW INTEREST OR BE USED TO INVEST BY SOMEONE????
12. ASSUMING 1 MILLION TRANSACTIONS ARE CAPTURED IN A 12 HOUR PERIOD AND THE TOTAL FIGURE AMOUNTS TO APPROX 1 BILLION RAND, THE INTEREST ON THIS AMOUNT OR EVEN THE BRIEF INVESTING OF THIS AMOUNT BECOMES PHENOMENAL,, BUT IT IS NOT FOR THE BENEFIT OF THE MAN IN THE STREET WHO IS MAKING IT POSSIBLE, BUT RATHER SOME CORPORATION OR GOVT DEPT WHO IS RIPPING US OFF.

13. THIS MAKES ONE BEGIN TO WONDER WHO IS GETTING RIPPED OFF AND LIED TO !!!!!!!

I would be extremely shocked and stunned if I even receive a reply, never mind some truthful answers and not a snow job to the above questions or points from one of the Banks or the SA REserve bank.

Yours  
J. Small