

Itumeleng Lesofe

From: Fran [mgft@telkomsa.net]
Sent: Tuesday, April 25, 2006 7:32 PM
To: Banking Enquiry
Subject: Debit/stop orders not processed weekends and public holidays, yet interest charged to customer on homeloans

From: [Mark Weyers](#)
To: 'mgft@telkomsa.net'
Sent: Friday, April 07, 2006 2:21 PM
Subject: RE: Complaint Number - 13546 - UNIQUE CALLER REF :

Dear Mr / Ms Jones

Your e-mail refers.

Your complaint does not fall within the ambit of the FSB.

Please refer your complaint to the Department of Trade and Industry, Mr E Mohommed at

0861-84- 33-84 / Fax 012-394-2503 www.dti.gov.za

Regards,

Please quote your Unique Caller Reference (as in the subject box above) in all our correspondence.

Vermeld asseblief u 'Unique Caller Reference' soos gemeld in die 'Subject Box' hierbo in alle verdere korrespondensie om die spoedige afhandeling van u navrae te fasiliteer

Yours Faithfully / Vriendelik, die uwe
Mark H J de Beauharnais-Harmin-Weyers
Call Centre and e-mail Consultant
Financial Services Board
www.fsb.co.za
Communication & Liaison Department
e-mail: markw@fsb.co.za
Toll-free Line: 0800-110-443 / 0800-20-20-87
Departmental Fax: 012-347-0870

-----Original Message-----

From: system@fsb.co.za [<mailto:system@fsb.co.za>]
Sent: 01 April 2006 07:29 AM
To: info@fsb.co.za
Subject: Complaint Number - 13546

7/28/2006

F Jones - mgft@telkomsa.net 082 291 52 37 - It has been brought to my notice that when paying a debit order/stop order the banks say that these are not processed on holidays ie Sundays or public holidays. (Computers, it seems, can be programmed only in one direction?) However, 2 banks said that they nevertheless process any interest owing to themselves on the these same holiday days. In the case of a homeloan, over for example Christmas 2005 when there were 3 consecutive holidays, the banks must have made a tidy sum.

Is this not an unfair business practice?

This e-mail message has been scanned for Viruses and Content and cleared by **I.S. Mailfirewall** - For more information please visit www.is.co.za

"Disclaimer and confidentiality clause - This message and any attachments relating to official business of the Financial Services Board (the "FSB") is proprietary to the FSB and intended for the original addressee only. The message may contain information that is confidential and subject to legal privilege. Any views expressed in this message are those of the individual sender. - If you have received this message in error, please notify the original sender immediately and destroy the original message. If you are not the intended recipient of this message, you are hereby notified that you must not disseminate, copy, use, distribute, or take any action in connection therewith. - The FSB cannot ensure that the integrity of this communication has been maintained nor that it is free of errors, viruses, interception and/or interference. The FSB is not liable whatsoever for loss or damage resulting from the opening of this message and/or attachments and/or the use of the information contained in this message and/or attachments."