

Itumeleng Lesofe

From: Peter & Sandy [smulik@worldonline.co.za]
Sent: Sunday, May 07, 2006 10:10 PM
To: Banking Enquiry
Subject: enquiry into bank charges

Sir,

I too wish to add my voice to the matter of banking charges. I find it totally unacceptable for banks to install dozens of TVs all over the banking halls, for no benefit to their clients what so ever. It's meant to keep one "amused" while waiting, instead of adding additional personnel to conduct the business at hand faster. Many banks have other frills too, mostly cosmetic which are costly yet of little or no practical use to the client. All of those should either be done away with, or the bank management should pay for them from their own pockets ! Furthermore, banks should concentrate on their core business and leave insurance, funeral plans and the like to those companies whose business it is, instead of competing just for the sake of competing. Another item where I find excessive charges is the latest "fashion" of credit cards linked to medical aid plans. People who need such a facility are, in my opinion disadvantaged, as the charges are quite excessive to include a broker commission. As for ATM facilities, they should all be equipped with CCTV cameras, rather than the TVs inside the hall, to make ATM banking safer at all time. Banks in general do not adhere to their own code of conduct.

regards,
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