From Verster Meij
Sent: May 12, 2006 11:34 AM
To: Banking Enquiry
CC: Shenaaz S Le Roux STANDARD Bank; Jaco Maree STANDARD BANK
Bank Charges Investigation

Dear Mr Weeks

I refer to an article in Beeld of May, 7, 2006 in connection with the ongoing investigation regarding the seemingly high banking charges applicable to SA Banks.
I trust that I can address you in Afrikaans. You are welcome to use Afrikaans or English in your response.
I have been a client of Standard Bank of South Africa for more than 15 years. With the opening of my account in 1991 I enquired at all the major banks regarding their cost structures. I was previously a client of Volkskas (ABSA) for more than 30 years but experienced excessive price increases since 1985. My enquiries led me to the "Prestige Package" which Standard Bank offered. This package was very attractive at the time, since it resulted in a saving of between 10%-15% on all my transactions as a consulting engineer. It was also attractive for budget purposes since a fixed monthly fee applied to ALL transactions.
With time regular adjustments increased my transaction costs significantly, resulting in a poorer and more expensive service.
With the publishing of their new cost structures in 2004, Standard Bank invited comment. Hence I sent an enquiry to them.
My enquiry lead to a whole chain reaction which to date has not progressed any further. No progress has been made in 2 years as the bank is either not capable or willing to give a well reasoned reply regarding their cost policy. They are only promoting their services and are not transparent. Their administration is such that mistakes regularly appear on my statements which I have to have corrected time and again. The mistakes pertaining to the debiting of costs are always to the advantage of the bank and disadvantage of the customer.
You will notice that I have addressed this correspondence for the attention of Mr Jaco Maree but have to date not received a response or even acknowledgement of receipt.
I attached hereto all the correspondence to date for your further information.
I trust that this information will be of assistance and of interest to you. It will be my pleasure to receive comments should the Commission wishes to make any.
I trust that your investigation will mean something to the client which I am convinced are being radically exploited. I can't accept that our banks system cannot be compared to those of other countries. The article also showed that with the implementation of electronic settling (clearing?), the banks greatest advantage and income earned is disproportionately high to the costs of delivering the service.
Please note that I will gladly receive any correspondence via e-mail, as my filing is only done electronically.
**Also note that all correspondence should be sent to: vmeij@ctec.co.za.**
With best wishes for a speedy finding to your investigation.
Yours truly

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e-mail/po: vmeij@ctec.co.za

From: Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]
Sent: Wednesday, January 19, 2005 11:30 AM
To: 'gvmeij@xsinet.co.za'
Subject: Complaint: Standard Bank Ref Number: 031 226 981
Dear Mr Meij
We acknowledge receipt of your complaint dated 03 December 2004.
The complaint has been referred to Mr Schelbusch's office, to the Customer Relationships Centrum for investigation.
The case enjoys urgent attention and we will give your feedback shortly.

Shenaaz Le Roux,
Manager, Customer Relationships
Tel (011) 636 5554
Faks (011) 636 8860
E-mail Shenaaz.LeRoux@standardbank.co.za

From: Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]
Sent: Monday, January 31, 2005 10:28 AM
To: 'gvmeij@xsinet.co.za'
Subject: FW: Complaint: Standard Bank Ref Number: 031 226 981
Dear Prof Meij
We refer to the complaint received at our offices on 18 January 2005. The matter has been discussed thoroughly with our Price Division. Please find attached our feedback.
Trust you find everything in order.
<<Prof Meij.doc>>
Shenaaz Le Roux,
Manager, Customer Relationships
Tel (011) 636 5554
Faks (011) 636 8860
E-mail Shenaaz.LeRoux@standardbank.co.za

From: Verster Meij [gvmeij@xsinet.co.za]
Sent: Tuesday, February 01, 2005 4:27 PM
To: Jaco Maree STANDARD BANK
Cc: Lorraine Santos STANDARD BANK
Subject: Prestige Package
PERSONAL ATTENTION: OFFICE OF MR JACO MAREE
Dear Sir
I send herewith correspondence I had with your personnel regarding a recent letter to your clients in connection with banking costs. Attached therewith is a reply which I received from Shenaaz le Roux which I consider extremely poor and incomplete. This e-mail is also being sent to the local branch of Standard Bank at Modimolle where I conduct all my business.
Thank you for your attention.
Yours truly
G V Meij, Pr Ing.
G V Meij, Pr Eng/Ing
PO Box 1222 Posbus

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Fax/Faks: +27 (0)14 715 2220
086 680 4362
e-mail/pos: vmeij@xsinet.co.za

From: Verster Meij [gvmeij@xsinet.co.za]
Sent: Tuesday, February 01, 2005 2:51 PM
To: Shenaaz S Le Roux STANDARD BANK
Subject: Prestige Package

Dear Mr Le Roux

Hereto attached is my response to your letter, without any reference, dated 31 January 2005. Please acknowledge receipt of this to vmeij@xsinet.co.za I trust that I will as soon as possible receive your full attention.

Yours truly
G V Meij, Pr Ing.

G V Meij, Pr Eng/Ing
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Tel: +27 (0) 14 715 2220
Fax/Faks: +27 (0)14 715 2220
086 680 4362
e-mail/pos: gvmeij@xsinet.co.za

From: Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]
Sent: Monday, February 07, 2005 8:41 AM
To: 'Verster Meij'
Subject: Re: Prestige Package
Dear Mr Meij
Just to let you that our response to your letter is almost completed. Our Pricing Division informed us that management will sign it off today.

Shenaaz Le Roux,
Manager, Customer Relationships
Tel (011) 636 5554
Faks (011) 636 8860
E-mail Shenaaz.Le.Roux@standardbank.co.za

## Itumeleng Lesofe

**From:** Verster Meij [vmeij@ctec.co.za]

**Sent:** Friday, May 12, 2006 11:34 AM

**To:** Banking Enquiry

**Cc:** Shenaaz S Le Roux STANDARD BANK; Jaco Maree STANDARD BANK

**Subject:** Bankkoste Ondersoek

Geagte Mnr Weeks,

Ek verwys na 'n berig in die Beeld van 07 Mei 2006 t.o.v. die ondersoek wat op die oomblik aan die gang is na aanleiding van die skynbaar hoë bankkoste wat by Suid-Afrikaanse Banke van toepassing is.

Ek vertrou dat ek hierdie skrywe in Afrikaans aan u kan rig. U is welkom om óf Afrikaans óf Engels in u reaksie te gebruik.

Ek is 'n klient van Standard Bank van Suid-Afrika vir meer as 15 jaar. By my plasing van my rekening in 1991 het ek 'n navraag by al die prominente Banke wat in my bereik sake gedoen het, gedoen i.v.m. wat hulle kostestrukture is. Ek was voorheen 'n kliënt van Volkskas (ABSA) vir meer as 30 jaar, maar het by hulle 'n buitensporige prysverhoging beleef vanaf 1985. My navrae het my gelei na die "Prestige Pakket" wat Standard Bank aangebeid het. Hierdie pakket was op daardie stadium vir my aantreklik aangesien dit vir my transaksies, wat ek as Raadgewende Ingenieur bedryf het, 'n besparing van tussen 10% en 15% sou beteken. Vir begrotingsdoeleindes was dit ook aantreklik, want 'n vaste maandelikse fooi was van toepassing vir ALLE transaksies.

Met verloop van tyd het aanpassings egter gereeld verskyn wat die koste van my sake aansienlik verhoog het, en wat daartoe gelei het dat ek 'n swakker en duurder diens ontvang het.

By verskyning van hulle nuwe prysstruktuur het Standard Bank gedurende 2004 'n uitnodiging om kommentaar gerig. Dit het daartoe gelei dat ek 'n navraag na hulle deurgestuur het.

Op my navraag het 'n hele kettingreaksie gevolg wat tot op hede nog niks verder gevorder het nie. Dit is nou al 2 jaar sonder enige vordering aangesien die Bank nie bereid of in staat is om goed gemotiveerde antwoorde te verskf oor hulle kostebeleid nie. Hulle is altyd net met reklame besig en is gladnie deursigtig nie. Hulle administrasie is ook van so 'n aard dat daar gereeld foute op my state verskyn wat ek telkemale moet laat regstel. Die foute met die debitering van koste items is altyd tot voordeel van die bank en tot nadeel van die kliënt.

U sal oplet dat ek die navraag ook vir aandag van Mnr Jaco Maree gemerk het, maar tot datum nog geen reaksie, selfs van ontvangserkenning van hom gekry het nie.

Ek heg hierby vir u inligting al die korrespondensie aan wat gevoer is.

Ek vertrou dat die inligting vir u interessant en tot hulp sal wees. Indien u kommissie enige kommentaar wil lewer sal dit vir aangenaam wees om dit te ontvang.

Ek vertrou dat u ondersoek iets kan beteken vir die Suid-Afrikaanse Bankklient, wat ek oortuig is radikaal uitgebuit word. Ek kan nie aanvaar dat ons Bankwese nie met ander lande vergelyk kan word nie. Ook het die artikel getoon dat met die instelling van elektroniese verrekening, die banke die grootste voordeel en inkomste verdien wat buite verhouding is met die koste om die dienste te voorsien.

Let asb. daarop dat ek graag enige korrespondensie per e-pos ontvang aangesien my liassering slegs elektronies gedoen word.

**Let ook asb. daarop dat alle korrespondensie gestuur moet word aan: vmeij@ctec.co.za.**

Met beste wense vir 'n spoedige bevinding van u ondersoek.

Die Uwe

G V Meij, Pr Ing.

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Fax/Faks:+27 (0)14 715 2220
e-mail/pos: vmeij@ctec.co.za

## Itumeleng Lesofe

**From:** Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]

**Sent:** Wednesday, January 19, 2005 11:30 AM

**To:** 'gvmeij@xsinet.co.za'

**Subject:** Klagte: Standard Bank Ref Nommer: 031 226 981

Geagte Mnr Meij

Ons erken ontvangs van u klagte gedateer 03 Desember 2004.

Die klagte is verwys van Mnr Schelbusch se kantoor, na die Klienteverhoudings Sentrum vir ondersoek.

Die saak geniet dringende aandag en ons sal eersdags vir u terugvoer gee.

**Shenaaz Le Roux**
**Bestuurder, Klienteverhoudings**

**Tel 011 636 5554**
**Faks 011 636 8860**
**E-pos Shenaaz.LeRoux@standardbank.co.za**

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**Itumeleng Lesofe**

**From:** Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]
**Sent:** Monday, January 31, 2005 10:28 AM
**To:** 'gvmeij@xsinet.co.za'
**Subject:** FW: Klagte: Standard Bank Ref Nommer: 031 226 981

Geagte Prof Meij

Ons verwys na die klagte ontvang by ons kantore op 18 Januarie 2005.

Die aangeleenthied is deeglik bespreek met ons Prys Afdeling. Vind asseblief ons terugvoer aangeheg.

<<Prof Meij.doc>>

Hoop u vind alles in orde.

**Shenaaz Le Roux**
**Bestuurder, Klienteverhoudings**

**Tel 011 636 5554**
**Faks 011 636 8860**
**E-pos Shenaaz.LeRoux@standardbank.co.za**

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**Itumeleng Lesofe**

**From:** Verster Meij [gvmeij@xsinet.co.za]
**Sent:** Tuesday, February 01, 2005 2:51 PM
**To:** Shenaaz S Le Roux STANDARD BANK
**Subject:** Prestige Pakketnavraag

Geagte Mnr le Roux,

Hierby aangeheg is my reaksie op u skrywe, sonder enige verwysing, gedateer 31 Januarie 2005.

Erken asb. ontvangs hiervan aan gvmeij@xsinet.co.za

Ek vertrou dat ek so gou moontlik u deeglike reaksie sal ontvang.

Die Uwe

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**Itumeleng Lesofe**

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**From:** Verster Meij [gvmeij@xsinet.co.za]

**Sent:** Tuesday, February 01, 2005 4:27 PM

**To:** Jaco Maree STANDARD BANK

**Cc:** Lorraine Santos STANDARD BANK

**Subject:** Prestige Pakket

PERSOONLIKE AANDAG: KANTOOR VAN MNR JACO MAREE

Waarde Heer,

Ek stuur hiermee korrespondensie wat ek met u personeel gevoer het na aanleiding van 'n onlangse brief aan u kliente i.v.m. bankkoste. Daarby is ook aangeheg 'n antwoord wat ek van Shenaaz le Roux ontvang het wat ek as uiters swak en onvolledig beskou. Hierdie e-pos word ook aan die plaaslike tak van Standard Bank te Modimolle gestuur waar ek al my sake bedryf.

Baie dankie vir u aandag.

Die Uwe

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**Itumeleng Lesofe**

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**From:** Le Roux, Shenaaz S [Shenaaz.LeRoux@standardbank.co.za]

**Sent:** Monday, February 07, 2005 8:41 AM

**To:** 'Verster Meij'

**Subject:** RE: Prestige Pakketnavraag

Geagte Mnr Meij

Net om vie u te laat weet, dat ons aantwoord na u skrywe amper klaar is. Ons Prysafdeling het laat weet dat die bestuur in die Afdeling die skrywe vandag sal afteken.

**Shenaaz Le Roux**
**Manager, Customer Relations**

**Tel 011 636 5554**
**Fax 011 636 8860**
**E-mail Shenaaz.LeRoux@standardbank.co.za**

-----Original Message-----
**From:** Verster Meij [mailto:gvmeij@xsinet.co.za]
**Sent:** 01 February, 2005 14:51
**To:** Shenaaz S Le Roux STANDARD BANK
**Subject:** Prestige Pakketnavraag

Geagte Mnr le Roux,

Hierby aangeheg is my reaksie op u skrywe, sonder enige verwysing, gedateer 31 Januarie 2005.

Erken asb. ontvangs hiervan aan gvmeij@xsinet.co.za

Ek vertrou dat ek so gou moontlik u deeglike reaksie sal ontvang.

Die Uwe

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