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**From:** Ian Samson [iansamson@telkomsa.net]  
**Sent:** Friday, May 12, 2006 10:10 PM  
**To:** ib@absa.co.za  
**Cc:** Banking Enquiry  
**Subject:** Your reference number for the complaint is: 41199

Nathan Scullard  
Email Services  
Absa Contact Centre  
www.absa.co.za

Dear Mr Scullard, below is a message received from Constantia Sectional Title Management (011 679 5629) in which Natalie Harris writes:

----- Forwarded message follows -----

Morning Ian,

Regarding our telephonic conversation I tried to get hold of Beranice but was told she is not in, then requested somebody else to help. I was then told the statements had still not arrived which I said was unacceptable and he said that "she" would phone them now and see what the hold up is, I asked who the "she" was and was informed that it was Beranice.

I feel that they are avoiding us, because as you know I have sent a number of letters to them which were hand delivered with no answer to our request.

Beranice at Absa has promised to get the statements to me last week but to no avail has there been any statements, I will try and contact her later again and see if there has been any change with the statement.

Thank you

Natalie

----- End of forwarded message -----

This type of irresponsible attitude is NOT ACCEPTABLE and I expect Management of ABSA to take appropriate action before we take LEGAL ACTION!

I have already faxed a strongly-worded letter to the Branch Manager of ABSA Northcliff complaining about the lack of service received from their staff. I also warned him/her that should I not receive satisfactory service immediately, I would contact the CEO of ABSA. The above letter from CSTM tells me that your branch at Northcliff is not only inept, but totally

devoid of any sense of responsibility.

I will therefore contact the other trustees of our body corporate and advise that we close the deposit account with ABSA Northcliff (approximately R20,000) and move our account to FNB Cresta, so what if the interest rate is slightly different, at least the service I get from FNB is one gazillion times BETTER than the service (what's that) we have to accept at ABSA (in general).

**DISGUSTING!**

Thank you.

**Ian Samson & Marge van der Linde**

Trustees (Camelot Body Corporate)

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