

Itumeleng Lesofe

From: cliveswann@eject.co.za
Sent: Sunday, May 28, 2006 5:32 PM
To: Banking Enquiry
Subject: Att Mr. Keith Weeks///

Dear Mr. Weeks,

Further to a previous submission to your Banking Enquiry just a very small additional observation concerning rampant banking charges.

Briefly, In end April I ' Phoned Nedbank to enquire when the Tax interest certificates would be posted out. Without checking specifics the clerk told me definitively that they had been posted in March. She suggested I get a duplicate at my nearest branch. I obtained a printed duplicate in Mid May from a local branch, and there was no mention of any charge for this mundane service. A week later my original copy arrived in the mail. So much for March dispatching. On my end May statement I was debited R25.00 for the simple task of printing out this document. I wonder if the cost of printing a document translates to R25.00. Most other industries would consider this a simple customer service. Is banking heading the way of vulture legal offices where to add to the myriad of specious charges, we will soon be charged for the privilege of ' phoning them?

Also I wonder if it is actually legal for the Banks to charge clients for handling their tendered currency ? Surely money is legal tender which should carry no handling charges except for later charges for any services rendered, def. not for the "privilege" of depositing money into savings which the banks actually benefit from. Perhaps this should be tested in the constitutional court.

I wish you luck in your deliberations into this arrogant industry and sincerely hope the public ultimately receive some relief.

Sincerely,

Clive Swann.