

Itumeleng Lesofe

From: Neldo Dello Strologo [NeldoReshetTours@worldonline.co.za]
Sent: Tuesday, June 20, 2006 11:02 PM
To: Banking Enquiry
Subject: BANK CHARGES & TELKOM

Attention:Mr. Keith Weeks.

Dear Sir,

I wrote to Mr. T. Boardman in early 2005 about bank charges for "optimum" clients who, being on a fixed income as retirees, had been severely clobbered by the reduction in interest rates to the extent they lost a third of their income. I asked if they could look at the formula for calculating bank charges for this group. I also asked if they would acknowledge receipt of my letter (not an answer, just a receipt). This took six weeks. Eventually I got a letter from a lady in client services who more or less told me to stop using the ATM... but in July of last year I learned that if I had R10,000 or more in a fixed deposit account, not money market, bank charges would come down a lot. They did.

If however they are still charging R2.85 plus .90 cents = R3.75 on R40 ATM transaction to people without an investment I think this is too darn much - particularly for poorer folk who get a meager salary and have it paid into Nedbank by their bosses.

NEDBANK AND TELKOM.

I received a letter from Liberty Life asked me to give proof of identity for an account number I didn't recognise (They had bought out Fed Life who got bought out by Capital Alliance who were bought out by Lib Life). I duly complied, but wanted to know whether they received my fax. An 0861 number was given on their letter. Trapped by their call centre's canned music I hung on and hung on. Eventually I rang their 339 number and was told I should never have received the letter. I then rang Telkom - the call had cost me R8. So I bitched at Lib Life and demanded that they refund me the cost of the unnecessary call, the fax, and cost of copying my documents. Someone from Lib Life went to the bank and made a counter deposit into my account for R10. As an optimum client this cost me .55 cents. IF I hadn't had an investment, the counter cash deposit would have cost me R1.10 on R10. Are they out of their tree?

TELKOM BLURB

Listening to Dr. Gavin Lewis this a.m. on Classic FM reminded me about Telkom.
 Look what they say in their blurb about 0861 numbers.

"The MaxiCallservice allows you to utilise your resources more efficiently as the caller pays the full cost of the call to the MaxiCall 0861 number. The call is charged at a fixed rate irrespective of the distance of the call. This service is ideal for telemarketing since it *discourages responses from people who are not serious about doing business with you*".

Well hoop -di- do! If one has an insurance policy, or a medical aid who uses these numbers for their **Call Centres** one is so often trapped by (a) their recorded instructions, sales spiel, followed by (b) canned music and (c) a wait, and sometimes a long wait, for a so-called "consultant" and you are doing this because?... Oh, just to waste R10 or R12 or even more if your query is complex. Apart from paying a lot into a medical aid for cover, or an insurance company for the same, we then have to pay more to show "we are serious about doing business"? C'mon guys!! Big companies with call centres need to negotiate a better deal for their clients with Telkom, or at the very least bring down their charges for those who are serious about their money and would rather spend it on

something essential, like an exactmoble Sumo butt wiggling bear!

Kind regards,

Liz dello Strologo