

Itumeleng Lesofe

From: Ian Samson [iansamson@telkomsa.net]
Sent: Sunday, July 30, 2006 10:22 PM
To: info@fnb.co.za
Cc: Banking Enquiry
Subject: FNB Service Charges

Charging R6.50 to transfer R50.00 from my Smart Account to my wife's Status Gold Cheque Account is daylight robbery. What did FNB do to effect this? Nothing. It was done electronically. How can FNB justify charging R6.50 to transfer between accounts, and charge R1.75 for an external EFT purchase? Surely it ought to be reversed? How can I also get cheaper service fees on my Smart Account since my wife has reduced service fees on her cheque account?

Here's a message I sent on 15 July:

Your Internet Service Fees are exorbitant! Charging R6.50 to electronically transfer from one FNB account to a non-FNB account is totally over the top and you ought to be ashamed of yourselves. I will be reporting this event to "bankingenquiry@compcom.co.za"

SHAME ON YOU!

You say "How can we help you?" Well, you can start by reducing your fees for internet/electronic banking. Staff are doing nothing, computers are doing everything, why charge such huge amounts?

SISS on you!

-- Ian Samson (Prof.)

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