ANNEXURE C3

CEO Communication

CEO-level escalation confirming inability/failure to produce records

mbuso@icon.co.za

From: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Sent: Friday, 29 November 2024 12:32
To: mbuso@icon.co.za
Cc: FNB CEOComplaints
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date

Dear Mr Dlamini.

Thank you for your email.

Our team is actively working on the matter, please be assured that we are giving your request the attention it deserves.

We understand the importance of this issue and appreciate your understanding during this process.

Yours sincerely.

Samantha Yassine
Service Recovery Advisor
Personal and Private Segment: Chief Operating Office
COO Service

CEOcomplaints@fnb.co.za
+27 87 311 8039

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From: Mbuso <mbuso@icon.co.za>
Sent: Friday, November 29, 2024 8:50 AM
To: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Cc: mbuso@icon.co.za
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date - [External Email]

Good Day Samantha

Please try to find the following and send me the bank statements from inception to date, which may assist us, because there is a link between PEG HR Solutions Pty Ltd and Friedshelf (RF) 1287 Pty Ltd:

1. Please urgently send me all bank statements of PEG HR Solutions Pty Ltd, which include but are not limited to the following, from inception to date:
    a. Account Name “Loan Account”.
    b. Account Name “Past Due”, account number SMT-LC11I00171.
    c. Account Name “PEG HR Solutions 2527 Term”, account number 0000002527.
    d. Account Name “PEG HR Term Loan 7298 R25m”, account number 0000007298.

[redacted]nk accounts using the account / company name Friedhslef 1287 (RF) Pty Ltd?

Once you get the PEG HR Solutions Pty Ltd bank accounts, we will try to link back to Friedshelf 1287 (RF) Pty Ltd.

Please let me know if you are unable to find the PEG HR Solutions Pty Ltd so that we may use more information to find these bank accounts.

Kind Regards
Ephraim Mbuso Dlamini
For and on behalf of PEG HE Solutions Pty Ltd
Director.

From: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Sent: Friday, 29 November 2024 08:36
To: mbuso@icon.co.za
Cc: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date - [External Email]

Dear Mr Dlamini.

Thank you for taking the time to answer my call.

As per telephonic discussion,we are unable to locate the below as per your request.

1. Account Holder : Friedshelf 1287 (RF) Pty Ltd
2. Account Numbers:
    a. Loan Account: has not been issued to us from inception to date.
    b. Capital Redemption Reserve Account: has not been issued to us from inception to date.
    c. Other Accounts we have with yourselves:
        i. Collection Account Number SMT – DC11A00276.
        ii. Operating Account Number SMT – DC11A00277.
        iii. Deposit Account Number SMT – DC15J00340.
    d. Any other bank accounts of Friedshelf 1287 Pty Ltd, held at First Rand bank Limited in the name of Friedshelf 1287 Pty Ltd.

Kindly provide the business account number for Friedshelf 1287 (RF) Pty Ltd or documentation that may assist us to locate the banking profile.

Yours sincerely.

Samantha Yassine
Service Recovery Advisor
Personal and Private Segment: Chief Operating Office
COO Service

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+27 87 311 8039

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From: Mbuso <mbuso@icon.co.za>
Sent: Thursday, November 28, 2024 5:19 PM
To: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Cc: mbuso@icon.co.za
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date - [External Email]

CAUTION - EXTERNAL SENDER - Please be careful when opening links and attachments! FNB Cyber Security Office.

Good day

[redacted]

I hope that this helps you, but please let me know if the ID number does not help you, so that I may send you more information.

Kind Regards
Ephraim Mbuso Dlamini
For and on behalf of Friedshelf 1287 (RF) Pty Ltd
Director.

From: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Sent: Thursday, 28 November 2024 15:46
To: mbuso@icon.co.za
Cc: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date

Dear Mr Dlamini.

Thank you for your response.

We are still unable to locate the banking profile.

May I please request that you provide your Identity number and contact number, once received we will be able to address your request more effectively.

Kind Regards

Samantha Yassine
Service Recovery Advisor
Personal and Private Segment: Chief Operating Office
COO Service

CEOcomplaints@fnb.co.za
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From: Mbuso <mbuso@icon.co.za>
Sent: Thursday, November 28, 2024 3:06 PM
To: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Cc: mbuso@icon.co.za
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date - [External Email]

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Good day Samantha

Thank you for coming back to us.

1. Account Holder : Friedshelf 1287 (RF) Pty Ltd
2. Account Numbers:
    a. Loan Account: has not been issued to us from inception to date.
    b. Capital Redemption Reserve Account: has not been issued to us from inception to date.
    c. Other Accounts we have with yourselves:
        i. Collection Account Number SMT – DC11A00276.
        ii. Operating Account Number SMT – DC11A00277.
        iii. Deposit Account Number SMT – DC15J00340.
    d. Any other bank accounts of Friedshelf 1287 Pty Ltd, held at First Rand bank Limited in the name of Friedshelf 1287 Pty Ltd.

Please send us bank statements from inception to date for 2a and 2b as soon as possible. Please also send us for 2c (i) to 2c (iii) as well as 2d if you do have 2d.

Thanking you in advance.

Kind Regards
Ephraim Mbuso Dlamini
For and on behalf of Friedshelf 1287 (RF) Pty Ltd
Director.

From: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Sent: Thursday, 28 November 2024 13:53
To: mbuso@icon.co.za
Cc: FNB CEOComplaints <CEOComplaints@fnb.co.za>
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date

Dear Mr Dlamini.

Thank you for reaching out to the CEO's Desk.

We appreciate your email.

To better assist you, could you please provide more details regarding your inquiry.

Specifically, we would need the following information:

1. Business Account Number

Once we have this information, we will be able to address your request more effectively.

Thank you for your understanding and cooperation.

Yours sincerely,

Samantha Yassine
Service Recovery Advisor
Personal and Private Segment: Chief Operating Office
COO Service

CEOcomplaints@fnb.co.za
+27 87 311 8039

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From: Mbuso <mbuso@icon.co.za>
Sent: Wednesday, November 27, 2024 7:05 PM
To: Vilakazi, Mary <Mary.Vilakazi@firstrand.co.za>
Cc: Mulder, Barbi <barbi.mulder@firstrand.co.za>; busi.zwane@firstrand.co.za; admin@palacegroup.co.za
Subject: RE: Bank Statements - Loan Account and Capital Redemption Reserve Account of Friedshelf 1287 (RF) Pty Ltd from inception to date - [External Email]

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Good Day Ms Mary Vilakazi

This is a follow up on my request that I sent to you on the 19th of November 2024.

We have not received the information to date, i.e. up to now. I had asked that you send us same by close of business yesterday, the 26 November 2024.

If we do not receive the following bank statements of Friedshelf 1287 (RF) Pty Ltd by tomorrow at 12h00, we will have no choice but to request assistance from the bodies mentioned below:

1. Loan Account from inception to date; and
2. Capital Redemption Reserve Account from inception to date.

Thanking you in advance.

Kind Regards
Ephraim Mbuso Dlamini
For and on behalf of Friedshelf 1287 (RF) Pty Ltd
Director.

CC : Ms Busi Zwane (011 282 8370)

From: Mbuso <mbuso@icon.co.za>
Sent: Tuesday, 19 November 2024 21:02
To: 'mary.vilakazi@firstrand.co.za' <mary.vilakazi@firstrand.co.za>
Cc: 'Mulder, Barbi' <barbi.mulder@firstrand.co.za>; 'busi.zwane@firstrand.co.za' <busi.zwane@firstrand.co.za>; 'admin@palacegroup.co.za' <admin@palacegroup.co.za>; 'mbuso@icon.co.za' <mbuso@icon.co.za>
Subject: Bank Statements - Loan Account Friedshelf 1287 (RF) Pty Ltd

Good Day Ms Mary Vilakazi

Kindly and urgently provide us with **a copy of Friedshelf 1287 (RF) Pty Ltd Loan Account bank statement from inception to date**.

You are kindly advised that should not receive a copy of this bank statement by close of business on the 26th November 2024, I will have no choice but to approach any or all of the following, i.e. the National Credit Regulator, Financial Services Conduct Authority, Banking Ombud, Prudential Authority, Financial Intelligence Centre, Public Protector, etc. for their assistance.

Thanking you in advance.

Kind Regards
Ephraim Mbuso Dlamini
For and on behalf of Friedshelf 1287 (RF) Pty Ltd
Director.

CC : Ms Busi Zwane (011 282 8370)

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