NY 4 No. 14

Gugulethu

Cape Town

7750

13 June 2016

To whom it may concern

CAPITEC BANK

Dear Sir/Madam

**COMPLAINT ABOUT HOW MY QUERY WAS HANDLED-BANK ACCOUNT -1266081206**

On the 29th of April 2016, it was a Friday afternoon. I was desperate to withdraw money. Unfortunately there was no Capitec ATM. I then withdrew R3000 from the Standard Bank ATM. The money never came out. I panicked, I then went to the Capitec branch in Mowbray. The lady that assisted me phoned the head office, I was then told that this will take probably 14 to 30 days. R3000 is a lot of money. I got so frustrated l called Capitec after a week, l was so upset when l was told that ABSA has been contacted. I asked the lady why ABSA because I withdrew the money from Standard Bank. She then told me that she will update that with the complaints Department. I called again after a week and the lady mentioned something about ABSA.

This made to panic as l did not understand why is that ABSA is being investigated as l told the lady that l first had contact with at Capitec (Mowbray Branch that I withdrew money from Standard Bank). She also promised me that she will contact the complaints department and let them know that it is Standard Bank. I called again after the 20th and l was told that there is no answer from Standard Bank. I called again after the 25th of June and l was told that the money was withdrawn. I got so upset that no one actually contacted me to update me on the progress I had to phone again and again. This has made me to consider moving to another bank as l was not handle right by your Customer Service. I fell that no one has really done anything about my matter.

As a result l am going to take this further and get all the answers that l am looking for. I am actually very angry l worked so hard to lose R3000 just like that.

Very unhappy client

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Ncebakazi Jwaqu

078 170 7828