PRETORIA ATTORNEYS ASSOCIATION
PRETORIASE PROKUREURSVERENIGING
MOKGATLHO WA BAEMEDI BA PRETORIA

OUR REF: KAREN VAN NIEKERK
DATE: 27 SEPTEMBER 2018

**RE: MASTER'S OFFICE PRETORIA**

In a recent meeting between members of the Deceased and Insolvent Estate Law Committee with the Acting Chief Master and Acting Master, Pretoria, the following issues were discussed and Tessie Bezuidenhout on behalf of the Master`s office agreed that they are committed to assist our members:

*1. Complaints Process:*

*If no response was received after the escalation process was followed to the Assistant Master and Deputy Master, the matter must be referred to the office of the Chief Master who will investigate the complaint.*

*(E-mail address: tbezuidenhout@justice.gov.za )*

*2. Applying for Certified Copies:*

*Members can complete a request form and either hand deliver the request or e-mail the completed form to mamabolo@justice.gov.za and/ or smaponya@justice.gov.za and should include their contact details and e-mail address.*

*The Acting Chief Master agreed that in instances where attorneys required urgent certified copies of documents by the Master and the estate file was missing, members can apply to the Deputy Master of the section in the form of an affidavit if the attorney can confirm that the certified copies they are requesting is the same as the originals lodged at the Master.*

*3. Delays in the Issuing of Letters of Executorship / No Correspondence from the Master since the reporting of the estate:*

*The Chief Master invites members to provide the Chief Masters office with examples, which should include the name of the estate, estate number and date when reporting documents were lodged, where Letters of Executorship were issued after an unreasonable time period. Members may also provide the Chief Master's Office with details where it took an unreasonable time for the Master to issue a J84 query sheet after the reporting of an estate.*

*4. <u>Court Applications</u>:*

*The Chief Master urged members to escalate problems and/ or complaints to the Chief Master's Office before applications were brought to the Court to compel the Master.*

*5. <u>Filing Slips / Formal Discharge</u>:*

*The Chief Master indicated that in future the standard form normally issued by the Master will be amended to make provision for reductions of the bond of security to nil.*

*6. <u>Attorneys' Trust Bank Accounts</u>:*

*Members should take note that in terms of the current Chief Master's Directive, attorneys may use their trust accounts for deposits when administering a deceased estate, but those members must apply to the Master in writing for consent to use their trust accounts to deposit estate funds.*

Kind regards

Karen van Niekerk
Member of the Executive Committee