



THE FIDUCIARY INSTITUTE OF SOUTHERN AFRICA



WESTERN CAPE REGIONAL ELECTION MEETING 2017
MINUTES of the regional election meeting held on
15 May 2018
at Royal Cape Yacht Club, Duncan Road, Table Bay Harbour,
CAPE TOWN

1.	OPENING																																																
1.1.	<p>Ryno Venter, welcomed all members present and thank Shackleton for sponsoring the event. Tanya is thanked for arranging the venue and snacks.</p> <p>The minutes of the previous meeting held on 22 February 2018 is proposed by Robert Picard and seconded by Dirk Coetzee.</p> <p>The meeting has been opened.</p>																																																
1.2	<p><u>Attendees</u></p> <table border="1"><tr><td>Tonya Barnard</td><td>Merwe Moelich</td></tr><tr><td>Alfie Bester</td><td>Jannicke Noeth</td></tr><tr><td>Helen Blackbeard</td><td>Robert Picard</td></tr><tr><td>Pauline Bonkers</td><td>Carien Pretorius</td></tr><tr><td>Eckhard Bongers</td><td>Chantal Robertson</td></tr><tr><td>Keane Brentley</td><td>Barbara-Anne Segalla</td></tr><tr><td>Alida Brink</td><td>Cobus Slabber</td></tr><tr><td>Richard Bryant</td><td>Annemarie Schutte</td></tr><tr><td>Odette Barnard</td><td>Fiona Store</td></tr><tr><td>Dineo Chetsane</td><td>Vanessa Thomas</td></tr><tr><td>Dirk Coetzee</td><td>Elna van der Walt</td></tr><tr><td>Solomon Daniels</td><td>Francois van Gijsen</td></tr><tr><td>Andrea de Jager</td><td>Louis van Vuren</td></tr><tr><td>Johann de Vos</td><td>Hugo van Zyl</td></tr><tr><td>Wilhelmina Erasmus</td><td>Ryno Venter</td></tr><tr><td>Engelize Hitchcock</td><td>Wanda Visser</td></tr><tr><td>Johann Jacobs</td><td>Brandon Voges</td></tr><tr><td>Leslene Jones</td><td>Ilze Voges</td></tr><tr><td>Rodney Koen</td><td></td></tr><tr><td>Nico Louw</td><td></td></tr><tr><td>Almo Lubowski</td><td></td></tr><tr><td>Marguerite Marais</td><td></td></tr><tr><td>Antoinette Martin</td><td></td></tr><tr><td>Rita Mendes-Abreu</td><td></td></tr></table>	Tonya Barnard	Merwe Moelich	Alfie Bester	Jannicke Noeth	Helen Blackbeard	Robert Picard	Pauline Bonkers	Carien Pretorius	Eckhard Bongers	Chantal Robertson	Keane Brentley	Barbara-Anne Segalla	Alida Brink	Cobus Slabber	Richard Bryant	Annemarie Schutte	Odette Barnard	Fiona Store	Dineo Chetsane	Vanessa Thomas	Dirk Coetzee	Elna van der Walt	Solomon Daniels	Francois van Gijsen	Andrea de Jager	Louis van Vuren	Johann de Vos	Hugo van Zyl	Wilhelmina Erasmus	Ryno Venter	Engelize Hitchcock	Wanda Visser	Johann Jacobs	Brandon Voges	Leslene Jones	Ilze Voges	Rodney Koen		Nico Louw		Almo Lubowski		Marguerite Marais		Antoinette Martin		Rita Mendes-Abreu	
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1.3

Apologies

Najeema Abrahams	Tanya Lochner
Janap Allie	Hennes Louw
Malissa Anthony	Suzette Malherbe
Sean Beagley	Fiona McKend
Tim Bellairs	Seugnet Moggee
Helene Bentz	Tracy Muller
Julian Boshoff	Karin Muller
Elna Brink	Chis Murphy
Keith Cullis	Ravendri Naidu
Mandy Dix-Peek	Wessel Oosthuizen
Naayma Domingo	Marthinus Pienaar
Johannes du Plessis	John Plimsoll
Brenton Ellis	Lucy Reyburn
Ilze Els	Pieter Steenkamp
Charles Evison	Mare van der Walt
Sulaiman Fakir	Lynise van der Watt
John Falconer	Carolina van Huyssteen
Mohamed Farook Jeewa	Morné van Niekerk
Willem Fourie	Wandi van Renen
Robert Garner	Jaco van Straaten
Dominique Greyvenstein	Debby van Wyk
Silma Hamdulay	Jan van Zyl
Lyn Hamer	Burger Visser
Edgar Hasley	Lynette Voigt
Trace Heneke	Heidi Vorster
Yasmin Jadwat	Lorraine White
Catherine Johnstone	Ronel Williams
Arthie Kander	Nicholas Yeowart
David Knott	
Jeanine Koopman	
Stefan le Roux	

2.**MATTERS ARISING FROM PREVIOUS MINUTES**

Ryno and Brenton are still struggling to get an appointment with Zureena Agulhas. This will be mentioned to Patrys at the next National Council meeting.

Ryno and Chris Murphy have an upcoming meeting with the Banking Institutions, to discuss the banking issues with them.

National Council:

Eben Nel is the new National Chairperson

Angelique Visser is the new National Vice-Chairperson

Cheryl Howard is Member for Financial and Administration

Louis van Vuren is Member for Professional Standards

The FISA Conference date has been changed to
20 September 2018

3.	MASTER'S OFFICE
	<p>Ryno reminds members of the following:</p> <ul style="list-style-type: none"> • Before any complaint is escalated to the Head Master, the correct channels must be followed and you must be able to proof that you followed the channels (chain of command). • Contact details for Master's Office staff is available on the Master's Website • Always ensure that you have a copy of your covering letter stamped, as proof, when you want to follow up on a matter • There is no uniformity in Service Levels. If you find that one office differs from another office, send a detailed E-mail to Ryno: ryno@fisa.net.za <p>Louis mentions that he and Brenton had a meeting with Tessie Bezuidenhout in Cape Town.</p> <p>Tessie admits that there are problems with the service levels. (It is mentioned that Tessie is currently doing the work of 3 people, since Martin Mafujane resigned and Lester Basson retired).</p> <p>Louis did a rating of service levels of Master's Offices and made a "spreadsheet".</p> <p>Tessie requested that the following issues should be addressed when lodging a complaint:</p> <ul style="list-style-type: none"> • What did you do to resolve the matter (make sure your side is "clean") • Follow the correct channels • Give as much information as possible. Suggestion: If you phone the Master's Office and can't get hold of them, keep phone log (date / time) • When the online facility is available (on the FISA Website) load as much information as possible. <p>One of the members mentions that the ink stamps on the Letters of Executorship and Letters of Authority are so faint, it cannot be seen.</p> <p>A discussion regarding problems with the Master's Office ensues and ideas and problems are bounced around.</p> <p>In conclusion Louis mentions the following:</p> <ul style="list-style-type: none"> • No. 1 – Create an online platform (on the FISA Website) where complaints can be lodged • No. 2 – Create the Stats from the information gathered • No. 3 – Present this list of complaints and stats to the Master's Office (Tessie Bezuidenhout)
4.	SARS
	<p>Dirk mentions that there is an upgrade / revamp sue on the E-filing system. It will give Tax Practioners access to certain functions.</p> <p>SARS is having problems with Section 14 Pension Fund transfers to other Pension Funds :The Directives are loaded on the system, but the assessment thereto is not going though as the receiving party is not complying. It must first be sorted out before the assessment can be issued. Make sure the receiving party is complying.</p> <p>A request has been lodged for FISA members to be receive training and be updated on the SARS system.</p> <p>Section 25 – The issue regarding Income in an Estate is still not clear.</p> <p>A list should be compiled for SARS with issues, with specific reference to Case Numbers (similar to the list being compiled for the Master's Office (mentioned above)).</p>

	<p>It is mentioned that the correct channels must be followed for SARS complaints (as with the Master's Office) and the correct procedures must be followed. You can lodge a complaint on the E-filing system, <u>after</u> the turnaround time of 21 days. After you received a Tax Complaint Number, and the matter has still not be resolved, you can refer the matter to the Tax Ombud.</p> <p>If you have system issues, you can send your query to Dirk : dirk@fisa.net.za Please note : this is not for individual problems. This should be taken up with SARS, via the correct channels.</p> <p>SARS is not able to give more time to FISA Members. Hopefully the new functions will eliminate this.</p> <p>Members van E-mail Bellville or Cape Town SARS Office to get appointment for bulk registration of Trusts.</p>
5.	BANKING INSTITUTIONS
	No feedback on the Banking issues at the moment,
6.	GENERAL
	Lesley from Shackleton Risk speaks about their service, offering Professional Indemity Cover and Bonds of Security.
6.	CLOSING
	.The meeting was closed and members thanked for their attendance.
	A CPD session was held by Chanel Robertson (FNB Fiduciary) on Exchange Controls