

**PROCESS FLOW FOR COLLECTION AND LODGEMENT OF DOCUMENTS FOR THE MASTERS**  
**OFFICE JOHANNESBURG**

1. The Outbox is decommissioned and letters of appointments and section 42, 2's will be collected from the Assistant Master/s who issued the letter and or the endorsement.
2. Client should bring along e mail communication calling for collection and produce same to security personnel to be granted access.
3. MO Boxes will be fully utilised and client should collect LOA's /LE's, 42, 2, query sheets and any other correspondence from their MO Boxes upon receipt of an e-mail.
4. Dedicated officials will appointed to date stamp all correspondence lodged in the office at the ground floor.
5. Query sheets, confirmations, releases etc will be issued by e mail, and or posted or collected from official who issued same.
6. Family meetings are to be convened or scheduled for September 2020 going forward.
7. Clients are required to reflect their e-mail addresses and MO boxes on their correspondence or letterhead.
8. **NB: Access into the offices will be strictly for collection and not inquiries until further notice and client will alternate in collecting relevant documents.**
9. Please note that matters may still be delayed and clients are urged to continue making follow up after at least seven days to avoid duplications of inquiries.
10. The above process is with effect from 27 August 2020.

Master of the High Court Johannesburg (HOO)

LK Pule (Mr)

2020/08/26