



2016-05-06

**Attention: Property Committee  
Cape Law Society**

Conveyancing Attorneys  
City of Cape Town

**S118 - AUTOMATION OF REFUNDS – ERRORS IN APPLICATIONS**

I refer to previous communication, discussions and more specifically the recent feedback sessions held regarding the automation of refunds for the final account(s) of the seller as part of the S118 process.

An unusual and unacceptable high number of refunds processed are being returned by the financial institutions due to incorrect banking details.

The most common error is the incorrect account type where you submit the account type as a cheque account but it should have been a savings account. I kindly request your assistance in ensuring that your staffs capture the correct account type when submitting the S118 application.

If the situation does not approve, the City will have to enforce the rule again of providing confirmation of banking details which is a step we would prefer to avoid as it adds an additional burden of submitting unnecessary documentation.

Those refunds rejected cannot be processed again and your client will have to follow the cumbersome manual process of logging a call via the Corporate Call Centre (0860 103 089) Option 1 or one of the Walk in Centres and provide all supporting documentation. Where an email address was submitted with the application, you or your client will be notified accordingly

Your co-operation in ensuring the success and impact of the automated refund process will be highly appreciated

Yours faithfully

BD Williams  
Manager: Debtors & Cash  
Revenue  
City of Cape Town  
**OBO Chief Financial Officer**