

RICHARDS

PROKUREURS / ATTORNEYS

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Ons verw. / Our ref:

Mrs Richards/RR1793

U verw. / Your ref:

Datum / Date:

2 September 2021

IN RE: ESTATE LATE H S RADYN

MASTERS REFERENCE No.14187/2021

Good afternoon

It is with the utmost disappointment that we write to you today.

With all due respect, it would appear as if the master's office does not think it appropriate or important to issue letters of executorship within a reasonable period of time, leading us to think that they have very little consideration for the hardship suffered by surviving spouses and children left behind in deceased estates, and since they continue to neglect attending to it timeously, notwithstanding numerous requests, we consider it prudent to approach the High Court with an application to compel the master's office in future if letters of executorship is not issued within a reasonable period of the reporting of the estate, and/or after all requirements have been met. Our firm has been overwhelmed by the amount of estates in which the masters office claimed that it had either not recieved the documents, or have lost it or it has been misplaced. Despite our firm having deployed all measures to procure the safety and secure prompt delivery of estates being reported, we still experience the master's office to misplace documents.

When we follow up or inquire, it would appear as if our requests are simply ignored, and in most instances, we hardly ever receive a response of any kind. We submit that you are fully equipped with computers and that there should be no reason why informal inquiries cannot be replied to by email as opposed to conventional mail which further contributes towards delays as post is often not delivered, lost or the post office is on strike.

The situation at the master's office has become untenable and is it inconceivable how matters could be delayed to this extent. We also do not comprehend why you still use handwritten queries and why you do not resort to issueing same by email as most attorneys are ofey with modern technology and duly equipped to deal with matters in this manner. The hardship suffered by spouses and dependants in deceased estates is immeasurable, and the delays aggravate this situation to an alarming extent. Bank charges are exhorbitant, and interest accrues on debt, much to the prejudice of the heirs and minor children. We are constantly bombarded with requests from

the master's office to submit documents that has already been submitted again, despite originals having been delivered by courier. We take the utmost care in securing documents by sending it by courier, and we incur additional costs in order to procure safe delivery, however, the documents are still lost and/or not attended to by the master's office, or delayed for unacceptable periods of time.

This situation is highly unsatisfactory, and unless this letter of executorship is issued within 14(FOURTEEN) days of date hereof, we will have no alternative but to proceed with an application to the High Court to compel you to issue same, and request a punitive cost order. We will further bring this situation to the attention of the deceased estates committee to investigate, as this does not represent an isolated case. On the contrary, the extent of matters delayed, the frequency with which documents are lost, and the lack of response has escalated to such a level that we cannot imagine how the master's office can continue to function without drastic measures being imposed to improve your service delivery and turnaround time. The master's office serves the public but it appears to be in utter disarray. We have also discussed this with several other practitioners, who are equally dissatisfied with the poor service delivery, if one could call it service.

The lack of care and the ignorance with which our correspondence is dealt with, is alarming, and your continued delays and lack of response brings our profession into disrepute as our continued explanations to beneficiaries are frowned upon. We are constantly embarrassed by your poor service and will no longer allow the public to be abandoned or neglected to this extent merely because we are required to account to the master's office. You are acting in an overseeing capacity, and your constant delays and loss of documents can no longer be tolerated.

We urge you to consider a very drastic review of your administration and the chaos that seems to prevail, and to bring your standards up to acceptable norms. You owe the public a duty of care, and your lack of prompt service sabotages and captures the spouses and heirs of estates, often leading to excessive hardship and financial strain.

Now kindly let us have the letter of executorship in this matter without further delay.

Yours Faithfully

Nicolene Richards

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