



Louise R <louiseradue@gmail.com>

RE: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

8 messages

Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>
To: Louise R <louiseradue@gmail.com>

14 July 2023 at 15:44

OUR REF: C-28329929

OBS REF: 23/05-0081992

Dear Mrs Radue

RE: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

Hope you are doing well.

We confirm having received your formal complaint from the Ombudsman for Banking Services related to the mortgage loan granted to you and the property which you purchased with the proceeds from the mortgage loan.

We conducted an investigation of the events related this transaction and we would appreciate your attendance at a meeting in order for us to discuss our findings and the possible resolutions of the matter.

For convenience, the meeting will be held virtually on Microsoft teams.

Please confirm that you will agree to meet with us and, if so, please let me know a few dates and times (two or more) in the coming week or the week thereafter which would suit you and Mr Radue to attend such a meeting. Please note however that our home loans teams is unfortunately not available on 19 and 20 July.

I look forward to hearing from you.

Kind Regards

Johan Brouwer

Regulatory Dispute Adjudicator

Offices of the Customer dispute Adjudicator

Mobile +27 67 415 2935

Absa, Towers West, 15 Troye Street, Marshalltown, Johannesburg, 2001, South Africa

www.absa.africa

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Louise R <louiseradue@gmail.com>
To: "Johannes Brouwer (ZA)" <Johannes.Brouwer@absa.africa>

17 July 2023 at 11:33

Good day Mr Brouwer,

Thank you for making contact.

My husband and I will be available to meet either tomorrow, 18th July or Friday 21st July any time between 12pm and 2pm.

If that is not suitable, we are available any day at those times next week.

Kind regards,
Louise Radue
[Quoted text hidden]

Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>
To: Louise R <louiseradue@gmail.com>

17 July 2023 at 11:53

OUR REF: C-28329929

OBS REF: 23/05-0081992

Dear Mrs Radue

RE: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

Thank you for your email.

I have sent you a meeting invite for 12:00 to 13:00 tomorrow, 18 July.

Kind Regards

Johan Brouwer

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From: Louise R <louiseradue@gmail.com>

Sent: Monday, July 17, 2023 11:34

To: Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>

Subject: Re: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

External Message - Be cautious. If suspicious click the "*Report Phishing*" button.

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[Quoted text hidden]

Louise R <louiseradue@gmail.com>
To: Anne Coventry <anne@bundunet.com>

18 July 2023 at 14:21

Hi Anne,

I hope you are well.

Please see the email chain below, we had a meeting with ABSA today, mainly with Marvin Strydom who is the head of Homeloan Customer Liasons.

It went quite well, ABSA seems to want to help resolve the situation. They have admitted there has been an error in the process, are investigating costs etc to rectify the situation and need to consult more with their attorney's and

follow Ombudsman processes.

Johannes Brouwer, the contact in the email below, is the liaison with the Ombudsman and will relay the information to them.

They would like to have a meeting with us and yourself at some point next week on Microsoft Teams to see where you stand at this time and what amount you would like for your property.

Please expect an email in the next few days from Johannes Brouwer for a meeting request.

This is hopefully some positive steps forward!

Have a great evening!

Louise

[Quoted text hidden]

Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>
To: "anne@bentel.net" <anne@bentel.net>
Cc: Louise R <louiseradue@gmail.com>

19 July 2023 at 12:13

OUR REF: C-28329929

OBS REF: 23/05-0081992

Dear Ms Coventry

RE: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

Hope you are doing well.

We are currently dealing with a formal complaint received from the Ombudsman for Banking Services related to the mortgage loan granted to Mr and Mrs Radue and the property which they purchased with the proceeds from the mortgage loan.

The house which they purchased was built on land which belongs to you.

We conducted an investigation of the events related this transaction and we would appreciate your attendance at a meeting with us and Mr and Mrs Radue in order for us to discuss the possible resolutions of the matter.

For convenience, the meeting will be held virtually on Microsoft teams.

Please confirm that you will agree to meet with us and, if so, please let me know a few dates and times (two or more) in the coming week (24 to 28 July) which would suit you and the Radue's to attend such a meeting. Please note however that we are unfortunately not available on 26 and 27 July.

I look forward to hearing from you.

Kind Regards

Johan Brouwer

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Anne Coventry <anne@bundunet.com>

19 July 2023 at 12:21

To: "Johannes Brouwer (ZA)" <Johannes.Brouwer@absa.africa>, "anne@bentel.net" <anne@bentel.net>

Cc: Louise R <louiseradue@gmail.com>

Dear Mr Brouwer,

I work from home, and apart from Tuesday the 25th from 14.30, am available on whichever day and time suits everyone else.

Kind regards,

Anne Coventry

B. Arch (NMMU) B. Building Arts (NMMU)

Cell: 082 330 9786

Land Line: 033 266 6243

[Quoted text hidden]

Louise R <louiseradue@gmail.com>

19 July 2023 at 13:42

To: Anne Coventry <anne@bundunet.com>, "Johannes Brouwer (ZA)" <Johannes.Brouwer@absa.africa>

Good day all,

Andrew and myself are available any day next week between 12pm and 2pm

Many thanks,

Louise

[Quoted text hidden]

Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>

21 July 2023 at 12:24

To: Louise R <louiseradue@gmail.com>, Anne Coventry <anne@bundunet.com>

Gooday

Thank you for your responses.

I will send out an invite for Monday, 24 July 2023 for 12:00 to 13:00.

Kind Regards

Johan Brouwer

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From: Louise R <louiseradue@gmail.com>

Sent: Wednesday, July 19, 2023 13:43

To: Anne Coventry <anne@bundunet.com>; Johannes Brouwer (ZA) <Johannes.Brouwer@absa.africa>

Subject: Re: OMBUDSMAN COMPLAINT MR AC AND MRS LE RADUE // ABSA BANK

External Message - Be cautious. If suspicious click the "*Report Phishing*" button.

Good day all,

[Quoted text hidden]

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