



# Requirements for Refund Applications

	Customer reference number obtained when a request is logged	Copy of a valid ID document (if joint account copies of both parties ID's or valid registration certificate, if legal entity)	Written request from customer to transfer a credit from one account to another	Letter from the transferring attorney instructing whom to be refunded	Request for termination of services	Request on a company letterhead with duly authorised signatory (if legal entity)	Letter of consent by both parties	Proof of payment	Letter of executorship	Copy of a death certificate, if deceased estate
Deposit refund (water & electricity)	•	•			•	•	•		•	•
Request to transfer a credit from one account to another	•	•	•			•	•	•	•	•
Sale of property/Clearance refund	•	•		•	•	•	•		•	•
Refund on an overcharged account	•	•				•	•		•	•
Refunds where payments are made after the date of finalisation/clearance	•	•		•		•	•		•	•

## Documentation required for collecting refund cheques

### Requirements for Refunds due to Attorneys

1. Original ID of person collecting the cheque.
2. Signed letter from the Attorney authorising the collector to collect on their behalf and stating the collector's details: (i.e. full names and surname as on ID, ID number, residential address and contact details).
3. The Attorney's letterhead must reflect the following information: full name of attorney's practice, practice number, physical and postal address and contact details.
4. The attorney's letter should also state the following:
  - \* In who's name the cheque should be made out if not in attorney's name; and
  - \* The actual account holder's full names and ID number.

### Requirements for Refunds due to Individuals

1. Original ID of account holder, if not collected in person.
2. Original ID of person collecting the cheque.
3. Signed letter from account holder authorising the collector to collect on his/her behalf and stating both the collector's and his/her details: (i.e. full names and surname as on ID, ID number, residential address and contact details).
4. If the account is in the name of more than one person then the letter mentioned in point 3 above, should be signed by all the account holders, stating in who's name the cheque should be made out. The collector must also produce original ID's of all the account holders.

### Requirements for Refunds due to Companies/Close Corporation

1. Original registration document of the Company/CC from the registrar of companies (e.g. CM1/CK1).
2. Original ID of person collecting the cheque.
3. Letter from the Company/CC signed by all directors/members authorising the collector to collect on their behalf and stating the collector's details (i.e. full names and surname as on ID, ID number, residential address and contact details).
4. Proof of directorship of company or membership of CC document from the registrar of companies (e.g. CM29/CK1).
5. The company's /CC's letterhead must reflect the following full name of the company/CC, registration number, physical and postal address and contact details.
6. If the cheque is made out in a different name to that of the company/CC then the letter mentioned in point 3 above, (signed by all directors and members) should state in which name the cheque should be made out.

## When do you qualify for a refund?

1. When you vacate your property, the metered services deposit may be refunded\*\*.
2. When you sell your property, monies paid in excess of the clearance figures may be refunded\*\*.
3. Should you have made payments towards an overcharged account, an adjustment will be effected and future charges will be set off against the credit balance on a monthly basis.
4. When a business is sold or no longer exists and the account balance reflects as a credit, the amount will be refunded.

### \*\*Please note

- Refunds will only be done if all outstanding monies or debits related to other properties registered in the name of the same account holder has been settled, and if such an account has a credit balance. This also implies that the account cannot be an 'active' account.
- If a property was sold, change of ownership has to be effected before a refund will be issued.