



Corporate Recall/Reversals Worksheet/Form

Confidential

Company details

Company name	
Account number	
Contact person	
Telephone	
Fax	
User code	
Reason for recall	

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Email: onlinerecalls@absa.co.za

Signature _____

Please note that Absa Bank Limited does not guarantee that recalls/reversals will be successful.

No	Client's name	Account number	Branch code	Amount	Action date (dd/mm/ccyy)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Fees

Early recall fees, R60 per transaction and late recall fees, R160 per transaction.

Terms and conditions

- 1 Reversals can only be attempted within a period of 30 (thirty) business days from the action date ("**Payment Date**").
- 2 Requests for recalls and reversals must reach Absa no later than 13:00 on a business day prior to the action date. After 13:00 it will be regarded as a late recall.
- 3 Upon receipt of a request, an identification and verification will be performed by Absa to ensure that the request is valid before being processed.
- 4 Reversals and recalls will be processed within 5 (five) business days but may be exceeded by smaller banks such as Ithala, Citibank etc., which means that Absa will only provide feedback after 5 (five) business days.
- 5 Companies and accounts where reversals are not possible are the following: (No instructions will be accepted for the requests below)
 - Public recipients e.g. Edgars, SARS, Telkom, etc.
 - Investment Accounts (e.g. 32 Day Notice Accounts)
 - Vehicle Finance Accounts
 - Credit Cards
 - Municipal Accounts
 - Estate Late Accounts
 - Suspense Accounts
 - Recovery Accounts
 - ATM transactions
 - Pay and Clear now transactions
 - Scheduled payments
 - Immediate real time payments
 - Fraudulent transactions.
- 6 Reversals and recalls are **not** guaranteed by Absa and are done on a best effort basis.
- 7 Authority must be obtained from the recipient of the relevant transaction before any reversal can be done.
- 8 Once a response is received, Absa will notify you of the outcome via email.

For and on behalf of (client's name) and duly authorised thereto

Client's signature