



Corporate Recall/Reversals Worksheet/Form

Confidential

Company details

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

Magda van Zyl: +27 11 895 5320
Junaidh Khan: +27 11 350 9960
Email: onlinerecalls@absa.co.za

Signature

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, R167 per transaction.

Terms and conditions

- 1 Reversals and recalls are **not** guaranteed by Absa and are done on a best effort basis.
- 2 Reversals can only be attempted within a period of 30 (thirty) business days from the action date ("**Payment Date**").
- 3 Requests for recalls 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. Feedback for recalls will be provided 2 (two) business days after the action date ("**Payment Date**").
- 4 Reversals will be processed within 5 (five) business days but may be exceeded by smaller banks, which means that Absa will only provide feedback after 5 (five) business days.
- 5 Reversals cannot be attempted on fraudulent transactions.
- 6 Companies and accounts where reversals are not possible are, for example, the following: (No instructions will be accepted for the requests below)
 - Public recipients e.g. South African Revenue Service ("**SARS**"), Telkom, Municipality Accounts etc.
 - Investment Accounts (e.g. 32 Day Notice Accounts)
 - Banking credit facilities such as: Vehicle Finance Accounts, Home Loans, Personal Loans and Credit Cards
 - Estate Late Accounts
 - Suspense Accounts
 - Recovery Accounts.
- 7 Reversals cannot be attempted on the following types of payments:
 - Scheduled payments
 - Immediate real time payments.
- 8 Authority must be obtained from the recipient of the relevant transaction before any reversal can be done.
- 9 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