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OUR REF: KAREN VAN NIEKERK/tm  
DATE: 23 MAY 2018

**RE: MASTER`S OFFICE PRETORIA**

In a recent meeting with the Master of the High Court Pretoria and after discussion of several matters it was agreed that members be advised of the following:

- Any complaints regarding telephone calls and e-mails not being answered should be escalated to the relevant Assistant Master and thereafter the Deputy Master of the section;
- It is preferable to communicate with the Master via e-mail. Members must however ensure that the e-mail is sent to the correct person dealing with the specific file;
- If Letters of Executorship are not issued within 15 working days, the matter should be escalated to the relevant Assistant Master and thereafter the Deputy Master of the section;
- It was indicated that if there are any specific complaints pertaining to current files (deceased estates) moved to Metrofile, the matter must be escalated to the Deputy Master of the section;
- The Master indicated that all current deceased estate files from 2015-2018 is stored at the Master`s offices.
- Members should clearly indicate on their Cover letters which documents must be copied and certified by the Master (No pre-made copies should be attached);
- It would be helpful if members, when serving Court documents, could also e-mail a copy of the notice of motion to the relevant Deputy Master.

Kind regards

Karen van Niekerk  
Member of the Executive Committee