



Tel : 012 664 4801
www.jotam.com

JOTAM Bestuursdienste
Management Services

DIRECT BANK DEPOSITS

For your own sake, please follow the next steps :

- 1.0 When completing the bank deposit slip, be sure to write your reference no. (not invoice number), which appears on your Jotam account, in the provided space in the bottom left hand corner of the bank deposit slip. Then insist that the teller captures it. They often make mistakes, which can cause your payment to be credited to the wrong Jotam account. (This can really become interesting – people stop paying when they see unknown credits on their account and very seldom ask questions. When you find out that your account is in arrears, their account may have been closed and we cannot rectify the situation!) Therefore:
- 2.0 Notify us about the deposit on the same day and give the following information:
 - Jotam reference (account) number (nine digits)
 - date of deposit
 - amount of deposit

We can be contacted by:

- e-mail : accounts@jotam.co.za
- by fax : 012 664 6532
- by calling us at 012 664 4801, and obtaining a notification reference number as proof of informing us.

Any unknown amounts on our bank account, that need to be traced in any way, will result in a tracing fee being debited to the relative account.

For instance, if you only state your surname and we credit the amount to another person with the same surname in the scheme, and the money cannot be recovered by the time the mistake comes to our notice, you will sadly have to carry the loss! (This cannot count as our mistake!). So check your accounts from Jotam regularly and make sure that credits have been allocated to your account correctly.