

Dear Sir/Madam

1. We refer to the above subject.
2. We also refer to the Maintenance Services Agreement concluded between WesBank, a division of FirstRand Bank Limited ("**the Bank**") and you as RT46 merchant/service provider ("**Merchant/You**").
3. The Bank hereby addresses this letter to inform You of a change in process, that is intended to ensure that we (the Bank and Merchant) collectively improve the service delivery to Government or the State. Please be advised that, with effect from Thursday, 01 June 2023, all Merchant quotations must be submitted together with the corresponding supplier quotation that the merchant obtained.
4. Please also note that –
 - 4.1 quotations submitted in this manner must also have or incorporate the following information and detail –
 - 4.1.1 parts and workmanship warranty;
 - 4.1.2 cause of failure/breakdown on the parts to be repaired; and
 - 4.1.3 estimated time for completion of the repairs for which the merchant is quoting;
 - 4.2 the Bank will from time-to-time request the Merchant to submit proof of payment for the parts ordered by the Merchant from the relevant supplier and fitted on the relevant vehicle.
5. Please note that compliance with the abovementioned (and amended) process, will be mandatory from the effective date. As such, Merchant quotes submitted without the corresponding supplier quote shall be deemed non-compliant and will not be approved.
6. We hope you find the above in order and thank You in advance for your cooperation in this regard.

Kind regards

RT46 Merchants Department
WesBank, a division of FirstRand Bank Limited
Email: merchantsdept@wesbank.co.za