

Masters Trust Beneficial Ownership Register - FAQ

Why must this information be completed and who will have access to it?

Please see Chief Master's Directive 8 of 2023 ([Click here to open](#))

I logged in yesterday but this morning I can't. How do I get my login active again?

Message: "Account has been locked out"

- i. Wait 30 minutes from when the 'account locked' message is received and then try again
- ii. Please refresh your browser and try again.

Receive a message "You did not type the verification word correctly. Please try again."

Log in again and ensure that the capture is completed correctly.

I have not received my login pin. What do I do?

Check the spam/junk folder.

Or

Try to log in again.

Ensure that your mail service has not blocked the email.

The Trust Beneficial Ownership Register button referred to in Step 8 of your "Quick Guide to Trust BOR" is greyed out

Kindly first follow step 6 to **SEARCH** for the trust. Once you have done so, you will be able to either pick the trust from the list provided or, if no match could be found, the **TRUST BENEFICIAL OWNERSHIP REGISTER** tab will be activated for you to upload information.

I received the following message: "There are no contact details for this trust. Trustees must update details on the trust at the Masters Office where the trust was registered. Access to the trust cannot be granted now" What do I do?

Kindly complete / update the J417 form for at least one of the trustees, print it and have it signed.

Please then lodge the scanned copy thereof electronically with the Master.

Please allow 15 working days for the information to be updated by the Master, after which you can access the BO Register again for uploading/updating of the BO Information after the trustee has approved your access.

I received the following message from noreply@justice.gov.za:

"Your Trust Beneficial Ownership Register submission is acknowledged.

If your register is not available on the system, it could not be migrated to the new system. Please resubmit."

I followed the Quick Guide - Trust Beneficial Ownership Register but was unable to select Trust Beneficial Ownership Register to upload/ resubmit the registers for the trusts.

Kindly first follow step 6 to **SEARCH** for the trust. Once you have done so, you will be able to either pick the trust from the list provided or, if no match could be found, the **TRUST BENEFICIAL OWNERSHIP REGISTER** tab will be activated for you to upload information.

Every time I upload/submit the spreadsheet, and all looks correct, I get the following error:

"There were validation error(s) during the upload. Do you want to view the error(s)?"

The information you captured is incorrect / incomplete. View the document from the system, hover over the highlighted areas to see what the issue is.

YELLOW highlighted areas shows information captured incorrectly.

RED highlighted areas shows information/data missing.

Double check the captured information for typing errors.

Note that the trust numbers should be in the correct format:

- starting with an IT or a MT, depending on the type of trust (IT for inter vivos trusts, MT for testamentary trusts)
- then 6 digits number
- followed by a "/"
- then the year
- then the suffix (if applicable)

When I search the trust, it is listed, but it does not show the information of the trustee etc.

How can I check/update the Trust BO Information?

Click on the name of your trust in the search list.

Then click on the TRUST BENEFICIAL OWNERSHIP REGISTER.

Then you upload the spreadsheet with information.

Prior to the activation of the new system, I downloaded and completed an EXCEL Beneficial Ownership template. Can I still use this document to amend/ upload new information?

Note that the template changed, so please download the new spreadsheet, complete it and upload it, otherwise you will receive an error after uploading it, warning you of missing data on it.

What is the cut-off time for lodging of the BO Information, in order to avoid a penalty?

Please see Chief Master's Directive 8 of 2023 ([Click here to open](#))

What is the "URN" and where will I find it?

The URN (Unique Reference Number) is created by the Masters System when a trust is registered. You will find it at the bottom left of the letter authority.

(Example: 8992020TRU000000)However, this field is not compulsory, so if you do not have it, you can just complete the normal trust reference number in the relevant column and leave the URN column blank.

Will I receive a confirmation letter that I have uploaded the BO information and that I am compliant with the Act?

You will receive an email confirmation that acknowledges receipt of your beneficial ownership register.