

22 June 2026
Director-General
Department of Justice and Constitutional Development
Private Bag X81
Pretoria
0001

E-mail address: KalaPillay@justice.gov.za

Subject: Escalation of SAICA Registration on the Master's Office Portal and Ongoing Operational Challenges Experienced at Master's Offices

Dear Ms. Kalayvani Pillay

The South African Institute of Chartered Accountants ("SAICA") hereby formally escalates the continued delay in the registration and activation of SAICA on the Master's Office portal for trusts and deceased estates, as well as several operational challenges experienced by our members when interacting with Master's Offices across South Africa.

SAICA has, over an extended period, engaged with officials regarding access to the Master's Office portal. We were previously advised that the onboarding and testing processes had been completed and that implementation was imminent. Despite these engagements, the registration and activation of SAICA on the portal remain unresolved, with no clear timeline for implementation.

The inability to access the portal continues to hamper the ability of SAICA members to efficiently administer trusts and deceased estates and to meet their professional and regulatory obligations. This has a negative impact on the ability of our members to carry out their trade. Furthermore, the absence of a functioning registration process also undermines efforts to modernise and digitise services within the Master's environment.

In addition to the portal registration issue, our members continue to report a number of recurring operational challenges at various Master's Offices, including:

- Significant delays in the processing and registration of trusts;
- Delays in the issuing of Letters of Authority and Letters of Executorship;
- Communication challenges, including unanswered correspondence and difficulties in obtaining status updates on matters lodged;

- Limited accessibility to officials responsible for specific matters, resulting in prolonged delays in resolving queries;
- System outages and technological challenges affecting electronic submissions and service delivery;
- Backlogs in the examination and approval of trust amendments, annual submissions, and estate-related documentation;
- Requests for additional documentation that are inconsistent with prescribed requirements or differ between offices;
- Difficulties experienced with the lodgement and tracking of documents through electronic platforms; and
- A lack of certainty regarding service standards and expected turnaround times.

These challenges collectively have a material impact on practitioners, trustees, executors, beneficiaries, creditors, and members of the public who rely on the efficient administration of trusts and deceased estates. Delays in the Master's environment often result in increased costs, administrative burdens, and prolonged uncertainty for affected parties.

SAICA recognises and appreciates the efforts undertaken by the Department and the Master's Offices to modernise systems and improve service delivery. However, the continued existence of these challenges highlights the need for urgent intervention and stakeholder engagement to identify practical solutions.

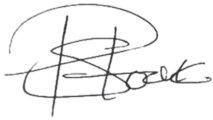
Accordingly, SAICA respectfully requests:

1. Urgent intervention to finalise and implement SAICA's registration and activation on the Master's Office portal;
2. Formal feedback regarding the status of the registration process and any outstanding requirements;
3. A clear implementation timeline for portal access;
4. Consideration of a structured engagement between the Department, the Office of the Chief Master, and SAICA to discuss the operational challenges experienced by members; and
5. The development and communication of measures aimed at improving consistency, responsiveness, and service delivery across Master's Offices.

SAICA remains committed to constructive engagement with the Department and to supporting initiatives that enhance the efficiency, transparency, and effectiveness of trust and deceased estate administration in South Africa.

We would appreciate your urgent consideration of these matters and look forward to your response.

Yours faithfully



Patricia Stock (CA) SA

Chief Executive Officer

South African Institute of Chartered Accountants (SAICA)