



**the doj & cd**

Department:  
Justice and Constitutional Development  
**REPUBLIC OF SOUTH AFRICA**

Private Bag X 81, PRETORIA, 0001 • SALU Building, 316 Thabo Sehume Street, PRETORIA  
Tel (012) 406 4804

Sub Office File: 7/1/1

**30 March 2023**

**CIRCULAR 11 OF 2023**

**(HEAD OFFICE FILE 12/7/P )**

**CHIEF MASTER DIRECTIVE 1 OF 2023– Implementation of a QR Code on Deceased Estate Appointments**


1. Your attention is drawn to the contents of the attached Directive with regards to implementing QR Coded appointments in deceased estates
2. This Directive is effective as indicated below and should be implemented as such.

**Master Johannesburg:** 30 March 2023

**Master Durban:** 12 April 2023

**Rest of the country:** To be confirmed

3. Any enquiries should be addressed in writing to the Office of the Chief Master.

  
**Ms P Roberts**  
**ACTING CHIEF MASTER**

**TO ALL OFFICES IN THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT**



**the doj & cd**

Department:  
Justice and Constitutional Development  
REPUBLIC OF SOUTH AFRICA

## CHIEF MASTER'S DIRECTIVE 1 OF 2023

### DECEASED ESTATES: IMPLEMENTING QR CODE ON MASTER'S APPOINTMENT LETTERS

#### 1) PURPOSE OF THIS DIRECTIVE

The purpose of this Directive is to direct all Masters in the performance of their functions regarding issuing of letters of appointment in deceased estates.

This Directive is issued in terms of:

**1.1.** Section 3 of the Judicial Matters Amendment Act, 2005 which requires the Chief Master to “exercise control, direction and supervision over all the Masters”.

**1.2.** Section 2(1) of the Administration of Estates Act 66 of 1965.

#### 2) BACKGROUND

**a)** It is becoming more and more prevalent that the appointment letters issued by Master's Offices in deceased estates are being fraudulently manipulated in order to commit fraud in deceased estates. Consequently, the Master is also inundated with requests from the banking and financial industry to confirm letters of appointment prior to them being willing to accept the letters lodged with them by appointees.

**b)** Further, the process of recalling/amending an appointment letter issued by the Master involves the previous appointee returning the original appointment letter to the Master, after which the Master then can proceed to issue a new appointment letter. However, as this request for the returning of the appointment letter is not always adhered to, there is a real risk that the previous appointment letter may still be used fraudulently.

- c) The deceased estate industry has also complained to the Office of the Chief Master that they are not receiving the issued appointment letters timeously, for various reasons, including the post office being slow (or losing the document), officials delaying in putting the appointment letters in the relevant MK boxes, long queues when trying to collect documents etc.
  
- d) In order to curb the likelihood of fraud and to alleviate frustrations as well as to improve service delivery and accessibility of the Masters Office, the Master's Branch, together with ICT, have developed a new format of appointment letter which will carry a Quick Response (QR) code. The QR code is linked to the Master's system and can be used to verify and validate the appointment letter issued.

2.5 As part of the Chief Master's statutory obligations, a decision has been made to implement the following amendment to the format of the appointment letter to ensure uniformity in all Master's Offices:

**3) THE FOLLOWING HAVE BEEN DECIDED:**

**3.1) All appointment letters issued in deceased estates, will (see attached Annexure A, B and C as examples) :**

- i. Carry a system generated QR Code in the right top corner of the document and
  - (1) when scanned, the QR code will reflect the following:
    - (a) The type of letter (Letter of Authority / Letter of Executor) and
    - (b) Whether the QR code is valid or not and
    - (c) Whether the appointment letter is the latest appointment letter Issued and
    - (d) The details of the estate and the appointee and
    - (e) The date issued and by whom
    - (f) If a valid QR code - a PDF copy of the actual letter as on the Master's system

- ii. carry a system generated date stamp in the right bottom corner, indicating the date of approval of the appointment letter and the office where it was issued and
- iii. Indicate the name of the Assistant Master who approved the appointment letter.
  - (1) The appointment letter will not be physically signed by any Master's officials anymore.

**3.2)**As soon as the letter of appointment is approved by the Master, the following will be sent to the appointee (when the functionality is activated):

- i. A text message (SMS) indicating that the appointment letter has been issued and providing a link where a copy can be viewed; and
- ii. An e-mail will be sent to the appointee to which the appointment letter would be attached for usage.
- iii. Alternatively, the client may visit the Master's Office to obtain a printed copy of the letter of appointment:
  - 1. should they not be able to download it, or
  - 2. when they are a walk-in client receiving the appointment letter directly from the office, or
  - 3. when the system is unable to send the e-mail with the appointment letter, the normal process of placing the appointment letter in the MK Box, posting it or collecting it will still apply.

**3.3)** The QR coded appointment letters will only be issued as from the effective dates indicated below.

- i. Appointment letters previously issued in the old format will remain valid unless amended or recalled after the effective date, as all system generated appointment letters will be in the above format as from the effective dates.

**3.4)** **As from the effectives dates no manual appointments may be issued by any office** – all appointments must be approved and issued on the system. Non-adherence to this directive may lead to disciplinary procedures being implemented against the violating official.

**4 EFFECTIVE DATE**

This directive repeals prior Directives, Circulars or instructions regarding this subject, with effect from the effective dates listed below.

This Directive will come into effect as follows:

**Master Johannesburg:** 30 March 2023

**Master Durban:** 12 April 2023

**Rest of the country:** To be confirmed



.....  
**Ms P Roberts**  
**ACTING CHIEF MASTER**

30/03/2023

Date



REPUBLIC OF SOUTH AFRICA

**EKSEKUTEURSBRIEF  
LETTERS OF EXECUTORSHIP**  
(Artikel 13 en 14 van die Boedelwet, No 66 van 1965)  
(Section 13 and 14 of the Administration of Estates Act, No 66 of 1965)

Estate No.: XXXXXXXXXX

**HIERBY WORD GESERTIFISEER dat  
THIS IS TO CERTIFY that**

Executor Name & ID number – as nominee of

XXXXXXXXXX

behoorlik aangestel is as  
has/have been duly appointed

**EKSEKUTEUR/EKSEKUTRISE  
EXECUTOR/EXECUTRIX**

en as sodanig gemagtig is on die Boedel van wyle  
and is/are hereby authorised as such to liquidate and distribute the Estate of the late

XXXXXXXXXX

Identiteits No: XXXXXXXXXX  
Identity No: XXXXXXXXXX

wat op XXXXXXXXXX  
who died on: XXXXXXXXXX

oorlede is, te beredder en verdeel.

XXXXXXXXXX

**Asst. Meester van die Hooggeregshof  
Asst. Master of the High Court**

Aandag word gevestig op die bepaling van artikel 102.  
Attention is directed to the provisions of section 102.

DATUMSTEMPEL  
DATE STAMP



MEESTER VAN DIE  
MASTER OF THE .....  
PRIVAATSAK .....  
PRIVATE BAG .....  
.....  
.....

Tel. No: .....  
Fax / Faks no: .....  
My verw. \* Ref: .....  
U verw. \* Your ref: .....

**Meneer/Menere  
Sir/Sirs** .....

**BESTORWE BOEDEL:  
DECEASED ESTATE:** .....

1. U brief/diensbrief gedateer ..... verwys.  
Your letter/minute dated ..... refers.

2. Die volgende is as \*Eksekuteur/Ekseku-trise/Voog/Kurator/Kuratrise/Likwida-teur/Likwidatrise aangestel.  
The following are appointed as \*Executor/Executrix/Tutor/Trustee/Liquidator.

Naam/Name .....

Adres/Address .....

Naam/Name .....

Adres/Address .....

Naam/Name .....

Adres/Address .....

3. Geen aanstelling is nog gemaak nie. Die boedel word verteenwoordig deur:  
No appointment has as yet been made. The estate is represented by:

.....  
.....

4. Aangesien daar geen bates in die boedel is nie, word die saak as afgehandel beskou.  
As there are no assets in the estate, the matter is considered finalised.

**Die uwe/Yours faithfully**

**MEESTER VAN DIE  
MASTER OF THE** .....

\*Skrap wat nie van toepassing!Delete if not applicable.

\*Skrap paragraaf in geheel indien nie van toepassing!Delete paragraph as whole if not applicable.



REPUBLIC OF SOUTH AFRICA

**MAGTIGINGSBRIEF  
LETTERS OF AUTHORITY**

[Artikel 18(3) van die Boedelwet, No. 66 van 1965 (soos gewysig)] [Section 18(3)  
of the Administration of Estates Act, No. 66 of 1965 (as amended)]

No: XXXXXXXX .....

HIERBY WORD GESERTIFISEER dat  
THIS IS TO CERTIFY that

XXXXXXXXXX ID: XXXXXXXXXXXX .....

XXXXXXXXXX ID: XXXXXXXXXXXX .....

behoorlik gemagtig word om die bates in die Boedel wyle  
has/have been duly authorized to take control of the assets of the Estate of the late

XXXXXXXXXX .....

Identiteits No:  
Identity No: XXXXXXXX .....

wie oorlede is op  
who died on: XXXXXXXX .....

en nagelate gade / and surviving spouse: XXXXXXXXXXXX .....

Identiteits No:  
Identity No: XXXXXXXX .....

soos in die inventaris by my ingedien, vermeld, onder beheer te neem, die boedelskulde te vereffen en eiendomsreg van die restant aan die erfgenaam/erfgename ingevolge die geldende reg oor te dra.

As reflected in the inventory filed with me, to pay the debts, and to transfer the residue of the estate to the heir/heirs entitled thereto by law.

BATE(S) / ASSETS	BEDRAG/AMOUNT
XXXXXXXXXX	XXXXXXXXXX

XXXXXXXXXX .....

**Asst. Meester van die Hooggeregshof  
Asst. Master of the High Court**

**PS/NS:**  
Waar vaste eiendom betrokke is, moet in gedagte gehou word dat oordrag daarvan in die Akteskantoor geregistreer moet word. Vuurwapens moet gelisenseer word.  
In cases involving immovable property, it must be borne in mind that transfer thereof must be registered in the Deeds Office. Firearms must be properly licensed.

XXXXXXXXXX