

Welcome to the February Newsletter. Last month we introduced you to our attorneys, this month we would like to introduce you to our Client Service Managers. With the expansion of our business over the last three years, we decided to establish the Client Service Manager positions, to ensure that our clients have one point of contact to resolve any queries or problems.

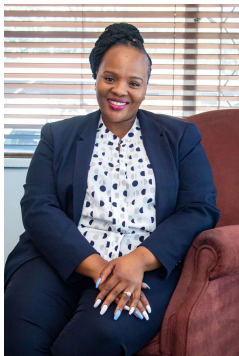
## INTRODUCING OUR CLIENT SERVICE MANAGERS!



### CARINA

Carina Wessels is the General Manager overseeing our Client Services Managers. She worked in CeeBee's finance department for five years and completed her diploma in Technical Financial Accounting during this period.

For the last five years, Carina worked in Client Service Management where she interfaced with public and private schools across South Africa, whilst overseeing CeeBee's reports department.



### GUGU

Gugu Gumede joined the company in 2014, working her way up from a Debt Collector to a Team Manager. She was promoted to Client Service Manager in 2021, where she oversees ± 140 public schools in Gauteng and Limpopo.



### FAITH

Faith Shangisa has been with the company for four years where she gained three years' experience in Debt Collection, and one year as a Team Manager overseeing a team of five collectors.

Faith has now been promoted to Client Service Manager and oversees our private schools.



### ZANTE

Zanté Kruger has been with CeeBee for almost five years. She started as a Collector before being promoted to Training Manager. She fulfilled the position for a year.

Zante is the Client Service Manager who looks after our Afrikaans schools.



### ANGIE

Angelique Coetzee has been with CeeBee for eight years. She spent the last five years in a managerial role in School Fee Administration. She was promoted to Client Service Manager in 2022, overseeing our coastal schools, as well as some inland clients.

# FAQ on Suspension Due to Non-Payment of School Fees

We have received a few questions from our Private Schools regarding the case of Moabela and Another v Curro Holdings Ltd t/a Curro Academy Soshanguve and other (39189/2021) [2021] ZAGPPHC 498 (12 August 2021), sent in our January 2023 newsletter.

What is the ruling?

The right to education was tested in court in the above-mentioned case and the Judge was not persuaded that the learner has been deprived of that right, only of the right to attend Curro, as a Private school.

What is the impact of this?

Our recommendation would be that the school does not suspend the learner late in the year, during exam times, as this could prejudice the learner and possibly lead to negative press for the school. Should you want to suspend a child during the year, you must be aware that you might get backlash from the Department of Basic Education if the parent goes to report the school.

Another court might give a different Judgment, but the last case tested in Court was the Curro case and the outcome of the Curro case has set a precedent for other cases. We are of the opinion that the case will override regulation 308 of 25 October 2013.

**Legal Update from the Desk of Simone Porter (LLB)  
CeeBee's In-house Attorney**

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## Is your Current Service Provider Adequately Insured?

Currently, the threat of cybercrime, fraud, and theft is the highest it has ever been.

As your service provider, we strongly believe that it is vital that we have the necessary protections in place, and adequate insurance to protect your money while it is in our care.

CeeBee has the following interventions in place:

- The latest Sonic Firewalls on our servers with numerous antivirus filters and intrusion preventative programs
- Cyber Protection policy underwritten by Bryte to the value of 25 million Rand
- Professional indemnity cover to the value of 5 million Rand underwritten by Hollard
- Commercial Crime Insurance on our Trust account for 3rd party funds for up to 1 million Rand per case underwritten by Standard Bank

**These insurances are in place to ensure that your funds are protected,  
whilst being collected by CeeBee.**

**If you need any clarity on the above, contact us on 011 913 2447**