Reg Name: Suid-Afrikaanse Poskantoor SOC LTD
Registration number: 1991/005477/30
NPC Building, Jeff Masemola Street, Pretoria, 0002: PO Box 10 000, Pretoria, 0001
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07 October 2026

SAPO Joint Business Rescue Practitioners
Messrs. Anoosh Rooplal; Juanito Damons
Email: Anoosh.rooplal@sng.gt.com
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To whom it may concern

RE: STATUS OF "REGISTERED EMAIL" AND "REGISTERED SMS" SERVICES, INCLUDING THOSE OFFERED BY REGISTERED COMMUNICATION (PTY) LTD ("REGCOM")

The South African Post Office SOC Ltd ("SAPO") issues this notice in the public interest, to inform regulators, industry participants and users of its position concerning electronic communications that are described or supplied as "registered" or "certified" communications.

Due to the fact that the services offered by Registered Communication (Pty) Ltd ("RegCom") are marketed under that description, this notice also records SAPO's position in relation to those services.

1. SAPO'S STATUTORY POSITION IN RESPECT OF REGISTERED ELECTRONIC COMMUNICATIONS

Section 19(4) of the Electronic Communications and Transactions Act 25 of 2002 ("ECTA") provides that where a law requires or permits a person to send a document or information by registered or certified post or a similar service, that requirement is met if an electronic copy of the document or information is sent to SAPO, registered by SAPO and sent by SAPO to the electronic address provided by the sender.

In addition, section 59 of the Postal Services Act 124 of 1998 ("the Postal Services Act") empowers SAPO to carry electronic mail and to provide electronic addresses.

Read together, these provisions mean that only communication registered by SAPO is recognised in law as an electronic equivalent of registered or certified post. SAPO is not aware of any other service provider that has been granted that status under either Act.

2. AUTHORISATION OR AGREEMENT WITH THIRD PARTY SERVICE PROVIDER

SAPO has not appointed, licensed or authorised RegCom or any other service provider to provide SAPO's registered electronic communication service, or to provide any service on SAPO's behalf. RegCom is not affiliated with SAPO. SAPO has also not authorised RegCom to use SAPO's name or trademarks.

To the extent that any person has understood the RegCom service to be authorised by, affiliated with or provided on behalf of SAPO, SAPO records that this is not correct. SAPO has previously raised these concerns with RegCom directly.

3. SCOPE OF THIS NOTICE

This notice concerns only the legal status of communications that are required by law, regulation, contract or legal process to be sent by registered or certified post. It does not comment on the use of RegCom's services, or those of any other provider, for other electronic communications.

4. REQUEST TO REGULATORS AND INDUSTRY BODIES

SAPO requests that regulators, supervisory bodies and industry organisations, including those in the legal, banking, credit, debt-collection and financial services sectors:

(a) take note of SAPO's statutory position as set out in this notice;

(b) where they have previously accepted, recommended or referred to a non-SAPO service as equivalent to SAPO registered electronic communication, review that guidance in light of this notice; and

(c) circulate this notice to their members, regulated entities and other relevant stakeholders.

5. NOTICE TO BANKS, CREDIT PROVIDERS, ATTORNEYS, BUSINESSES AND OTHER USERS

Organisations that currently use a non-SAPO service, including a service that unlawfully uses the SAPO trademark or branding to imply an affiliation with SAPO to send communications that must, by law, regulation, contract or legal process, be sent by registered or certified post are encouraged to review that use against the requirements that apply to them.

SAPO's registered electronic communication product is identifiable as a SAPO product and carries SAPO branding. Where registered electronic communication is required, SAPO invites organisations to use that product. Contact details appear at the end of this notice.

6. POSSIBLE LEGAL CONSEQUENCES

Where legislation, regulation, a contractual provision or a legal process requires registered or certified communication, communication sent through a service that does not meet the applicable statutory requirements may be open to challenge as not having been validly sent for that purpose.

Each institution should obtain its own legal advice regarding communications already sent and any remedial steps that may be appropriate. This notice is not a determination by SAPO of the validity of any individual notice, transaction or proceeding, which will depend on the applicable legal requirements and the facts.

7. RESERVATION OF RIGHTS

Nothing in this notice constitutes a waiver of any of SAPO's rights or remedies, all of which are reserved, including in relation to its statutory position, its name and its trademarks.

SAPO issues this notice so that users can make informed decisions about which services are recognised as registered electronic communication under the applicable legislation.

For enquiries and access to SAPO's registered electronic communication product, please contact:

Linesh Harpal – Head of Sales & Marketing
Email: Linesh.Harpal@postoffice.co.za
Tel: 041 508 4238

Mukovhe Ravhura – Head of Legal
Email: mukovhe@legaeturnarounds.co.za
Tel: 012 407 6000

Yours faithfully,

Linesh Harpal

Mukovhe Ravhura