

Re: Erroneous Invoices Issued to Registered Persons

Dear Registered Person,

The Engineering Council of South Africa (ECSA) has, over the past few weeks, become aware of the erroneous invoices issued to Registered Persons as part of the current billing process.

The Council sincerely apologises for the multiple errors on the invoices, the inconvenience caused, and the lack of clear and timeous communication on the matter.

A thorough investigation has been conducted to determine the cause, and the following processes are being undertaken to speedily resolve the matter:

- **Multiple invoices** – Invoices will be reversed, and a statement will be shared depicting the status of your account.
- **Incorrect information** – Invoices will be reversed by 28 May 2025 and reissued by 13 June 2025.
- **No discount applied for VA membership** – Invoices for Voluntary Association membership in alignment with updated membership lists from said VAs, will be reversed by 28 May 2025 and be reissued by 13 June 2025. Kindly note, queries related to VA discounts from ECSA Registered Persons must be directed to the relevant VA.

Where payments have already been made, the statement will reflect same.

The early bird discount will be extended from 30 days to 60 days from the invoice date.

A dedicated team has been identified to ensure speedy resolution of the identified errors.

For any further assistance kindly contact our Customer Service Centre on 086 122 5555 or engineer@ecsa.co.za

Regards,



Ms Francina Molelemane
Acting Chief Financial Officer