



IMPORTANT

29 April 2025

**MONEYWEB (PTY) LTD
ATT: RYK VAN NIEKERK
AME OFFICE PARK
8TH STREET, HOUGHTON ESTATE
JOHANNESBURG**

Via email:

Your ref:

Our ref: BNX-001/DH/HT

Dear Sir,

RE: BANXSO (PTY) LTD – RESPONSE TO CALL FOR COMMENT

DISCLAIMER: Information contained in this message is confidential and intended only for the individual or entity to whom it is addressed. It may not be disseminated to anyone else. If any privileged information is included, such privilege is not waived. If received in error, please notify us by telephone or email. Our rights remain reserved should this correspondence be disseminated without our express consent.

1. The above matter, together with your correspondence and call for comment on 24 April 2025, have reference.
2. It is regrettable that your correspondence continues a troubling pattern of one-sided, speculative, and damaging reporting directed at Banxso (Pty) Ltd ("**our client**", alternatively, "**Banxso**"). At the outset, we wish to reiterate that our client takes matters of client confidentiality and data security extremely seriously.
3. It is both ironic and deeply concerning that you now express concern over scams targeting former clients, particularly when your own repeated publication of unfounded claims, speculation, and inflammatory narratives has directly contributed to the climate of fear and distrust that such scammers exploit. Given the repetitive and speculative nature of your enquiries, we will not respond *ad seriatim*, but instead address the general thrust of the allegations as set out in your correspondence, hereinbelow.

Hanekom Attorneys Incorporated

Directors: Darren Hanekom (*Managing*), Hendrik Theron,
Ashwin Kassen

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4. It is moreover equally regrettable that despite having addressed materially identical queries in our earlier correspondence, dated 16 January 2025, you persist in submitting repetitive allegations, merely repackaged under different examples or case studies. This entrenched pattern of correspondence serves no *bona fide* journalistic purpose and merely fuels insinuation and reputational harm under the guise of public interest reporting.
5. As stated previously, our client has not sold, shared, or otherwise disseminated client data to unauthorised third parties. Any suggestion to the contrary is false and defamatory.
6. Further, our client has not experienced any confirmed data breach to date and has, moreover, proactively investigated all credible security concerns raised either internally or externally. These investigations have yielded no findings that suggest any compromise or misconduct on the part of our client. Our client will not, in any event, disclose confidential investigative findings to individuals who have consistently demonstrated a disregard for responsible journalistic standards.
7. Isolated security incidents, previously and transparently disclosed, were promptly and effectively remediated. The CRM vulnerability to which you refer was disclosed in good faith, immediately addressed, and did not result in external access to client records. Your continued mischaracterisation of this isolated event is both misleading and irresponsible, particularly as your persistent reference to prior incidents does not establish a factual link to the present allegations nor does it justify any presumption of wrongdoing.
8. In the circumstances, whilst our client again unequivocally denies the allegations and reaffirms the robustness of its security protocols, we formally request that any future enquiries be submitted in a *bona fide* manner, clearly delineating new and verifiable information warranting a response. Failing which, our client reserves the right to decline any further engagement on the subject matter.
9. Should you persist in publishing defamatory or factually unfounded allegations, our client will not hesitate to pursue all legal remedies available to protect its name, reputation, and commercial interests.
10. We respectfully submit that you give due consideration to the real-world harm occasioned when sensationalist journalism is pursued at the expense of factual accuracy and the genuine public interest.
11. Our client's rights remain at all times strictly reserved.

Yours faithfully,

A handwritten signature in dark ink, appearing to be 'Hendrik Theron', with a long horizontal flourish extending to the right.

HANEKOM ATTORNEYS

Per: Hendrik Theron | Director

Hendrik@hanekomattorneys.co.za