

6th July 2023

Per email: All Munsoft Clients

Dear Clients

Misrepresentation & Solicitation

It is with great concern that we write this letter to inform you about recent incidents brought to our attention. Some of our clients have been approached by former employees and individuals claiming to be our resellers. These individuals have been misrepresenting themselves and attempting to replace Munsoft's services with their own or those of other companies.

The individuals involved in this unethical behaviour are known to us. We are deeply disappointed and saddened by this breach of trust and betrayal. We understand the negative impact it has had on our clients, our dedicated employees and partners.

We would like to assure you that Munsoft is committed to addressing and resolving these incidents promptly. We urge you to report any such incidents immediately so that we can take appropriate action. We are strengthening our various governance processes when it comes to client management to prevent such occurrences in the future.

At Munsoft, we have always prided ourselves on treating our clients, employees, and business partners with utmost respect and conducting our business with integrity. We remain unwavering in our commitment to providing exceptional service to all our clients.

We kindly request your assistance in informing us if any former employee or individual attempts to solicit you or misrepresent themselves. Such unethical conduct is not tolerated by Munsoft, and we are taking all necessary measures to address this issue.

Thank you for your understanding and ongoing support. We truly value our relationship with you and will continue to work diligently to provide you with exceptional service.

Kind regards



Ndiafhi Rerani

Executive Director

Building 17, Cycad House
Constantia Office Park
Corner 14th Avenue and Hendrik
Potgieter Street
Weltevredenpark
Roodepoort
1709

PO Box 731457
Fairland
Johannesburg
2030

Office: +2711 215 8000
Fax: +2711 215 8019
Email: info@munsoft.co.za

www.munsoft.co.za

Reg no: 2001/024674/07
Vat no: 4820201004