

## Masters Trust Beneficial Ownership Register – FAQ

<https://trustonline.justice.gov.za/Masters/>

1. Why must this information be completed and who will have access to it?  
Please see Chief Master's Directive 8 of 2023 ([Click here to open](#))
  
2. I logged in yesterday but this morning I can't. How do I get my login active again?  
*Message: "Account has been locked out"*
  - i. Wait 30 minutes from when the 'account locked' message is received and then try again
  - ii. Please refresh your browser and try again.
  
3. Receive a message "You did not type the verification word correctly. Please try again."  
Log in again and ensure that the capture is completed correctly.
  
4. I have not received my login pin. What do I do?  
Check the spam/junk folder.  
Or  
Try to log in again.  
Ensure that your mail service has not blocked the email.
  
5. The Trust Beneficial Ownership Register button referred to in Step 8 of your "Quick Guide to Trust BOR" is greyed out  
Kindly first follow step 6 to **SEARCH** for the trust. Once you have done so, you will be able to either pick the trust from the list provided or, if no match could be found, the **TRUST BENEFICIAL OWNERSHIP REGISTER** tab will be activated for you to upload information.
  
6. I received the following message: "*There are no contact details for this trust. Trustees must update details on the trust at the Masters Office where the trust was registered. Access to the trust cannot be granted now*" What do I do?  
Kindly complete / update the J417 form for at least one of the trustees, print it and have it signed.  
Please then lodge the scanned copy thereof electronically with the Master.  
Please allow 15 working days for the information to be updated by the Master, after which you can access the BO Register again for uploading/updating of the BO Information after the trustee has approved your access.
  
7. I received the following message from noreply@justice.gov.za:  
*"Your Trust Beneficial Ownership Register submission is acknowledged.  
If your register is not available on the system, it could not be migrated to the new system. Please resubmit."*  
I followed the *Quick Guide - Trust Beneficial Ownership Register* but was unable to select *Trust Beneficial Ownership Register* to upload/ resubmit the registers for the trusts.  
Kindly first follow step 6 to **SEARCH** for the trust. Once you have done so, you will be able to either pick the trust from the list provided or, if no match could be found, the **TRUST BENEFICIAL OWNERSHIP REGISTER** tab will be activated for you to upload information.
  
8. Every time I upload/submit the spreadsheet, and all looks correct, I get the following error:  
*"There were validation error(s) during the upload. Do you want to view the error(s)?"*

The information you captured is incorrect / incomplete. View the document from the system, hover over the highlighted areas to see what the issue is.

YELLOW highlighted areas shows information captured incorrectly.

RED highlighted areas shows information/data missing.

Double check the captured information for typing errors.

Note that the trust numbers should be in the correct format:

- starting with an IT or a MT, depending on the type of trust (IT for inter vivos trusts, MT for testamentary trusts)
- then 6 digits number
- followed by a "/"
- then the year
- then the suffix (if applicable)

9. When I search the trust, it is listed, but it does not show the information of the trustee etc. How can I check/update the Trust BO Information?

Click on the name of your trust in the search list.

Then click on the TRUST BENEFICIAL OWNERSHIP REGISTER.

Then you upload the spreadsheet with information.

10. Prior to the activation of the new system, I downloaded and completed an EXCEL Beneficial Ownership template. Can I still use this document to amend/ upload new information?

Note that the template changed, so please download the new spreadsheet, complete it and upload it, otherwise you will receive an error after uploading it, warning you of missing data on it.

11. What is the cut-off time for lodging of the BO Information, in order to avoid a penalty?

Please see Chief Master's Directive 8 of 2023 ([Click here to open](#))

12. What is the "URN" and where will I find it?

The URN (Unique Reference Number) is created by the Masters System when a trust is registered. You will find it at the bottom left of the letter authority.

(Example: 8992020TRU000000 )However, this field is not compulsory, so if you do not have it, you can just complete the normal trust reference number in the relevant column and leave the URN column blank.

Trusts register between years 2008 and 2013 may or may not have a URN printed on their letters of authority. Trusts registered after year 2013 have a URN.

13. Will I receive a confirmation letter that I have uploaded the BO information and that I am compliant with the Act?

You will receive an email confirmation that acknowledges receipt of your beneficial ownership register.

14. Cannot find a trust when searching.

Trusts register prior 2008 are not on the Master's electronic register of trust. Once you have exhausted the search and are certain that you cannot find the trust; click on the Beneficial Ownership Register to proceed to the upload of your register.

15. I searched for my trust but the system returned no results, what do I do?

Only trusts registered since about 2013, or for which BO information was previously loaded, will have electronic information already available/populated on the platform. (you will find them when you search).

Type the full name, and then click “SEARCH”. If you search for your trust and no match could be found, the TRUST BENEFICIAL OWNERSHIP REGISTER tab will be activated (it is not greyed out anymore) for you to upload the relevant information.

Kindly then proceed to complete the registration.

NOTE- Trusts older than 2008 will not have an URN number, but as this is not a compulsory field, you may leave that column of the spreadsheet blank.

**16. My trust has been formally terminated – should I still load the BO information?**

No, formally terminated trusts are exempted from providing BO information.

However, in order to ensure that you are exempted, please send the following to the dedicated e-mail address [TerminatedTrust@justice.gov.za](mailto:TerminatedTrust@justice.gov.za).

- i. Completed declaration template is available here:  
<https://www.justice.gov.za/master/trust.html#TBOR>
- ii. Copy of the ID of the person making the declaration
- iii. All relevant supporting documents to proof what you have declared

**17. My trust is dormant – should I still load the BO information?**

A dormant trust is a trust which have never been economically active and has no bank account and no property.

Whilst the trust is dormant, it is exempted from providing BO information, however, should it no longer be dormant, the trustee has a duty to comply with the lodgement of BO information with the master, as per the Trust Property Control Act 57 of 1988 (as amended).

If you are the trustee of a dormant trust, please send the following to the dedicated e-mail address [DormantTrust@justice.gov.za](mailto:DormantTrust@justice.gov.za).

- i. Completed declaration template is available here:  
<https://www.justice.gov.za/master/trust.html#TBOR>
- ii. Copy of the ID of the person making the declaration
- iii. All relevant supporting documents to proof what you have declared

**18. I reported the BO information to SARS, am I compliant then with the duty set out in the Trust Property Control Act 57 of 1988 (as amended).**

No, reporting BO information to SARS does not constitute compliance with the Trust Act. You have to still register and report the Trust’s BO information with the Master.

**19. I am struggling to upload the information on the Master’s Register. Can I submit it manually at the Master’s Office?**

No, the information can only be loaded electronically – no hard copy lodgement will be accepted. Should you experience any challenges with loading of the information and you are unable to get assistance by studying the FAQ’s and the Step-by-step guide, please send an e-mail setting out your challenge to [DojDEOnlineSupport@justice.gov.za](mailto:DojDEOnlineSupport@justice.gov.za).

**20. The beneficiaries of the trust are a class of people and no names are mentioned. How do I register this information?**

A class of people is also a beneficial owner, however, a beneficial owner can only be a natural person and must be identifiable by name. This means that the moment a benefit was awarded to any person of that class and they can be identified by name, their information needs to be captured as a beneficial owner for that trust.

**21. How often must I update the BO Register of the Master?**

The information on the Master's register needs to be up to date, accurate and reliable. This means that the moment any changes to what you have reported takes place, you have a duty to update the information within a reasonable time after such change took place.

22. I applied for my new trust to be registered, but the Master has not yet issued any appointment letters. How do I comply with reporting the BO information?

Reporting BO information is the duty of the trustee and a trustee can only act as such once he/she has been formally appointed by the Master.

Only once the trustee has been formally appointed, the obligation to comply accordingly is created.

23. I applied to the Master to have the trustees amended but I have not yet received the amended appointment letter. What can I do to be compliant?

While you are awaiting the new appointment letters, you can so long lodge the BO information for the trust as it currently stands.

When you receive the updated information from the Master, you can then just update what you have reported previously.