Gross Defamation

FUELIX RESPONSE TO THE FALSE AND MALICIOUS NOTICE CIRCULATED BY SMARTFUEL

A formal response concerning Fuelix, iFMS, KIB Technologies Group and the individuals publicly targeted by SmartFuel

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Why SmartFuel cannot be trusted on piracy allegations

The public should first examine the credibility of the source. Fuelix holds verified information showing that the pump-controller and point-of-sale technology later presented under the SmartFuel name originated with an elderly German engineer who trusted and trained Neal Singh. Fuelix's records and witness accounts show that Neal Singh later took that work and presented it as his own. This repeated appropriation of other people's systems and ideas reflects Neal Singh and SmartFuel's operating ideology, as the GIR matter discussed later confirms. They wrongly assume everyone else is an engineering illiterate. Fuelix is fundamentally different: its robust, stable and unmatched system was built independently through the proven university-level engineering qualifications, technical skill and professional experience of its developers, and is supported by equally dependable service.

Fuelix has also reviewed evidence that SmartFuel's ECO product copies technology developed by the French company GIR, and that GIR warned SmartFuel and Neal Singh to stop copying and unlawfully reproducing its system. SmartFuel is therefore attempting to accuse others of the very conduct reflected in the verified evidence concerning its own history and products.

A company facing these profound questions about the origin of its technology and the integrity of its conduct cannot restore credibility by circulating photographs, insults and sensational accusations against former employees and a successful alternative provider. SmartFuel's campaign is not a search for truth. Fuelix considers it an attempt to silence people who know SmartFuel's history, frighten clients and recover business through intimidation which constitutes a serious violation and will be subject to immediate legal review.

The malicious accusations against Fuelix

SmartFuel System (Pty) Ltd has circulated a document branded "SCAM ALERT" in which it publicly accuses Fuelix, iFMS, KIB Technologies Group and named individuals of piracy, fraud, theft, criminal conspiracy, operating an "exit scam," abandoning clients and fleeing South Africa. It further claims that Fuelix licences are "legally void" and instructs clients to stop paying KIB Technologies Group.

Fuelix rejects every one of these accusations in the strongest possible terms. They are fabricated, reckless, defamatory and commercially malicious. This is not an innocent misunderstanding. It is a calculated smear campaign intended to frighten clients, destroy reputations, interfere with lawful commercial relationships and divert business to SmartFuel through fear.

Calling Fuelix a "scam," branding identifiable people as criminals and broadcasting their photographs and personal details does not create truth. It exposes the desperation and methods of the publisher. Fuelix will not permit SmartFuel to manufacture guilt through repetition, inflammatory language and character assassination.

Fuelix has verified the information behind this response

This response is based on information supplied by James, Francis and other former SmartFuel personnel, and verified by Fuelix against the documents, technical records, correspondence and consistent first-hand accounts made available to the company. Fuelix is satisfied that the material in its possession directly contradicts the story SmartFuel circulated to clients.

The individuals targeted by SmartFuel have not disappeared, abandoned the industry or refused accountability. They have provided Fuelix with their records, explanations and evidence. That material is being preserved for formal legal use. Fuelix stands behind this response and will defend its business, its clients and the people falsely targeted in SmartFuel's publication.

The record behind SmartFuel must be exposed

Fuelix's verified information shows that the original pump-controller and point-of-sale technology later associated with SmartFuel did not originate solely with Neal Singh. The underlying work originated with an elderly German engineer who mentored Neal Singh (An illiterate uneducated individual at the time) in literacy, component soldering and practical electronics, and gave him access to the technology. Fuelix's evidence is that Neal Singh later took that work and presented the pump-controller technology and POS system as his own.

This history is important because SmartFuel now accuses others of the very conduct reflected in the evidence concerning its own origins: taking technology created or developed by others, assuming ownership of it and attacking anyone capable of challenging that account. Fuelix will place the relevant history, records and witness evidence before the proper forum.

The SmartFuel application is also built on ageing technology that has repeatedly produced maintenance, integration and reliability problems. Former employees and clients have described persistent faults and unresolved technical frustrations. Fuelix was built to provide the dependable development, service and support that the market demanded.

James and Francis helped create technical value

James and Francis are electronics engineers trained at the University of Johannesburg. They worked closely with Neal Singh to MID-related development involving RFID, the Texas Instruments CC1310, UART, LoRaWAN wireless communication and RS485 using Modbus.

These are internationally available components and engineering standards. They are not the private property of Neal Singh or SmartFuel. James and Francis cannot be branded thieves merely because they possess the engineering knowledge and experience they developed through their education and professional work. Fuelix operates its own software and technical systems; SmartFuel's attempt to claim ownership over general engineering knowledge is rejected.

Fuelix is an established operation, not an exit scam

Fuelix operates within KIB Technologies Group, an established industrial-automation business. KIB Technologies Group acquired the iFMS business, after which Fuelix assumed responsibility for its operations, client relationships, development and support. Fuelix is not personally owned by James, Francis, Sipho, Arlette, Nomcebo or any individual technician named in the SmartFuel notice.

Fuelix serves more than 200 clients and is supported by a team of more than 20 technicians. It continues to install, maintain and support client systems. A functioning company with an active technical workforce, continuing service obligations and an expanding client base is not an "exit scam." SmartFuel's label is knowingly destructive and contradicted by Fuelix's daily operations.

Neal Singh and Danny Kahumbu

Neal Singh and Danny Kahumbu subjected James, Francis, Arlette and other SmartFuel personnel to harassment, humiliation, verbal abuse and repeated pressure to join the Church of Scientology. Fuelix has no objection to any lawful religion. The wrongdoing was the use of workplace power to pressure employees to adopt a religious affiliation against their will.

These employees chose to uphold their principles and personal dignity rather than continue working in what they regarded as a toxic environment. Consequently, SmartFuel is now operating with only 1 field technichian (on the exit) and 2 help-desk personnel and is unable to provide clients with the level of support expected within the industry. SmartFuel has since sought to portray these former employees as criminals simply because they left the company, retained their professional expertise, and used their skills to help build a viable alternative. This smear campaign appears to be a continuation of the intimidation and personal attacks that drove capable professionals away from SmartFuel in the first place.



NEAL SINGH

High Priest of the church

- Has destroyed many of his former employees' and associates' lives through verbal abuse, intimidation and conspiracy.
- Status: Acting as the owner of SmartFuel.
- Pirating GIR technology.



DANNY KAHUMBU

Neal Singh's right-hand man, the executioner

SmartFuel ECO and GIR technology

Fuelix has verified records raising serious concerns about the similarity between SmartFuel's ECO system and technology developed by the French company GIR. Fuelix has reviewed correspondence evidencing that GIR objected to SmartFuel and Neal Singh copying or reproducing its system. The evidence exposes the hypocrisy of SmartFuel publicly accusing Fuelix of piracy while facing serious questions about its own use and presentation of another company's technology.



Original GIR GCA installation



SmartFuel ECO installation provided to Fuelix

Official GIR product reference: https://www.gir.fr/en/gca/

James and Francis did not flee South Africa

SmartFuel's claim that James and Francis "fled South Africa" is a deliberate falsehood. They are free men, entitled to live and travel anywhere, and they move openly and lawfully in the ordinary course of international business. They are not hiding, absconding or running from SmartFuel, the police, a court or any other authority.

As at the date of this response, James and Francis are in Johannesburg after arriving from business travel in the United States. They will shortly travel to France to meet GIR and advance a proper commercial and technical partnership. Their presence in the United States, South Africa or France reflects legitimate international business development—not flight. SmartFuel's attempt to twist normal business travel into evidence of wrongdoing is dishonest and defamatory.

Under the sale agreement and NDA following the transfer of Fuelix, each former team member is completing their respective obligations and handover responsibilities. Mr James has completed his handover, and his former telephone number has been transferred to one of the company's technical lines. Similarly, Mr Francis is completing his handover in accordance with the same process. All parties continue to honour their respective commitments; therefore, any statement alleging that Mr James fled the country is false.

Legal action is being prepared

James, Francis, Sipho, Arlette and Other members are preparing legal action against the persons responsible for creating, publishing and distributing these defamatory accusations. The publication of their photographs, personal information and false allegations of fraud, theft, criminal conspiracy and flight has caused serious personal, professional and reputational harm.

Fuelix is also reviewing legal action arising from the attack on its business, contractual relationships and clients. All evidence of publication, republication and client interference is being preserved. Fuelix and the affected individuals will seek the remedies advised by their legal representatives, including orders stopping further distribution, formal correction and retraction, removal of defamatory material, damages and recovery of legal costs. Fuelix reserves every right available to it.

Fuelix message to clients

Clients should not be intimidated into surrendering access, changing systems, making payments to SmartFuel or abandoning valid Fuelix arrangements because of a malicious broadcast. Fuelix remains operational, stable and fully committed to its clients. It stands behind its agreements, its licences and its support obligations.

Fuelix asks clients to preserve the SmartFuel notice and any related messages, and to send copies to Fuelix for inclusion in the legal record. Questions about individual accounts, licences or support arrangements should be directed to admin@fuelixpos.co.za.

Issued by Fuelix
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