



National Deceased Estates

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Dear Stakeholder,

As we continue to work towards excellent service delivery ensuring customer satisfaction, National Deceased Estates process has now embedded the workflow system, thereby automating the environment. In order to ensure we maintain our customer service standards, kindly take note of the following:

1. All requests must be emailed to NDE@absa.co.za with all supporting documentation.
2. All documentation must be clear, dated and correctly certified.
3. National Deceased Estates will adhere to an 8 working day turnaround time to process and finalize an estate file.[from receipt of the request to payout]

Non adherence to the above mentioned turnaround time, please see below the escalation process that serves to ensure that you are provided with the assistance you need at all times as well as avenues for escalation and/or urgent assistance.

First point of contact:	
Escalation via e-mail	NDE@absa.co.za
1st Escalation to Management	Ndumiso Sibia Ndumiso.sibia@absa.co.za
If no feedback is provided within 48 Hours proceed with 2nd level of escalation.	Faith Manjoro Faith.manjoro@absa.co.za
If no feedback is provided within 72 Hours proceed with 3rd level of escalation to senior management	Brezh Sharpley(Head Specialised Operations) Brezh.Sharpley@absa.co.za

In cases where the submissions are found to be “Not fit for Processing”, a detailed response will be sent through to the contact details provided on the original request, stating the additional and or outstanding documents required, in order to finalize.

You will have 30 days to respond. No response will result in the file being closed.

Sincerely
National Deceased Estates

