



National Deceased Estates

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Dear Stakeholder,

As we continue to work towards excellent service delivery, maintaining high customer service standards and ensuring customer satisfaction, National Deceased Estates requires the following:

1. That all requests be emailed to NDE@absa.co.za with all supporting documentation.
2. That all documentation be clear, dated and correctly certified.

Kindly note that 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
1 st 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.africa Anelda Coetzee Anelda.Coetzee@absa.africa
Escalation to senior management	Mbuyiselo Khumalo (Head: Home Loan Collections and Deceased & Insolvent Estates) Mbuyiselo.Khumalo@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

