

FNB Deceased Reporting: Team profile



The loss of a loved one is a traumatic experience for our clients and their families – it's a time when they need our help the most.

The Deceased Reporting team provide our clients with expert guidance through the reporting process by taking responsibility for:

- ✓ Deceased account management and closure where the account holder is reported deceased.
- ✓ Issuing certificates of balances, tax certificates (IT3b), and account statements.
- ✓ Safeguarding the assets of the deceased through rigorous checks to ensure only valid instructions are processed.
- ✓ Informing other relevant departments in FNB about the death of the client.

The team require the following supporting **information** to timeously attend to the request:

- 1 Instruction Letter with address, contact details, estate late bank details, dated and signed by the Executor or the appointed agent**
If an attorney or a financial institution has been nominated, we will require the signed letter from the nominee as per POA.
- 2 Copy of the Death Certificate**
- 3 If SA resident is deceased abroad**
If the deceased had an SA Identity Document and passed away outside SA Borders, the next of kin will have to apply for a SA death certificate from the SA Embassy in the place of death or a regional office of the Department of Home Affairs within South Africa. Kindly refer to the attached link at Home Affairs.
<http://www.home-affairs.gov.za/index.php/death-certificates1>

4**Copies of Identity Document of the deceased, Executor/next of kin, and/or POA representative/nominee**

If no ID of the deceased can be submitted, we require a sworn affidavit explaining what happened to the original Identity Document. If the deceased was a foreign national, a copy of the passport is required.

5**Copy of Letter of Executorship/Letter of Authority issued by the Masters Office****6****Power of Attorney**

For Attorneys or 3rd parties we will need a Power of Attorney with at least one witness and signed by the Executor, and states the full names of the Executor and the Agent/Attorney.

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It's important to note that our turnaround time ranges between **14 to 21 business days** and is dependent on our fraud verification processes. We need to ensure that we release the deceased's funds to authorised persons only. **All the required documents can be emailed to deceasedestate@fnb.co.za.**

Kindly contact the team for assistance or further information**Email: deceasedestate@fnb.co.za****Call Centre: 087 736 7998**

Our business hours are Monday to Friday from 08:00 am to 17:30 pm and Saturday 09:00 am to 13:00 pm.

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