



## National Deceased Estates

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E [nde@absa.co.za](mailto:nde@absa.co.za)  
Swift address: ABSAZAJJ  
[absa.co.za](http://absa.co.za)

Dear Stakeholder,

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

1. That all requests be emailed to [NDE@absa.co.za](mailto:NDE@absa.co.za) with all supporting documentation.
2. That all documentation be clear, dated and correctly certified.

### Escalations:

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. Kindly note that the below channels should strictly be used as escalation points and refrain from using same as ordinary communication channels or points of first submissions.

National Deceased Estates	
Escalation via e-mail	<a href="mailto:NDE@absa.co.za">NDE@absa.co.za</a>
1 <sup>st</sup> Escalation to management	Karen Dhanraj <a href="mailto:Karen.Dhanraj@absa.africa">Karen.Dhanraj@absa.africa</a>
If no feedback is provided within, 48 Hours proceed with 2nd level of escalation.	Faith Manjoro <a href="mailto:Faith.Manjoro@absa.africa">Faith.Manjoro@absa.africa</a>
Escalation to senior management	Mbuyiselo Khumalo (Head: Home Loan Collections and Deceased & Insolvent Estates) <a href="mailto:Mbuyiselo.Khumalo@absa.africa">Mbuyiselo.Khumalo@absa.africa</a>

Requests that were sent to the following generic email addresses should follow the below escalation channel:

- [CEMdeceased@absa.co.za](mailto:CEMdeceased@absa.co.za)
- [deceasedclaimsmonitoring@absa.africa](mailto:deceasedclaimsmonitoring@absa.africa)
- [cemqueries@absa.co.za](mailto:cemqueries@absa.co.za)
- [creditcarddeceased@absa.co.za](mailto:creditcarddeceased@absa.co.za)
- [zerocreditbalances@absa.co.za](mailto:zerocreditbalances@absa.co.za)

Deceased & Insolvent Estates Collections & Recoveries	
1 <sup>st</sup> Escalation to management	Amanda Simms <a href="mailto:Amanda.Simms@absa.africa">Amanda.Simms@absa.africa</a>
If no feedback is provided within, 48 Hours proceed with 2nd level of escalation.	Anelda Coetzee <a href="mailto:Anelda.Coetzee@absa.africa">Anelda.Coetzee@absa.africa</a>
Escalation to senior management	Mbuyiselo Khumalo (Head: Home Loan Collections and Deceased & Insolvent Estates) <a href="mailto:Mbuyiselo.Khumalo@absa.africa">Mbuyiselo.Khumalo@absa.africa</a>

Requests that were emailed to [estate.callcentre@absa.africa](mailto:estate.callcentre@absa.africa) should be escalated as per below escalation channel:

Absa Trust	
Cape Town	Boitumelo Ndhlovu <a href="mailto:Boitumelo.Ndhlovu@absa.africa">Boitumelo.Ndhlovu@absa.africa</a>
Pretoria	Sherine Jansen <a href="mailto:Sherine.Jansen@absa.africa">Sherine.Jansen@absa.africa</a>
Port Elizabeth	Nancy Rudolph <a href="mailto:Nancy.Rudolph@absa.africa">Nancy.Rudolph@absa.africa</a>
Durban	Renay Murugan <a href="mailto:renaym@absa.africa">renaym@absa.africa</a>
Bloemfontein	<a href="mailto:Faan.duToit@absa.africa">Faan.duToit@absa.africa</a>

Sincerely

Absa Deceased Estates