

# Standard Bank

## Frequently asked questions and responses

	Question	Answer
1.	I am getting a server error when I try the link?	<p>The link needs to be used on Google Chrome not Internet Explorer. Please ensure that this link is used:</p> <p><a href="https://vafrestructure.standardbank.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/">https://vafrestructure.standardbank.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/</a></p> <p>We have picked up that most users are accessing our UAT environment. The link was shared in error. You can identify the environment with the word dev as highlighted below.</p> <p><a href="https://k2dev.sbsacloud.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/?">https://k2dev.sbsacloud.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/?</a></p>
2.	How do I reset my password?	<p>Select Forgot Password. You will be prompted to enter your ID Number and select Forgot Password again. A pop up message asking if You would want to view your Password Hint will appear. Select OK and you will receive your hint that should trigger your password.</p>
3.	How do I access the portal?	<p>The portal can be accessed via our website <a href="http://www.standardbank.co.za">www.standardbank.co.za</a></p> <p>Kindly refer to the training user guide for the relevant steps. You may also access the portal via the link below. Please check and ensure that the work <b>dev</b> is not on the link</p> <p><a href="https://vafrestructure.standardbank.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/">https://vafrestructure.standardbank.co.za/Runtime/Runtime/Form/DE.LandingPage.Form/</a></p>

4.	<b>What type of documents can be uploaded on the portal?</b>	Majority of document types can be uploaded on the site. This includes Excel, Word, PDF, GIF, JPEG
5.	<b>How do I get feedback on the lead submitted?</b>	<p>There are two ways to obtain feedback:</p> <ol style="list-style-type: none"> <li>1. "Log a new Deceased Matter" should be used by the Executors for the Deceased individual. If the Executor registers and logs the matter using this option, they will be able to track the progress of the request via the portal.</li> <li>2. The second option available is that an executor can raise a query on the portal using the <b>Raise a Query</b> function which is available on the bottom right of the <b>View Matter</b> screen/page.</li> </ol>
6.	<b>How do I get Support/IT Help when logging a request?</b>	<p>We are in the process of setting up a dedicated team to assist with technical issues. For now as interim measure all technical IT support questions may be directed to <a href="mailto:DeceasedQueries@standardbank.co.za">DeceasedQueries@standardbank.co.za</a></p> <p>Please expect feedback within 24 hours of logging the request. Please ignore the current auto reply on the Deceased Query mailbox. Our technical team will use this channel to receive requests for all <b>technical system and portal challenges only</b>.</p>
7.	<b>What is the current TAT for Deceased Estates Requests?</b>	<p>Due to unforeseen technical challenges we have been slightly set back. Our teams are working around the clock to ensure that we are up to date with all requests received.</p> <p>We aim to validate all requests within 48 hours. Refunds are processed within 7 days from validation.</p>

8.	<b>How will I know that I am successfully registered on the Portal?</b>	<p>Once registered, which is a once off process, you will receive an email from: <b>K2 Admin</b> [<a href="mailto:k2admin@aissa.co.za">mailto:k2admin@aissa.co.za</a>]</p> <p>The content of the email will include the below:</p> <p><b>Thank you for registering on our Deceased Estate Portal. Your details have been approved by our Administration Team.</b></p> <p><b>Username : username</b></p> <p><b>Password : password</b></p> <p><b>Please save your details and keep them safe and secure .</b></p> <p><b>Thank you,</b></p> <p><b>Standard Bank Team</b></p>
9.	<b>Why am I not able to reach Deceased Estates via the Contact Centre?</b>	<p>We are currently experiencing exceptionally high call volumes which has resulted in the extended wait times. We urge you to please reach us via the Deceased Estates Query Mailbox for all system related technical challenges.</p>