

# Deceased Estates

For all new queries and matters :You can utilize the undermentioned mailbox for deceased recoveries queries [deceasedqueries@standardbank.co.za](mailto:deceasedqueries@standardbank.co.za) – 24hr TAT

[deceasedescalations@standardbank.co.za](mailto:deceasedescalations@standardbank.co.za) – 48 hr TAT

Transactional /Refunds – 3-5 business days

Debt Review

[Sibongile.nene@standardbank.co.za](mailto:Sibongile.nene@standardbank.co.za)

The second level of escalation is

[Ibrahim.khan@standardbank.co.za](mailto:Ibrahim.khan@standardbank.co.za)

