

Retail Deceased Estates

Entry points and escalation matrix

Dear Customer

We continue to work towards excellent service delivery. To maintain high customer service standards and provide efficient support, Absa Retail Deceased Estates has put together an entry point and communication channel list to assist you with directing queries. Please follow the process relevant to your request below.

Communication channels

The following communication channels will ensure that you receive the necessary assistance by functioning as avenues for escalation and/or urgent support. Please use these channels for the specified purpose only, to ensure your query is attended to appropriately.

Reporting a new death/instruction

Email deceasedestates@absa.africa

Turnaround time: 30 business days

Please ensure that all documents are clear, dated, correctly certified, in PDF format and submitted as one PDF pack.

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Retail Deceased Estates Credits

Queries on the reporting of new estates, instructions on accounts in credit and payments to estates

	New instruction Report a death, closure instructions and document requests	<u>deceasedestates@absa.africa</u> Turnaround time : 30 business days
2	Escalations/Follow-ups Only to be submitted if there is a query on a payment or account in credit	rdcqueries@absa.Africa* *Include the deceased's ID number, case reference number and "Escalation" in the subject line Turnaround time: Seven business days
3	Management escalations	Jacqui Fossey Jacqui.Fossey@absa.africa

Response time: 48 hours

1

2

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Retail Deceased Estates Debits

Queries on accounts with an outstanding debit balance and claim requests

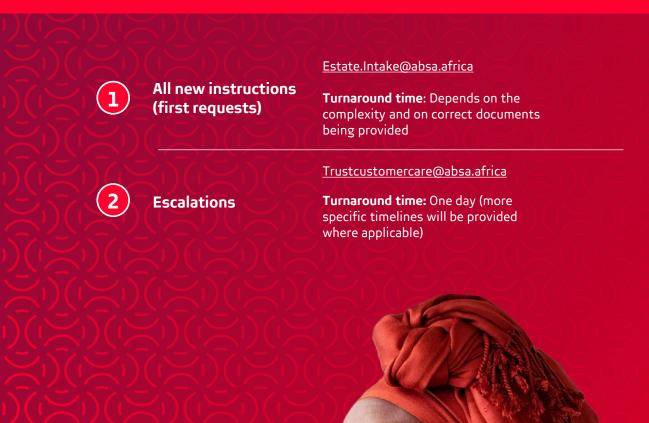
	New instructions, report a death and document	deceasedestates@absa.africa
	instructions	Turnaround time: 30 business days
		retaildeceaseddebits@absa.africa*
	Escalations/Follow-ups Only to be used if there is a follow-up or	*Quote the deceased's ID number, case reference number and "Escalation" in the subject line
	specific query on an account in debit	Turnaround time: Seven business days, subject to the complexity of the escalation
		Anelda Coetzee
	Management escalations	Anelda.Coetzee@absa.africa

Response time: 48 hours

Note: Please include the words "Escalation/Complaint" in the email's subject line, so that it can be routed to the Escalation mailbox for prompt assistance.

Trusts

Queries on estates for which Absa Trust is the nominated or appointed executor



Please refer to the **Deceased Estates** guide on our website for more information to assist you: https://www.absa.co.za/personal/insure/ deceased-estates/

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