



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.

Retail Deceased Estates Credits

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

1

New instruction

Report a death, closure instructions and document requests

deceasedestates@absa.africa

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

Retail Deceased Estates Debits

Queries on accounts with an outstanding debit balance and claim requests

1

New instructions, report a death and document instructions

deceasedestates@absa.africa

Turnaround time: 30 business days

2

Escalations/Follow-ups

Only to be used if there is a follow-up or specific query on an account in debit

retaildeceaseddebits@absa.africa*

**Quote the deceased's ID number, case reference number and "Escalation" in the subject line*

Turnaround time: Seven business days, subject to the complexity of the escalation

3

Management escalations

Anelda Coetsee

Anelda.Coetsee@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

1

All new instructions (first requests)

Estate.Intake@absa.africa

Turnaround time: Depends on the complexity and on correct documents being provided

2

Escalations

Trustcustomercare@absa.africa

Turnaround time: One day (more specific timelines will be provided where applicable)

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/>

