

FNB Deceased Reporting: Team profile



The loss of a loved one is a traumatic experience for our clients and their families – it's a time when they need our help the most.

The Deceased Reporting team provide our clients with expert guidance through the reporting process by taking responsibility for:

- ✓ Deceased account management and closure where the account holder is reported deceased
- ✓ Issuing certificates of balances, tax certificates (IT3b) and account statements.
- ✓ Safeguarding the assets of the deceased through rigorous checks to ensure only valid instructions are processed.
- ✓ Informing other relevant departments in FNB about the death of the client.

The team require the following supporting information to timeously attend to the request:

- 1. Instruction letter with address, contact details, estate late bank details – dated and signed by the Executor or the appointed agent**
If an attorney or a financial institution has been nominated, we will require the signed letter from the nominees as per POA.
- 2. Copy of the death certificate**
- 3. If SA resident is deceased abroad**
If the deceased had an SA identity document and passed away outside SA borders, the next of kin will have to apply for SA death certificate from SA Embassy in the place of death or regional office of the Department of Home Affairs within South Africa. Kindly refer to the attached link at Home Affairs:
<http://www.home-affairs.gov.za/index.php/death-certificates1>

4.

Copies of identity document of the deceased, Executor/next of kin and/or POA representative /nominee

If no ID of the deceased can be submitted, we require a sworn affidavit explaining what happened to the original identity document. If the deceased was a foreign national, a copy of the passport is required.

5.

Copy of Letter of Executorship/Letter of Authority issued by the Masters Office

6.

Power of Attorney

For attorneys or 3rd parties, we will need a Power of Attorney with at least one witness and signed by the Executor and states the full names of the Executor and the agent/attorney.



Our turnaround time is dependent on how soon we receive all the documentation required to commence with the closure process. **All the required documents can be emailed to deceasedestate@fnb.co.za.**

Kindly contact the team for assistance for assistance or further information:

Email: deceasedestate@fnb.co.za

Call Centre: 087 736 7998

Our business hours are Monday to Friday from 08:00 am to 17:00 pm and Saturday 09:00 am to 13:00 pm.

Ralton Leach

Administration Team Leader
T: +27 87 030 4328
E: ralton.leach@fnb.co.za

Sara-Lee Sanssoucie

Administration Team Leader
T: +27 87 328 0795
E: sara-lee.sanssoucie@fnb.co.za

FNB Fiduciary

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