

NEDBANK DECEASED BANKING PROCESSES AND ESCALATIONS

- ✚ Documents are to be sent to Nedbank Deceased Payments NedbankDeceasedPayments@Nedbank.co.za;
- ✚ A case number will be allocated.

Escalation process: Please ensure the case number or ID of the deceased is provided.

- Verification escalations to be sent to Layla Khan within 2 weeks if no feedback has been provided email address (laylak@nedbank.co.za);
- Payment and COBS's escalations to be sent to Raeesah Sader within 3 weeks if proceeds have not been paid over upon completion of the verification case email address (raeesahs@nedbank.co.za);
- If no response has been received from the respective staff members the escalations to be directed to Angelique Abrahams within 3 days after the respective time frames, email address (angeliquea@nedbank.co.za);
- If no response, escalate to your FISA banking liaison for further management escalation/s.