Retail Deceased Estates

Document requirements

RDC

Documents required by
Retail Deceased Estates Credits

RDD

Documents required by
Retail Deceased Estates Debits

To enable us to proceed with your request, please submit your instruction, certified copies of the documents in PDF format, including the deceased's ID number in the subject line of the email to deceasedestates@absa.africa

Note: Information Security requires the correct identification for disclosure of information. **All documents must be independently certified and not be older than three months and submitted in one PDF pack.**

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RDC | Documents required by Retail Deceased Estates Credits

Requests for credit balance pay-outs

- New Instruction to make payment to the estate can be sent to deceasedestates@absa.africa
- Death certificate.
- Deceased's ID.
- Letter of executorship/authority (requirement for foreign estates – letter of probate sealed by the Master of the High Court) and power of attorney, if applicable.
- Latest ID of the executor/appointed person stated on the letter of executorship/authority and, if applicable, of the agent appointed in terms of a power of attorney.
- Proof of residential address of the executor/appointed person and agent, if applicable, not older than three months.
- Proof of firm's business operating address, not older than three months.
- Official bank statement (if the estate late's account is not an Absa account).
- All documents to be independently certified and not be older than three months.

Requests for certificates of balances and tax certificates on credit balances:

- If an executor is appointed, a payment, as well as certificate of balance, tax certificate and death certificates request can be made in one email to retail Deceased Estates at deceasedestates@absa.africa
- Letter of executorship/authority (requirement for foreign estates – letter of probate sealed by the Master of the High Court).
- Power of attorney (if applicable).
- Latest ID issued for the surviving spouse (where a certificate of balance is required for the surviving spouse).

Please take note:

All new instructions should be submitted in one email for :

- Reporting of the death
- Instruction to close accounts
- Instruction for COB/ Claims/ Tax Certificates/ Statements
- Instruction for payment of credit balance to estate late account

RDC | Documents required by Retail Deceased Estates Credits

Requests for foreign estate payments

- Clear instruction letter for the required services.
- Death certificate – notarised.
- Latest ID issued for the appointed executor.
- Latest ID issued for the appointed agent.
- Power of attorney signed abroad – must be notarised.
- Valid proof of residential address of the executor and agent (not older than three months).
- Letter of executorship/authority or probate sealed by the South African Department of Justice.
- South African agent to be appointed.
- South African estate late's banking details (official, stamped bank statement).
- Requests to be sent to deceasedestates@absa.africa

Reporting deaths and imposing ~~of~~ deceased holds

- Death certificate.
- Deceased's ID

Note: Requests for statements for periods prior to the date of death should be made at your nearest Absa branch.

RDC | Documents required by Retail Deceased Estates Credits

Requests for funeral expense pay-outs

- Signed instruction Form 7581 to be completed at your nearest Absa branch, or request submitted for the 7581 form to deceasedestates@absa.africa (including name, copy of ID and contact details of requestor annotated).
- Certified and dated copy of death certificate.
- Certified and dated copy of the deceased's ID.
- Funeral parlour invoice with an email address of the parlour (including a breakdown of expenses for funeral payment request).
- Letter from Master/Magistrate requesting funeral cost (MBU12), with Master stamp with date.
- Funeral parlour bank account confirmation letter, if the funeral parlour account is not an Absa account.
- Please ensure that request for the funeral payment is highlighted in the subject line " Funeral / Burial Order"

Please note that we can only accept documents received in the following ways:

- Original documents shown to an Absa official who has made a certified copy.

Requests for balances to be submitted to the Master for the asset inventory

- MBU9 form.
- Death certificate.

Certified documents must contain:

- The signature of the Commissioner.
- The full name of the Commissioner.
- The Commissioner's designation.
- The area for which the Commissioner holds their appointment/the office held by the Commissioner, if such office is held ex officio.

Note:

- All documents must be submitted to **deceasedestates@absa.africa** with the subject line: "Funeral / Burial Order
- Turnaround time: 48 hours/Two business days (subject to the time of submission)
- No funeral pay-out will be done without a MBU12 form.

RDD | Documents required by Retail Deceased Estates Debits

Requests on accounts with debit balances

- Service request on accounts in debit (e.g. claims, statements, and queries on accounts with outstanding balances) can be sent to **deceasedestates@absa.africa**

- **Please include the following documents:**
- Death certificate
- (Letter of executorship/authority (requirement for foreign estates – letter of probate sealed by the Master of the High Court.
- Contact details of executor and/or appointed agent.
- Power of attorney of the appointed agent, if applicable.

- All escalations to be submitted to retaildeceaseddebits@absa.africa or if you have specific query for an account in debit.

- 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/

Retail Deceased Estates Debits:

- Accounts with outstanding balances.
- Products: Home Loans, Personal Loans, Credit Cards, Cheque Accounts, Vehicle and Asset Finance accounts.
- Accounts with outstanding balances.

Note: 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/.