

Technical Issue

Deceased Estates: Notification of technical issue

Dear Executor

We regret to inform you that we have encountered a technical issue with our Deceased Estates mailbox - deceasedestates@absa.africa, where we are not receiving some of your emails. We therefore request that where you have not received a C-reference number to please email us on: rdcqueries@absa.africa.

We understand that this is causing delays in our cases and resolution timelines. This issue has an impact on the organisation and operations as well.

What are the next steps and actions to take?

Our technical team is actively investigating the root cause of the issue. We are committed to resolving it as quickly as possible to minimise disruption and inconvenience.

In the interim, we ask that you do the following:

- Send attachments of less than 6MB in size (if they are larger, please compress them).
- Should you not receive a C-reference number please refer all queries to: email rdcqueries@absa.africa

We understand the inconvenience that this technical issue is causing and apologise in this regard. Rest assured that we are dedicated to resolving it swiftly and will keep you informed of any developments.

Kind regards

Retail Deceased and Insolvent Estates