Absa Retail Deceased Estates

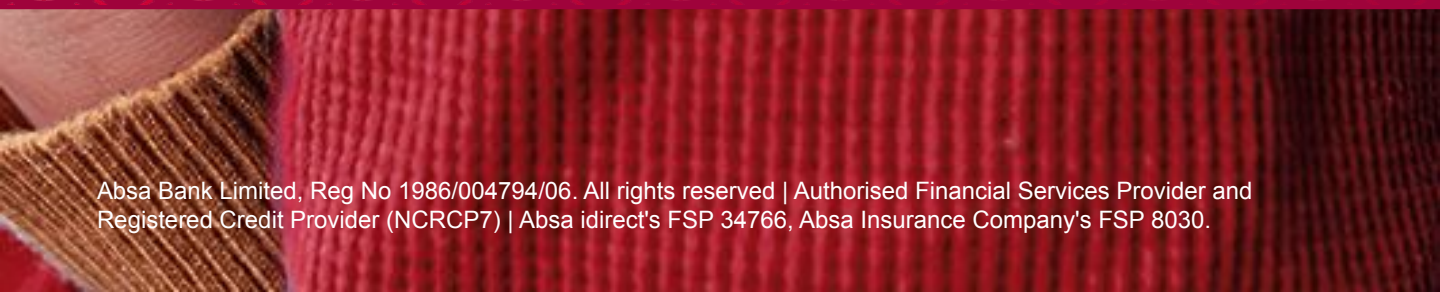
Entry points and Escalation Matrix

Dear Customer

As we continue to work towards excellent service delivery, maintaining high customer service standards and ensuring that we support customers with deceased estate queries, Absa Retail Deceased Estates has put together an entry point and communication channel list to assist you with queries relating to retail deceased estates. We have outlined the process below to be followed, depending on the request.

Communication Channels:

These communication channels will ensure you are provided with the needed assistance and function as avenues for escalation and/or urgent assistance. Please only use the channels for the specified purpose to ensure your query is attended to accordingly.



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Retail Deceased Estates Credits

Reporting of new estates, instructions on accounts in credit and payment to estates.

Please ensure that all documents are clear, dated, correctly certified and in PDF format.

1	Reporting a new death/ new instruction:	deceasedestates@absa.africa Turnaround time: 30 business days
2	Additional/Outstanding documents:	deceasedestates@absa.africa (Quote the deceased ID number and case reference number in the subject line) Turnaround time: 7 business days
3	Escalations/Follow-up/ Queries:	rdcqueries@absa.africa (Quote the deceased ID number and case reference number in the subject line) Turnaround time: 3 business days
4	Customer Service Contact Number:	086 111 3003
5	Management escalation:	Anelda Coetzee: Anelda.Coetzee@absa.africa Turnaround time: 48 hours response

Retail Deceased Estates Debits

If you have any queries on accounts with an outstanding debit balance at Absa, please follow the steps below:

1	**Retail Debits enquiries:**	retaildeceaseddebits@absa.africa **Turnaround time:** 7 business days
2	**Escalations:**	rddqueries@absa.africa **Turnaround time:** 3 business days, subject to complexity of escalation
3	**Management escalation:**	Anelda Coetzee: Anelda.Coetzee@absa.africa **Turnaround time:** 48 hours response

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*

Webform

Click on **the link below** to report a death via the webform. You can also use this link to access a quick “How to” guide to assist you through the process.

https://www.absa.co.za/personal/insure/deceased-estates/

Click on the tab **“Report a death”**

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