

18 September 2025

BANKING INSTITUTIONS DECEASED ESTATES DIVISIONS CONTACT MATRIX

BASA and member banks are committed to working together to making the process of deceased estates a better and smoother one for all customers and their families. We are committed to working as a collective in discussing issues to solve challenges with all industry stakeholders and to enable improved service offerings which in turn will result in a better experience for bereaved families and executors. Herewith the banking sector contact matrix for deceased estates.

Standard bank:

- Reporting a death – please visit our website to report a new death:
<https://www.standardbank.co.za/southafrica/personal/products-and-services/customer-solutions/deceased-estates/deceasedestateapplication#/>
- Email channel – deceasedqueries@standardbank.co.za
- Escalations- DeceasedEscalations@standardbank.co.za
- contact points for all services provided by bank – the deceased channels reported above deals with all products exposure for the deceased customer.

Nedbank:

- Email channel – NedbankDeceasedPayments@Nedbank.co.za
- Escalations- NedbankDeceasedPayments@Nedbank.co.za – service desk number to be communicated once set up finalised
For staff members of the Master or Attorney firms who wish to speak to the leadership teams, the below details may be shared:
- Management Escalations – RaeesahS@Nedbank.co.za or LaylaK@Nedbank.co.za - 7 working days after receipt of notification / email
- Senior Management escalation Angeliquea@Nedbank.co.za- 48 hours after no feedback received from 1st line escalation
- **Homeloans**
Email channel- DeceasedEstates-HomeloansD@Nedbank.co.za
Escalations-DeceasedEstates-HomeloansD@Nedbank.co.za
Management escalation NabeelahH@Nedbank.co.za - 7 working days after receipt of notification / email
Senior Manager escalation – alrickap@nedbank.co.za - 48 hours after no feedback received from 1st line escalation

- **Life insurance over the mortgage bond**
Email channel- clientservices@nedbankinsurance.co.za
short term insurance on the property (if taken through the bank)
Email channel- Insurance@nedbank.co.za
- **Credit cards and Transactional accounts (debit balance) –**
Email Channel- Unsecureddeceasedestates@Nedbank.co.za
Escalations- Unsecureddeceasedestates@Nedbank.co.za
Management escalation- basheers@nedbank.co.za - 7 working days after receipt of notification / email
Senior Management escalations – alrickap@nedbank.co.za - 48 hours after no feedback received from 1st line escalation
- **Personal loans**
Email Channel - Unsecureddeceasedestates@Nedbank.co.za
Escalations- Unsecureddeceasedestates@Nedbank.co.za
Management escalation- basheers@nedbank.co.za-7 working days after receipt of notification / email
Senior Management escalations – alrickap@nedbank.co.za - 48 hours after no feedback received from 1st line escalation
Motor finance motor vehicles on instalment sale agreements and lease agreements
Email Channel - Nedbankestates@Nedbank.co.za

ABSA:

- Email channel – nde@absa.co.za (new notification/payments instruction)
cemdeceased@absa.co.za (accounts with debit balances/claim requests)
- Escalations- rdcqueries@absa.co.za (accounts in credit/payments to estate late account)
rddqueries@absa.africa In subject line Escalation) (accounts in debit/claim requests)
For staff members of the Master or Attorney firms who wish to speak to the leadership teams, the below details may be shared:
- Management Escalations – Jacqui.Fossey@absa.africa
- Senior Management escalation – Faith.Manjoro@absa.africa / Anelda.Coetzee@absa.africa
- Life Insurance over the mortgage bond –
Contact Centre: 0860 227 253
Life cover - lifecclaims@absa.co.za
- Short Term Insurance on the property (if taken through the bank) –
Call Centre: 0860 100 876
Email: adminhoc@absa.co.za

Firststrand:

- Please see the 'How to' guide to be shared on the FISA website for reporting the death of an FNB customer. It contains the new and improved digital process, document requirements, and the new escalation matrix.

- Email channel – deceasedestate@fnb.co.za
- First level Escalations – Ralton Leach, ralton.leach@fnb.co.za, Arnold Romain, aromain@fnb.co.za and Dimakatso Mashele, Dimakatso.Mashele@fnb.co.za
For staff members of the Master or Attorney firms who wish to speak to the leadership teams, the below details may be shared:
- Management Escalations – Lerato Lente, lerato.lente@fnb.co.za
- Home loans - HomeLoanDeceased@fnb.co.za
- Life insurance over the mortgage bond - HomeLoanDeceased@fnb.co.za
- Short term insurance on the property (if taken through the bank) - HomeLoanDeceased@fnb.co.za
- Credit cards - deceased@fnb.co.za
- Loans - deceased@fnb.co.za
- Motor vehicles hire purchase agreements - legaldeceased@wesbank.co.za

Capitec:

- Email channel – DeceasedQueries@capitecbank.co.za
- Escalations – deceasedestateescalations@capitecbank.co.za

African Bank:

- Reporting a death – please visit our website to report a new death:
<https://www.africanbank.co.za/en/home/deceased-estate/>
- Email channel – DeceasedEstates@AfricanBank.co.za
- Escalations – FNkonyane@AfricanBank.co.za
For staff members of the Master or Attorney firms who wish to speak to the leadership teams, the below details may be shared:
- Management Escalations – Anelia Hartzenberg, AHartzenberg@AfricanBank.co.za
- Senior Management escalation – Paul Mpolokeng, PMpolokeng@AfricanBank.co.za
- contact points for all services provided by bank – the deceased channels reported above deals with all products exposure for the deceased customer.

Kindly communicate in the order of emails provided.

