

BANKS PROCESS AND TURNAROUND TIMES– DECEASED ESTATES

18 September 2025

Average number of business days

This document states turnaround times (TATs)/average number of business days for Banks’ deceased estates processes, from the date on which all the required documents have been provided and are found to be in order. All copies of original documents need to be certified by an independent Commissioner of Oaths (documents cannot be self-certified). These TATs only apply to matters going forward from this date onwards and do not relate to historic matters. The times stated below are also dependent on the Master verification process.

1. Funeral Payouts-(on receipt of the MBU12)	2 days
2. Tax certificate	8 to 15 business days
3. Certificate of balance	8 to 15 business days
4. Payout request/Refund payouts (credit balances),	14 to 30 business days
5. Claims against the estate (debit balances)	14 to 21 business days

ABSA

DOCUMENTS REQUIRED

1.1 Medical and Living expenses	<ul style="list-style-type: none"> • Instruction letter accompanied by copy of the requestor’s ID. • Death Certificate • Medical Invoice • Bank confirmation letter (Practitioner’s banking details or hospitals banking details (Individual Person’s Bank confirmation letter)
1.2 Requests for funeral expense pay-outs	<ul style="list-style-type: none"> • Signed funeral payment request document to be completed at your nearest Absa branch and emailed 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

	<ul style="list-style-type: none"> • 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 <p>Note: Please ensure that request for the funeral payment is highlighted in the subject line “Funeral / Burial Order”</p>
<p>2. Requests for certificates of balances and tax certificates on credit balances</p>	<ul style="list-style-type: none"> • Instruction letter requesting Tax and Credit Balance Certificate/s • Death Certificate • Letter of Executorship/Authority/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 Tax Certificate is required for surviving spouse)

<p>3. Closure of accounts request and issuing of statements from date of death till closure of accounts (credit balances),</p>	<ul style="list-style-type: none"> • 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 account is not an Absa account). <p>Note: All documents to be independently certified and not be older than three months</p>
<p>4. Issuing of balances to submit to the Master for the asset inventory</p>	<ul style="list-style-type: none"> • MBU9 • Death Certificate
<p>5. Requests on accounts with debit balances</p>	<ul style="list-style-type: none"> • Service request on accounts in debit (e.g. claims, statements, and queries on accounts with outstanding balances) can be sent to deceasedestates@absa.africa • 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

<p>6. Requests for foreign estate payments</p>	<ul style="list-style-type: none"> • 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 banking details (official, stamped bank statement). • Requests to be sent to deceasedestates@absa.africa
<p>CAPITEC</p>	<p>DOCUMENTS REQUIRED</p>
<p>1. Tax certificate</p>	<ul style="list-style-type: none"> • Instruction letter requesting Tax Certificate • Death Certificate • Letter of Executorship/Authority/for foreign estates – Letter of Probate sealed by the Master of the High Court • Power of Attorney (if applicable) • ID and contact details the next of kin
<p>2. Certificate of balance</p>	<ul style="list-style-type: none"> • Instruction letter requesting Certificate of balance. • Death Certificate • Letter of Executorship/Authority/ for foreign estates – Letter of Probate sealed by the Master of the High Court • Power of Attorney (if applicable) • ID and contact details the next of kin

<p>3. Closure and transfer of accounts request and issuing of statements</p>	<ul style="list-style-type: none"> • Death certificate • Letter of executorship/appointment • ID of the deceased • ID of the executor • Estate late banking details • Instruction to close accounts • ID of the agent (if applicable) • Power of attorney • ID and contact details the next of kin
<p>INVESTEC</p>	<p>DOCUMENTS REQUIRED</p>
<p>1. Funeral Payouts</p>	<ul style="list-style-type: none"> • NA
<p>2. Tax certificate</p>	<ul style="list-style-type: none"> • Letter of Executor and FICA documents for the executor (Copy of certified ID, proof address and contact details).
<p>3. Certificate of balance</p>	<ul style="list-style-type: none"> • Letter of Executor and FICA documents for the executor (Copy of certified ID, proof address and contact details).
<p>4. Refund request (credit balances),</p>	<ul style="list-style-type: none"> • Proof of the Estate late bank account and the written payment instruction from the Executor.
<p>5. Claims against the estate (debit balances)</p>	<ul style="list-style-type: none"> • Letter of Executor and FICA documents for the executor (Copy of certified ID, proof address and contact details).
<p>FNB</p>	<p>DOCUMENTS REQUIRED</p>

<p>1. Funeral Payouts (excluding funeral policy payout)</p>	<ul style="list-style-type: none"> • 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. • Death certificate • ID of the next-of-kin • Invoice from the funeral parlour <i>With a valid company registration number (this must include their banking details as funeral expenses will be paid directly to the funeral parlour)</i> • NB – Funds will not be made available for : <ul style="list-style-type: none"> • Tombstone/Memorial stone • Catering • Livestock • Transport for mourners • Wreaths • Advertising and • Mourning cards
<p>2. Tax certificate (only)</p>	<ul style="list-style-type: none"> • Death certificate • Letter of instruction detailing the request. <i>The letter must be dated and signed by the Executor or the appointed Agent with the name and surname of the Agent below the signature. If an attorney or a financial institution has been nominated, we will require the signed letter from the nominee as per the Power of Attorney with the name and surname of the nominee below the signature</i> • Letter of Executorship/Letter of Authority

	<ul style="list-style-type: none"> • Latest ID of the deceased, the executor and/or the appointed agent (if there is a valid Power of Attorney) • Power of Attorney <i>Must include the ID numbers and full names of the deceased, nominated agent and executor. It must be signed by two independent witnesses and signed and dated by the Executor.</i>
<p>3. Certificate of balance (only)</p>	<ul style="list-style-type: none"> • Death certificate • Letter of instruction detailing the request. <i>The letter must be dated and signed by the Executor or the appointed Agent with the name and surname of the Agent below the signature. If an attorney or a financial institution has been nominated, we will require the signed letter from the nominee as per the Power of Attorney with the name and surname of the nominee below the signature.</i> • Letter of Executorship/Letter of Authority • Latest ID of the deceased, the executor and/or the appointed agent (if there is a valid Power of Attorney) • Power of Attorney <i>Must include the ID numbers and full names of the deceased, nominated agent and executor. It must be signed by two independent witnesses and signed and dated by the Executor.</i>
<p>4. Refund request (credit balances)</p>	<ul style="list-style-type: none"> • A copy of the death certificate • Letter of instruction detailing the request.

	<p><i>The letter must be dated and signed by the Executor or the appointed Agent with the name and surname of the Agent below the signature. If an attorney or a financial institution has been nominated, we will require the signed letter from the nominee as per the Power of Attorney with the name and surname of the nominee below the signature</i></p> <ul style="list-style-type: none"> • Letter of Executorship/Letter of Authority • Latest ID of the deceased, the executor and/or the appointed agent (if there is a valid Power of Attorney) • Power of Attorney <i>Must include the ID numbers and full names of the deceased, nominated agent and executor. It must be signed by two independent witnesses and signed and dated by the Executor.</i> • Estate late banking details – confirmation letter or latest statement
<p>5. Claims against the estate (debit balances)</p>	<ul style="list-style-type: none"> • Death certificate • Letter of instruction detailing the request. <i>The letter must be dated and signed by the Executor or the appointed Agent with the name and surname of the Agent below the signature. If an attorney or a financial institution has been nominated, we will require the signed letter from the nominee as per the Power of Attorney with the name and surname of the nominee below the signature</i> • Letter of Executorship/Letter of Authority • Latest ID of the deceased, the executor and/or the appointed agent (if there is a valid Power of Attorney) • Power of Attorney

	<p><i>Must include the ID numbers and full names of the deceased, nominated agent and executor. It must be signed by two independent witnesses and signed and dated by the Executor</i></p> <ul style="list-style-type: none"> • Estate late banking details – confirmation letter or latest statement <p>A valid case and a valid appointment require the following:</p> <p>*Home Affairs data corresponds to the death certificate; and</p> <p>*The relevant Masters office has confirmed that the letter of executorship/appointment is valid. If either of these checks fail, the request cannot be processed, and the bank will be in contact.</p>
NEDBANK	Documents required – All documents need to be certified/ commissioned – (documents cannot be self-certified)
1. Funeral Payouts	<ul style="list-style-type: none"> • MBU12 Letter from the Masters office requesting us to pay a specified amount for funeral expenses. • Certified Death certificate
	<ul style="list-style-type: none"> • Certified Deceased ID copy (if smart card / back and front required) • Certified Executor’s ID copy (if smart card / back and front required) • Valid invoice from the funeral parlour (which must include their banking details as funeral expenses will be paid directly to the funeral parlour) <p>NB-We do not pay for Décor and food.</p>
2. Tax certificate	<ul style="list-style-type: none"> • Certified Death certificate • Certified Deceased ID (if smart card / back and front required)

<p>3. Certificate of balance</p>	<ul style="list-style-type: none"> • Certified Death certificate • Certified Deceased ID (if smart card / back and front required)
<p>4. Payout request (credit balances),</p>	<ul style="list-style-type: none"> • Certified Death certificate • Certified Letter of Executorship/ Letter of Authority • Certified Deceased ID copy (if smart card / back and front required) • Certified Executor's ID copy (if smart card / back and front required) • Certified Power of attorney – <i>(if applicable)</i> • Certified ID copy of the appointed agent in terms of a Power of Attorney <i>(if applicable)</i> (if smart card / back and front required) • Signed written instructions from the executor/appointed agent with Power of Attorney. • Proof of estate late account (statement) on the respective bank's letterhead. • Telephone/fax/email indemnity form if the request is received from the executor/appointed agent in terms of a Power of Attorney by means of the above electronic communications.

<p>Claims against the estate (debit balances)</p>	<ul style="list-style-type: none"> • Certified Death certificate • Certified Letter of Executorship/ Letter of Authority • Certified Deceased ID copy (if smart card / back and front required) • Certified Executor's ID copy (if smart card / back and front required) • Certified Power of attorney – <i>(if applicable)</i> • Certified ID copy of the appointed agent in terms of a Power of Attorney <i>(if applicable)</i> (if smart card / back and front required) • Proof of estate late account (statement) on the respective bank's letterhead. • Contact details of Executor / Master's Representative and Next of Kin
<p>STANDARD BANK</p>	<p>DOCUMENTS REQUIRED</p>
<p>1. Funeral Payouts</p>	<p>Reporting a death – please visit our website to report a new death: ps://www.standardbank.co.za/southafrica/personal/products-and-services/customer-solutions/deceased-estates/deceasedestateapplication#/</p> <p>All documents need to be independently certified – (documents cannot be self-certified) Please note that additional documents may be requested to be submitted.</p> <p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of Deceased • ID of Requestor • Proof of Bank Account - latest statement or confirmation of Account of where the Master requests the funds to be paid into (payment will be made directly to the

	<p>Funeral Parlour or as directed by the Master)</p> <ul style="list-style-type: none"> • Invoice or quote from Funeral Parlour - invoice must be on the funeral parlours letter head and include the breakdown of the expenses. Banking details of the funeral parlour must be included on the invoice. • Signed and stamped Funeral expenses authorization Letter from the Master (Form MBU12) <p>Please also ensure that the contact details of the Executor (where applicable), Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.</p>
<p>2. Tax certificate</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased • Letter of Executorship / Authority - certified where there is no QR code on appointment letter • ID of the Executor / Master’s Representative (and their Appointed Agents, if applicable) • Power of Attorney for Appointed Agents (if applicable) • Proof of Bank Account – latest statement or confirmation of the Estate Late Account (or Nominated Bank Account, if applicable) <p>Please also ensure that the contact details of the Executor, Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.</p>

<p>3. Certificate of balance (credit balances)</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased • Letter of Executorship / Authority - certified where there is no QR code on appointment letter • ID of the Executor / Master’s Representative (and their Appointed Agents, if applicable) • Power of Attorney for Appointed Agents (if applicable) • Proof of Bank Account – latest statement or confirmation of the Estate Late Account (or Nominated Bank Account, if applicable) • Please also ensure that the contact details of the Executor, Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.
<p>4. Statements</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased • Letter of Executorship / Authority - certified where there is no QR code on appointment letter

	<ul style="list-style-type: none"> • ID of the Executor / Master’s Representative (and their Appointed Agents, if applicable) • Power of Attorney for Appointed Agents (if applicable) • Proof of Bank Account – latest statement or confirmation of the Estate Late Account (or Nominated Bank Account, if applicable) • Please also ensure that the contact details of the Executor, Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.
<p>5. Refund request (credit balances) – local payments within South Africa.</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased • Letter of Executorship / Authority - certified where there is no QR code on appointment letter • ID of the Executor / Master’s Representative (and their Appointed Agents, if applicable) • Power of Attorney for Appointed Agents (if applicable) • Proof of Bank Account – latest statement or confirmation of the Estate Late Account (or Nominated Bank Account, if applicable) • Please also ensure that the contact details of the Executor, Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.
<p>6. Claims against the estate (debit balances) – where we send a claim letter.</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased

	<ul style="list-style-type: none"> • Letter of Executorship / Authority - - certified where there is no QR code on appointment letter • ID of the Executor / Master’s Representative (and their Appointed Agents, if applicable) • Power of Attorney for Appointed Agents (if applicable) • Proof of Bank Account – latest statement or confirmation of the Estate Late Account (or Nominated Bank Account, if applicable) • Form BI-1663 Death Notice - required for credit life claim submissions • Please also ensure that the contact details of the Executor, Master’s Representative, and next-of-kin are provided so we can correspond with the appropriate parties.
African BANK	DOCUMENTS REQUIRED
1. Funeral Payouts	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of Deceased • ID of Requestor/Next of Kin • Signed Power of Attorney • Proof of Bank Account - latest statement or confirmation of Account of where the Master requests the funds to be paid into (payment will be made directly to the Funeral Parlour or as directed by the Master) • Invoice or quote from Funeral Parlour - invoice must be on the funeral parlours letter head and include the breakdown of the expenses. Banking details of the funeral parlour must be included on the invoice. (including a breakdown of expenses for funeral

	<p>payment request)</p> <ul style="list-style-type: none"> • Signed and stamped Funeral expenses authorization Letter from the Master (Form MBU12)
<p>2. Tax certificate</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased ID (if smart card / back and front required) • Letter of Executorship / Authority • ID of the Executor / Master's Representative (if smart card / back and front required) • Power of Attorney for Appointed Agents (if applicable)
<p>3. Certificate of balance (credit balances)</p>	<ul style="list-style-type: none"> • Certified copies of: • Death Certificate • ID of the Deceased (if smart card / back and front required) • Letter of Executorship / Authority • ID of the Executor / Master's Representative (if smart card / back and front required) <p>Power of Attorney for Appointed Agents (if applicable)</p>

<p>4. Statements</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Death Certificate • ID of the Deceased (if smart card / back and front required) • Letter of Executorship / Authority - certified where there is no QR code on appointment letter • ID of the Executor / Master’s Representative (if smart card / back and front required) • Power of Attorney for Appointed Agents (if applicable)
<p>5. Payout request (credit balances),</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Certified Death certificate • Certified Letter of Executorship/ Letter of Authority • Certified Deceased ID copy (if smart card / back and front required) • Certified Executor’s ID copy (if smart card / back and front required) • Certified Power of attorney – <i>(if applicable)</i> • Certified ID copy of the appointed agent in terms of a Power of Attorney <i>(if applicable)</i> (if smart card / back and front required) • Signed written instructions from the executor/appointed agent with Power of Attorney. • Proof of estate late account (statement) on the respective bank’s letterhead. • Telephone/email indemnity form if the request is received from the executor/appointed agent in terms of a Power of Attorney by means of the above • Proof of address of the Executor or person nominated in the Letters of

	<p>Authority/Executorship.</p> <ul style="list-style-type: none"> • Formal closure instruction.
<p>6. Claims against the estate (debit balances) – where we send a letter.</p>	<p>Certified copies of:</p> <ul style="list-style-type: none"> • Certified Death certificate • Certified Letter of Executorship/ Letter of Authority • Certified Deceased ID copy (if smart card / back and front required) • Certified Executor’s ID copy (if smart card / back and front required) • Certified Power of attorney – <i>(if applicable)</i> • Certified ID copy of the appointed agent in terms of a Power of Attorney <i>(if applicable)</i> (if smart card / back and front required) • Signed written instructions from the executor/appointed agent with Power of Attorney. • Proof of estate late account (statement) on the respective bank’s letterhead. • Telephone/email indemnity form if the request is received from the executor/appointed agent in terms of a Power of Attorney by means of the above • Proof of address of the Executor or person nominated in the Letters of Authority/Executorship. • Formal closure instruction.