



**Deceased Estates
Credit Balance and
Investment Products
Team**



Nedbank Deceased Estates Credit Balance and Investment Products Team- End to End Process



Deceased Estate Documents to be directed to:
Nedbank Deceased Payments
Email Address:
<NedbankDeceasedPayments@Nedbank.co.za>

The request will be logged for Verification, and a task will be created for Certificate of Balances and IT3B's (COBS) to be issued. An acknowledgement of receipt of the request will be directed to the attorney/client and a unique reference number will be provided.

The requests will be allocated to a dedicated Deceased Estate Administrator to action the request.

COBS and IT3B's will be issued, and the attorney/client will receive the COBS/IT3B's through e-mail correspondence.

Note: All credit balance and certificate of balance documentation requirements: (All documents need to be certified / commissioned)

- Death certificate
- Letter of Executorship/ Letter of Authority
- ID of the deceased - if smart card back and front
- ID of the executor/s - if smart card back and front
- Power of attorney – (if applicable)
- ID of the person given power of attorney (if applicable) - if smart card back and front
- Written instructions from the executor and signed
- Proof of estate late account (Statement)
- Telephone/fax/email indemnity form if from attorney not branch

The payments team prep's a mandate and refers for mandate approval. Upon approval proceeds will be paid to the nominated Estate. Late Account and closing statements from date of death to closure will be direct to the attorney/client through e-mail correspondence.

Upon completion of the Verification the attorney/client will be notified through e-mail correspondence that the Verification has been handed over to the payments team.

Escalation process:

- Verification escalations to be sent to Layla Khan within 2 weeks if no feedback has been provided: Email Address (laylak@nedbank.co.za)
- COBS and Payment escalations to be sent to Raesaah Sader within 3 weeks if no COBS, IT3B's and proceeds have not been paid over upon completion of the verification matter: Email Address (raeesahs@nedbank.co.za)

If no response has been received from the respective staff members the escalations to be directed to Angelique Abrahams within 3 days after the respective time frames: Email Address (angeliquea@nedbank.co.za)

Nedbank Internal email addresses for the respective products



Credit balances : Current account, Savings accounts, Investment and Credit cards: nedbankdeceasedpayments@nedbank.co.za

Debit balances: Current account, Savings accounts, Credit cards and

Personal loans: unsecureddeceasedestates@nedbank.co.za

Home loans credit or debit balance: deceasedestates-homeloansd@nedbank.co.za

Vehicle asset finance: Nedbankestates@Nedbank.co.za

Unit trust: clientservices@nedgroupinvestments.co.za