

Annexure A: Banking Sector Escalation Matrix for Deceased Estates

Standard bank:

- Email channel – deceasedqueries@standardbank.co.za
- 1st level Escalations- DeceasedEscalations@standardbank.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:

- 2nd level Escalations - roxanne.moses@standardbank.co.za (48 hours TAT)
- 3RD level Escalations - moeketse.selepe@standardbank.co.za (48 hours)
- After no response on the third escalation the FISA liaison, Donice Perkins at email address donice@fisa.net.za can be contacted to put the member in touch with a manager at Standard Bank.

Nedbank: (Transactional Accounts with Credit balances)

- 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 Angeliquea@Nedbank.co.za
- Senior Management escalation - Maggied@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

Firstrand:

- Email channel – deceasedestate@fnb.co.za
- Escalations – Khothatso Tsilo khothatso.tsilo@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 - Suvesha Rampaul, Srampaul@fnb.co.za
- Senior Management escalation – Carin Meyer, cmeyer@fnb.co.za

