

ABSA PROCESSING TURNAROUND TIMES:

The current turnaround time that the Registrations Validation team is adhering to is **8 Business hours** in total (comprising 4 Business hours for Validations and 4 Business hours for Validations Audit).

SUPPORT BY THE REGISTRATIONS VALIDATION TEAM TO YOUR FIRM:

Support level	Support type	Support details	Target response time (TRT)	Escalation procedure
Level 1	Status enquiries	<p>Whilst a matter is being processed during Absa's allocated validations turnaround times (as set out above), your firm must track the matter via "Stordoc Tracking" on:</p> <p>www.e4.co.za</p> <p>Your firm may NOT use the support levels below, until the relevant turnaround time has expired.</p>		
Level 2	General enquiries	<p>Home Loans Processing Registrations Validations:</p> <p>bondreal@absa.co.za</p> <p>(refer to Absa notice 481 for details)</p>	8 business hours	Escalate to Level 3 (if no response within the target response time, or if not satisfied with the response received)
Level 3	Escalated queries	<p>Home Loans Processing Registrations Validations Support Manager:</p> <p>Michele Roberts Michele.Roberts@absa.co.za (011) 971-3175 (w)</p>	4 business hours	No further escalation, any decision is final.

Definitions:

- "Business Day" means any day other than a Saturday, Sunday or any official public holiday within the Republic of South Africa;
- "Business hours" means 08h00-16h00 on Monday to Friday, excluding Saturdays, Sundays, and South African public holidays.