

STANDARD BANK PROCESSING TURNAROUND TIMES:



The turnaround time the various processing centres are working on for ordinary matters is **16 business hours**

(comprising 8 hours for Compliance and 8 hours for Conclude).

For building loans, most are required to also be verified by Assessments, for which an additional **8 business hours** must be added.

For sectional-title loans, these are required to also be verified by Sectional-Titles, for which an additional **8 business hours** must be added.

SUPPORT BY STANDARD BANK FOR YOUR FIRM:

NATIONAL ESCALATION PROCESS FOR ATTORNEYS - REFERENCE TO BULLETIN 202/2014	
FIRST ESCALATION (day 6)	<p>Log call with the Customer Contact Centre (CCC) 0860 123 001 and obtain a Gijima reference number. The CCC must send the Gijima query to the Exceptions Processing department.</p> <p>Turnaround time for the query to be actioned by the relevant Exception Processing - 3 working days. Kindly note that further escalations will not be dealt with should a reference number not be obtained.</p>
SECOND ESCALATION (day 9)	<p>Email may be sent to Exception Processing area together with your Gijima Reference number to the following Mail boxes relevant to the Region where the bond is domiciled:</p> <ul style="list-style-type: none"> • PBBOSJHBOriationEscal@standardbank.co.za • DBNOriationEscalations@standardbank.co.za • PBBOSCTExceptionprocessing@standardbank.co.za
<p>Kindly note that for assistance once the escalation process has been exhausted, you may send an email to your Attorney Liaison Officer with the details. Please ensure you provide the Reference number and the escalation that has been followed</p>	
ATTORNEY LIAISONS	<p>Johannesburg, Pretoria, Bloemfontein, Limpopo, Mpumalanga</p> <ul style="list-style-type: none"> • Hettie Steyn • Delene Du Toit <p>Kwazulu Natal, Eastern Cape</p> <ul style="list-style-type: none"> • Sandi James <p>Western Cape</p> <ul style="list-style-type: none"> • Glenda Savage