



NEDBANK DRRS

DEBT COUNSELLING QUERY
RESOLUTION CONTACT POINTS
AND ESCALATION PROCESS

1

Fax or Email submission (Level 1)

Email: DebtCounsellingQueries@nedbank.co.za

Fax: 011 630 6420

To be used as a first point of contact for all **written communication**

1

Call centre (Level 1: Alternative)

Tel: 0860 109 279

To be used as a first point of contact for all **telephonic communication**

2

Attended to by Queries Team Leader (Level 2: First Escalation)

Descalation1@nedbank.co.za

To be used only where no resolution is found from first point of contact **after 5 Business days**

3

Attended to by Senior Manager (Level 3: Final escalation)

Descalation2@nedbank.co.za

To be used only where no resolution is found from the first escalation **after 2 Business days**

DRRS Nedbank Management Team

Head Debt Counselling
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