

Standard Bank Debt Review Contact and Escalation list 2024

Call Centre: 0861 111 402 or 0861 111 525

[Website](#)

<https://www.standardbank.co.za/southafrica/personal/products-and-services/customer-solutions/debt-review>

1st Point of Contact

DRApplications@standardbank.co.za

This mailbox accepts the following types of documents:

- Form 17.1
- Form 17.2
- Proposals
- Court Applications
- New Court Orders
- Reckless Lending Requests for Information
- Insurance Docs (proof of cancellation / replacement insurance)

DebtReviewDebitOrder@standardbank.co.za

This mailbox accepts the following types of queries:

- Debit Order Amendments (Amount, payment date, account number)
- Debit Order Follow-Ups
- Debit Order Cancellations

DebtReviewServices@Standardbank.co.za

This mailbox accepts the following types of queries:

- Reinstatement Requests
- Termination disputes
- Balance disputes
- Exclusion/Inclusion of Accounts into Debt Review
- Form 17.3 Requests (Change of circumstances)
- Payment Confirmation (Proof of Payment)

DebtReviewAdmin@standardbank.co.za

This mailbox accepts the following type of requests:

- Account Closures
- Banking Details (Updating of Standard Bank banking details)
- Discounted Settlement Figure
- Paid Up Letters
- Refund Request or Transfer
- Statement Requests
- Updated/Outstanding Balance Requests
- Payment Reversals

1st Level of Escalation

DebtReviewComplaints@standardbank.co.za

We strongly encourage you to ensure that you are submitting the correct type of queries to the correct mailboxes in order to guarantee your requests are dealt with by the correct team and without delay

After the 1st point of Contact, please allow for a 5 Day TAT before escalating to the next level