

Business area	Escalation	Contact Person	Title	Email Address
COB/Proposals	1st	Generic mailbox		debtcounselling@africanbank.co.za
COB/Proposals	2nd	Alta Muller	Supervisor	amuller@africanbank.co.za
COB/Proposals	2nd	Kau Ramphisa	Supervisor	kramphisa@africanbank.co.za
COB/Proposals	3rd	Botshelo Mashego	Manager	bmashego@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Reckless Allegations	1st	Generic mailbox		rla@africanbank.co.za
Reckless Allegations	2nd	Fortunate Vilakazi	Supervisor	fvilakazi@africanbank.co.za
Reckless Allegations	3rd	Judith Aiyer	Manager	jjaiyer@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Terminations	1st	Generic mailbox		debtcounselling@africanbank.co.za
Terminations	2nd	Fortunate Vilakazi	Supervisor	fvilakazi@africanbank.co.za
Terminations	3rd	Judith Aiyer	Manager	jjaiyer@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Leagl/Court Orders	1st	Generic mailbox		debtcounselling@africanbank.co.za
Leagl/Court Orders	2nd	Fortunate Vilakazi	Supervisor	fvilakazi@africanbank.co.za
Leagl/Court Orders	3rd	Judith Aiyer	Manager	jjaiyer@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Legal/Court Applications	1st	Generic mailbox		debtcounselling@africanbank.co.za
Legal/Court Applications	2nd	Alta Muller	Supervisor	amuller@africanbank.co.za
Legal/Court Applications	3rd	Nhlanhla Ntuli	Manager	nntuli8@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Refund requests	1st	Generic mailbox		debtcounselling@africanbank.co.za
Refund requests	2nd	Alta Muller	Supervisor	amuller@africanbank.co.za
Refund requests	3rd	Nhlanhla Ntuli	Manager	nntuli8@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Collections	1st	Generic mailbox		debtcounselling@africanbank.co.za
Collections	2nd	Alta Muller	Supervisor	amuller@africanbank.co.za
Collections	3rd	Nhlanhla Ntuli	Manager	nntuli8@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Balance Disputes	1st	Generic mailbox		debtcounselling@africanbank.co.za
Balance Disputes	2nd	Nelisiwe Khumalo	Supervisor	nkhumalo@africanbank.co.za
Balance Disputes	3rd	Nhlanhla Ntuli	Manager	nntuli8@africanbank.co.za
Business area	Escalation	Contact Person	Title	Email Address
Legal Web	1st	Generic mailbox		lwac@africanbank.co.za
Legal Web	2nd	Nelisiwe Khumalo	Supervisor	nkhumalo@africanbank.co.za
Legal Web	3rd	Nhlanhla Ntuli	Manager	nntuli8@africanbank.co.za