

Bereavement Guide

Helping you deal with a deceased person's account.

When you have lost someone close to you, sorting out the finances may not be easy. We are here to help and make this as simple and straightforward as possible for you, and our staff are available to assist.

First steps

1. Register the death

You will have to register the death with your local Registrar, and your local council will be able to provide details of how to complete this process, over the telephone or via their website.

2. Locate the Will

A Will provides confirmation of a persons' wishes in the event of their death, and confirms who the deceased has appointed as their Executor (person responsible for dealing with the estate of the deceased) If there is no Will, an Administrator is appointed to deal with the deceased's estate, which is usually a family member or close relative of the deceased.

3. Contact organisations to notify them of the death.

Many people appoint a solicitor to do this on their behalf depending on the size of the estate and complexity of the Will.

Registering the death with The Access Bank UK Limited

Please contact us by:

- Writing to us at:
The Access Bank UK Limited
4 Royal Court,
Gadbrook Way,
Gadbrook Park,
Northwich,
Cheshire CW9 7UT
- Telephone UK: 0333 222 4516
- Telephone from outside the UK: +44 1606 813020
- Email us at: customerservice@theaccessbankukltd.co.uk

Sensible Savings Bonds and Personal Current Accounts

Joint Accounts

The joint current account holder will normally be entitled to the funds in the account and it will not be treated as part of the deceased's estate. If you are a joint current account holder, we will ask to see the original or certified copy of the death certificate, once this has been verified the joint account will be transferred into the remaining account holder's name.

For joint Sensible Savings bonds, the remaining account holder will be offered two options:

- Withdraw the total funds, including interest accrued until the date of death; or
- Reinvest the principal into a new bond in the remaining customer's name, and the interest accrued until date of death will be paid to the nominated account held on record.

Sole Accounts

Once the Bank is informed that a sole account holder has passed away, there are certain documents that we are obliged to obtain in order to proceed with an account closure. It is noted that any interest that is payable on the account will continue to accrue until it is closed.

Before proceeding to the account closure, the Executor(s)/Administrator(s) of the deceased's estate may need to obtain the balance of the account(s) at the date of death, noting that this will be a requirement in order to obtain the Grant of Probate.

In the event of a sole Sensible Savings customer, the bond(s) will continue to accrue interest until maturity, or to the date of closure, whichever is earlier.

For current accounts, these will be frozen upon notification of the death of the sole account holder, and we will await instructions from the Executor(s)/Administrator(s) or the solicitor if one has been appointed.

What documents will we need to see in order to provide a balance at date of death figure to an individual third party?

- Original or certified copy of the death certificate;
- Original or certified copy of the Will (if there is a Will) or Letters of Administration (if there is no Will); and
- Title, full name, address and date of birth of the person requesting the balance figure, in order that electronic verification of identification can be performed.
- It is noted that, if the electronic verification fails, an original or certified copy proof of identity may be required, and the Bank will advise if this needs to be provided.

What documents will we need to see in order to provide a balance at date of death figure to an SRA regulated solicitor?

There are less requirements here because an SRA regulated solicitor is legally obligated to perform the necessary checks in respect of the Will, therefore the Bank does not need to have sight of it.

- Original or certified copy or original death certificate;
- Evidence that the executor(s)/personal representatives(s) have appointed the solicitor. For example, a letter of authority from the named

executor(s)/administrator(s) for the Solicitor to deal with the estate, an appointment letter, or an agreement/contract between the solicitor and the executor(s)/personal representative(s).

What documents will we need to see in order to provide a balance at date of death figure to solicitor not regulated by the SRA?

- Original or certified copy or original death certificate;
- Original or certified copy of the Will (if there is a Will) or Letters of Administration (if there is no Will); and
- Evidence that the executor(s)/personal representatives(s) have appointed the solicitor. For example, a letter of authority from the named executor(s)/administrator(s) for the Solicitor to deal with the estate, an appointment letter, or an agreement/contract between the solicitor and the executor(s)/personal representative(s).

What Documents will we need to see in order to proceed with an account closure and disbursement of funds?

Total balance of all account(s).	Required documentation	Required documentation if <u>SRA regulated solicitor</u> is dealing with the account closure
Up to £50,000	<ul style="list-style-type: none"> • Certified copy or original death certificate; • Certified copy or original Will or certified copy or original Letters of administration (if no Will) OR • Certified copy or original Grant of Probate • Completed Bank indemnity form, signed by at least one Executor named in the Will, if there is one, or the Administrator if there is no Will; • Certified copy of original proof of identity of the Executor/Administrator signing the account closure form 	<ul style="list-style-type: none"> • Certified copy or original death certificate. • Evidence that the executor(s)/personal representatives(s) have appointed a solicitor. <p>(For example, a letter of authority from the named executor(s)/administrator(s) for the Solicitor to deal with the estate, an appointment letter, or an agreement/contract between the solicitor and the executor(s)/personal representative(s))</p>
£50,001+ Grant of Probate or Letters of Administration	<ul style="list-style-type: none"> • Original or certified copy of the Grant of Probate (if there is a Will) or Letters of Administration (if no Will). 	

<p>are required by the Bank.</p>	<ul style="list-style-type: none"> • Completed indemnity form, signed by all of the Executors named in the Will, if there is one, or the Administrator(s) if there is no Will. • Certified copy of original proof of identity of all of the Executors/Administrators signing the account closure form. 	
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Inheritance Tax

It may be necessary to withdraw funds from the deceased's account prior to the account closure in order to pay inheritance tax.

The Bank requires the following documentation in order to arrange a withdrawal for such a payment:

Request from a 3rd party:

- certified copy or original death certificate;
- certified copy or original Will;
- certified ID for at least one Executor named in the Will;
- completed HMRC IHT423 form.

Request from a Solicitor:

- certified copy or original death certificate
- evidence that the Solicitors have been appointed by the Executor (appointment letter or email, copy contract, copy written agreement)
- completed IHT423 form.

It is noted that the IHT423 form can be found on the Gov.UK website at <https://www.gov.uk/government/publications/inheritance-tax-direct-payment-scheme-bank-or-building-society-account-ih423>

Direct Debits/Standing Orders

Before closing an account, the Bank will check if there are any pending Direct Debits or Standing Orders, and closure will take place after those payments have been made.

Business Accounts

The requirements will differ, depending on the complexity of the business structure. Please contact your Relationship Manager in the event of the death of a holder of a business account, and you will be advised of the correct procedure.

Property Loans

Once the Bank is informed that a customer with a property loan has passed away, pending confirmation of whether the loan will be repaid, the property will be sold, or the property will transfer to a new name (if a sole named loan) or remaining customer (for a jointly held loan), the Bank will either:

- Amend the account to Interest only; or
- Place a short-term payment holiday for up to 6 months

The documentation that the Bank will require is confirmed below:

- Original or certified copy of the Grant of Probate (if there is a Will) or Letters of Administration (if no Will).
- Certified copy of original proof of identity of all of the Executors/Administrators

You should also advise the Bank if any family members will reside in the property, and if there is a life assurance or endowment policy in place.

What Identity Documents can we accept?

If we require original or certified proof of identification in order to complete our checks, please provide us with one document from each of the following two lists. We cannot accept the same document to cover both identity and address verification requirements.

List 1 – Your Identity	List 2 – Your Address
Passport – current and valid	Utility bill – dated within the last 3 months (not printed from the internet)
Photo card driving licence – full or provisional	Cable/satellite/phone bill – dated within the last 3 months (not printed from the internet and not a mobile phone bill)
DWP pension entitlement letter	Bank/building society statement – dated within the last 3 months
Blue Badge parking permit	Current council tax bill
HMRC Tax Notification - dated within the last 3 months	Photo card driving licence – full or provisional
Benefits entitlement letter - dated within the last 3 months	Full old style driving licence – signed
UK Armed Forces ID Card	Current tenancy agreement/rent book - (must be from a local council or reputable lending agency)
Home Office Immigration Status	Department for Work and Pensions, Jobcentre Plus or Veterans UK letter confirming your right to benefits - dated within the last 3 months
Document accompanied by proof of right to reside	Mortgage statement from a recognised lender - dated within the last 12 months
Home Office Application Registration Card	
Northern Ireland Voters Card	

We will require original documents or certified copies. We do not recommend you send an original passport or driving licence, however if you do please ensure this is sent by recorded delivery and we will return via the same method.

If sending photocopies, they must have been certified as true copies of the originals by an appropriate person, for example:

- a chartered accountant
- a Director or Manager of an authorised credit or financial institution;
- an Embassy, Consulate or High Commission officer in the country of issue;
- a registered GP
- a registered Dentist
- a Bank official
- a registered lawyer or attorney; or
- a notary public, a member of the judiciary, a senior civil servant, government minister, or a serving police officer.
- Minister of Religion
- Teacher or lecturer.

Alternatively, you can use the Post Office document certification service

<https://www.postoffice.co.uk/identity/document-certification>

The Certifier should stamp the document bearing such wording that confirms that the certifier has seen the original document such as “*This is to certify that this is a true copy of an original document*”, alternatively letterhead paper may be used in cases where a stamp is not available. In situations where identity proofs, such as a passport, requires certification, the certifier must state the following when providing their certification: “*I certify that this is a true likeness of [title and full name of adult or child who the certification is being provided].*”

The certification should contain the full name of the certifier, signature of the certifier, job title/position/professional number (where applicable) of the certifier, address and telephone number of the certifier and date.

The person you ask to certify the documents should not be related to you, living at the same address as you or in a relationship with you.

Note that for a document with multiple pages, the certification should be provided on each page of the documentation, or at the front of the document clearly indicating the total number of pages that have been certified. This type of certification is only valid for pages that belong to the same document.

Support and Advice

There are organisations that may assist those who are left behind in order to help you cope during this difficult time. Please see below some contacts that you may find useful in providing you with additional support.

Support organisation	Contact details	Services provided
Gov.UK	https://www.gov.uk/browse/benefits/bereavement	Help with costs and funeral expenses.
Citizens Advice Bureau	https://www.citizensadvice.org.uk/ Adviceline: (England) 0800 144 8848 Adviceline: (Wales) 0800 702 2020	Free advice to assist with dealing with the affairs of someone who has died, including financial, emotional and practical.
Bereavement Advice Centre	www.bereavementadvice.org	Provides information in respect of organisations who can support those affected by bereavement.
The Samaritans	https://www.samaritans.org	24-hour helpline support every day of the year for anyone in distress.
Money Helper (previously known as The Money Advice Service)	https://www.moneyhelper.org.uk	Brings together support and services of three government backed financial guidance providers (The Money Advice Service, the Pensions Advisory Service, and Pension Wise).

In order to support you during this difficult time, the Bank has prepared the below list of other organisations you may need to contact to notify of the death of your loved one:

- Other banks/building societies/national savings/premium bonds
- Life insurance company
- House insurance provider
- Travel insurance provider
- Pet insurance provider
- Car insurance provider
- Medical insurance provider
- Mortgage provider/Loans/Hire Purchase
- Credit card company/store card
- Council tax
- Utilities providers (mobile phone, landline, broadband, TV, gas, electricity, water, TV licence)
- Royal mail
- Doctor
- Hospital
- Dentist
- Pension Provider
- HMRC

- Passport office
- DVLA
- Clubs/membership organisations/social groups

Please find below a glossary which will help you understand some of the terms used when dealing with a deceased persons estate.

Glossary

Administrator: the person to whom letters of administration are granted by the Probate Registry.

Beneficiary: the person who benefits from the terms of the Will.

Death Certificate: a certified copy of the entry in the Death Register. For a fee, the Registrar will be able to provide you with a number of certified copies to help you save time when you're dealing with various organisations.

Estate: all the property (money, land or other possessions) owned by someone when they died: the sum of a person's assets.

Executor: a person (or persons) named in the deceased person's Will to administer the estate and deal with the instructions in the Will.

Grant of Probate: an official document which confirms that the Executors named in the Will are legally entitled to administer the estate. It will only be granted when the inheritance tax on the estate has been agreed and paid.

Intestacy: the situation when a person has died without making a legal Will.

Letters of Administration: an official document issued by the Probate Registry when a person dies without making a Will or the Executors named in a Will are unable or unwilling to act. This formally names the person who has the legal right to deal with the affairs of the person who has died.

Personal representatives: executors or administrators.

Probate: the official process in which a person gives another person or people authority to manage their affairs on their behalf.

Probate Registry: a part of the court system that legally appoints a person or people to deal with the estate of a deceased person either under the terms of valid will or where the deceased dies without making a will.

Will: a document signed by the deceased and duly witnessed, specifying what they wanted to happen to their estate.

We hope you find this leaflet useful but please note it is intended as general information only and is not legal advice.

Should you require further assistance or have any further enquires you can speak to members of our **Processing Team on telephone number 01606 813020** who will be more than happy to assist.