

# Guidance following bereavement

We understand that losing a loved one can be a particularly turbulent and difficult time. There are many challenging decisions to be made and often it can be hard to know who to turn to.

With this in mind, we have put together a guide to cut-through any confusing paperwork that will need to be handled, and provide the support you need to lessen any money worries you and your family may have. Our friendly team are here to help you every step of the way and hope to make a small difference during this difficult time.

## How to register a death with Newbury Building Society

- Get in touch by calling us on **01635 555700**
- Visit any of our branches if you would prefer to talk to us face-to-face. Please call your branch on **01635 555700** in advance to make an appointment to use private office space
- Write to us at Newbury Building Society, 90 Bartholomew Street, Newbury, Berkshire, RG14 5EE.

## What happens next?

<b>What do we need to close a deceased sole savings account/s?</b>	What we need will depend on the balance of the accounts held with the society but we require the below in every case: <ul style="list-style-type: none"><li>• Death certificate, interim death certificate or coroner's report</li><li>• Withdrawal form signed by executors or administrators</li><li>• Executor/Administrator registration form signed by executors or administrators (this can be requested in branch, downloaded from our website, or posted)</li><li>• Identification for Executor/Administrators or next of kin</li><li>• Investment Passbooks</li></ul>
<b>What happens if the deceased held a joint savings account?</b>	If the deceased had a joint account with the society, we require the following: <ul style="list-style-type: none"><li>• The investment passbook/s</li><li>• Death certificate, interim death certificate, or Coroners report</li></ul>
<b>If the total account balances are up to £1,500 we will also need:</b>	A statutory declaration completed by the next of kin – this does not need be witnessed by a solicitor. This can be requested in branch, downloaded from our website, or posted to you.
<b>If the total account balances are between £1,500.01 and £5,000 we will also need:</b>	A completed statutory declaration to be witnessed by a Solicitor this can be requested in branch, downloaded from our website or posted to you
<b>If the total account balances are between £5,000.01 and £20,000 and a will exists we will also need:</b>	<ul style="list-style-type: none"><li>• Grant of probate / Letters of administration with a will</li></ul> Or <ul style="list-style-type: none"><li>• Sight of original signed and witnessed will</li><li>• Completed statutory declaration to be witnessed by a Solicitor this can be requested in branch, downloaded from our website or posted to you</li></ul>
<b>If total account balances are over £5,000 and no will exists we will also need:</b>	Letters of administration - for more information on how to apply for this document, visit HM government website or contact a solicitor
<b>If the total account balances are over £20,000 and will exists we will also need:</b>	Grant of probate / Letters of administration with a will - For more information on how to apply for this document, visit HM government website or contact a solicitor

## Frequently asked questions

<b>What is the difference between grant of probate and letters of administration?</b>	If the deceased individual left a Will, the executor/s can apply for a grant of probate. If the deceased individual did not leave a Will, the next of kin can apply for letters of administration.
<b>What is a statutory declaration?</b>	<p>A statutory declaration is a formal statement confirming that something is true to best knowledge of the person signing it. Financial institutions use statutory declarations to transfer money to people who are legally entitled to deal with the estate of a person who has died, such as executors of the will.</p> <p>The Newbury Building Society have two statutory declaration forms, the form you need will depends on whether or not a will has been left. If the balance in the account/s is over £1,500, a solicitor must witness the statutory declaration. – A solicitor might charge a fee for this service.</p>

<b>What is Additional Permitted Subscription (APS) and how do you apply?</b>	<p>Since 3 December 2014, if a person holding an ISA dies, the surviving spouse/civil partner is entitled to an extra ISA allowance (even if the spouse/civil partner does not actually inherit the ISA). This is referred to as the additional permitted allowance (APS). It is an allowable subscription in addition to their personal annual ISA subscription.</p> <p>If an ISA investor dies before 6 April 2018 the APS is equal to the value of the deceased's ISA plus accrued interest as at their date of death. For deceased investors that died on or after the 6th April 2018, APS allowance is the value of the deceased ISA at the date of closure.</p> <p>You have three years from the date the deceased dies to claim APS allowance.</p> <p>In order to apply for APS with Newbury Building Society we require the following:</p> <ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Completed APS application</li> <li>• Deceased's investors ISA investment passbook</li> <li>• Surviving spouse or civil partners ISA investment passbook or ISA application for new ISA account</li> <li>• Identification for surviving spouse</li> <li>• Withdrawal form signed by executors or administrators</li> <li>• Closure authority e.g. grant of probate or Statutory Declaration</li> </ul>
<b>What should you do if the investment passbook has been lost?</b>	<p>Customers are provided with a passbook when they open an account with us. We need to see sight of the passbook before any withdrawals can be authorised, and before we close an account. If you cannot find the passbook then we will ask you to complete a deceased investor – lost passbook declaration.</p>
<b>Can withdrawals be made from a deceased account?</b>	<p>We can only withdraw funds from savings accounts to pay the following:</p> <ul style="list-style-type: none"> <li>• Funeral expenses; funeral, wake, flowers &amp; order of service (cheque payable to 3rd party)</li> <li>• Inland Revenue inheritance tax bill (Cheque payable to HM Revenue &amp; Customs)</li> <li>• Court of probate (Cheque payable to probate or family court)</li> </ul> <p>Please note if a permitted withdrawal takes place, then the documentation we can accept to process the closure may change. You will be informed of this when a withdrawal is made.</p>
<b>What do you need to make a withdrawal from a deceased account?</b>	<p>We require the following in every case:</p> <ul style="list-style-type: none"> <li>• An original bill or invoice (must be for Funeral Expenses, Inland Revenue inheritance tax bill or Court of Probate)</li> <li>• Signed withdrawal form authorised by executor(s), administrator(s) or acting solicitor</li> <li>• Identification for executor(s) or administrator(s)</li> <li>• Account passbook</li> </ul>
<b>What happens if a Power of Attorney or Court of Protection was in place?</b>	<p>Power of Attorney and Court of Protection are invalid once the owner of the account has passed away; the attorney or deputy has no authority to operate or access the deceased's accounts.</p>
<b>Will there be a penalty for withdrawing from a notice, or bond account?</b>	<p>For all deceased accounts, we do not require notice to make authorised withdrawals or close the accounts and there will be no loss of interest for not providing notice.</p>
<b>Will the account continue to earn interest after the date of death?</b>	<p>The account will continue to accrue interest, as normal, until the account is closed.</p>
<b>How do you register a death on a mortgage account?</b>	<p>We will need to see the original death certificate or a certified copy in order to register the death. What else we will need from you will depend on whether the mortgage was in the individual's sole name or in joint names with somebody else. For further guidance, please contact our mortgage support team by calling us on <b>01635 555700</b>.</p>
<b>Who is an Administrator?</b>	<p>The person appointed when there is either no will that can be found or there is no executor to carry out the intentions of the will, this could also include next of kin.</p>
<b>Who is an Executor?</b>	<p>The person or persons that are named in a will to deal with the estate following a person's death.</p>
<b>Whom else do you need to inform of the deceased death?</b>	<p>As well as informing Newbury Building Society, there are other organisations and companies that you also need to inform. We have included a checklist of those you may need to contact. You can also use the 'Tell us once' service which will notify most government organisations in one go. To use this service, use the following link <a href="http://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once">www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once</a></p>

Organisation	Reference	Phone Number	Spoken to or posted info
Bank 1			
Bank 2			
Building society			
Mortgage provider			
Credit Card			
Store Card			
Other money (premium bonds, loans, hire purchase agreements)			
Electricity provider			
Gas provider			
Land line provider			
Mobile phone provider			
Water provider			
Cable or satellite TV provider			
Internet provider			
Doctor			
Hospitals			
Department of work and pensions (DWP)			
Passport office			
Council Tax			
TV Licence			
Local council for Blue Badge holders			

Further help and support is available on our website, [www.newbury.co.uk](http://www.newbury.co.uk) under customer help and support.