

## BEREAVEMENT GUIDE

### NOTIFYING US

#### First Steps

- Send us a completed Bereavement Form along with an original Death Certificate or a copy certified by a solicitor or a member of Lloyds Banking Group Staff. If the appropriate Grant of Representation has already been obtained, please send this to us instead.
- To comply with Money Laundering Regulations Scottish Widows Bank need to verify the identity of all the Personal Representatives as well as the bank account that funds will be transferred to on settlement. Therefore, the Bereavement Form should be completed in full and returned with any supporting documents required to complete these checks enclosed.
- If a firm of solicitors is acting on behalf of the estate, and they are registered with the Law Society (or equivalent), we have internal procedures in place which means that the individual solicitor acting does not require to complete section 4 of the Bereavement Form nor provide bank identification as requested in Section 6.
- Once we have received the completed Bereavement Form and the Death Certificate we will then write to you confirming the balance of the account and the interest accrued but not applied as at the date of death. This information is necessary to obtain a Grant of Representation.
- You will need to send us the Grant of Representation once this has been issued to enable us to close the account(s).
- When we have received the Grant of Representation and the completed Bereavement Form we will then be able to close the account and make a payment in accordance with your instructions.

YOU CAN CALL US ON:



0345 845 0829

Lines are open Monday to Friday 8am to 6pm  
(Wednesday from 10am)

### FREQUENTLY ASKED QUESTIONS

- Q Why does Scottish Widows Bank need to see a Grant of Representation?**
- A We require to see the Grant of Representation to ensure we settle the claim to the Personal Representative who has the authority to deal with the account holders assets.
- Q Do I always need a Grant of Representation?**
- A If you are the spouse, beneficiary, child or relative of the person who has passed away and the balance of the Scottish Widows Bank account is under £15,000, the overall value of the Estate (excluding property value) does not exceed £30,000 and all bills and debts have been paid please complete section 5a of the Bereavement Form, so that Scottish Widows Bank can consider payment without a Grant of Representation.
- Q Will Scottish Widows Bank pay funeral bills or Inheritance Tax before the account is closed?**
- A Yes, upon receipt of an invoice on headed paper from the Funeral Director or an IHT423 form from H M Revenue and Customs, we will make payments direct to them and write to you to confirm this has taken place.
- Q Will regular withdrawals continue from a sole account?**
- A No, all direct debits and standing orders will be cancelled on the day we receive notification the account holder has passed away.
- Q What credits can be accepted into the account?**
- A Interest payments from Scottish Widows Bank will be the only items that continue to be credited to the account.
- Q What happens if the family/Executors live abroad?**
- A If the family or Executors live in a foreign country they will have to apply for the appropriate Grant of Probate through a court in the United Kingdom.
- Q What happens to joint accounts?**
- A The terms and conditions of a joint account state that the account will revert to a sole account in the name of the surviving account holder.

Copies of our literature can be provided in large print or in Braille and additional assistance is available to any customer upon request.

If you have any special requirements please contact our customer service team on **0345 845 0829**.

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