

# Claim for Assets Held on Behalf of Deceased Customer



Bankwest, a division of Commonwealth Bank of Australia  
ABN 48 123 123 124 AFSL/Australian credit licence 234945



## Purpose of this form

To enable the Bank to process a claim for you when you are an Executor(s)/Administrator(s), or next-of-kin of the deceased. If Probate or Letters of administration are held, this form is not required – a signed written letter with instructions from the executor will be sufficient.

If you would like any support with completing this form, or with preparing executor's instructions, please call us on **1800 433 932**.



## What you need to know

- As a general practice we do not charge fees to finalise Deceased Estates, however fees apply where foreign currency transactions and International Money Transfer are required.



## What you need to do

- If there is more than one person claiming for assets from the estate, **each person must complete** a separate form.
- Attach or provide the Bank with evidence of death (e.g death certificate) or any other relevant documents you may have such as a Will or funeral invoices/receipt. **All** copies of documents must be certified.

## Section 1 – Deceased Customer details

Deceased's full name(s)

Date of birth

Date of death

## Section 2 – Will/Probate details (this helps us decide what documents will be required to finalise the estate's accounts)

Is there a Will?

☐ Yes ☐ No ☐ Unsure

Has anyone applied (or is intending to apply) for Grant of Probate or Letters of Administration

☐ Yes ☐ No ☐ Unsure

If yes, please include their details below if known.

Full name

Contact phone number

Residential address

Email address

- If you answered 'Yes' to any of the questions in this section, when available, please provide us with a certified copy of the original document. We will require a copy of the document to finalise the estate.
- A Grant of Probate is a document issued by the Supreme Court that confirms the validity of a Will, and authorises the executor(s) to act. You may need to provide a Grant of Probate depending on the value of the Estate. We'll let you know if you do.
- Letters of Administration are documents granted by the Supreme Court, giving authority to an administrator to collect and distribute the assets of the estate, in the absence of a valid Will. You may need to provide a Letter of Administration depending on the value of the Estate. We'll let you know if you do.

### Section 3 – Payment instructions and authorities

Someone from Bankwest might contact you to confirm your transfer request

As the executor/administrator or Next of Kin, I authorise Bankwest to release the following funds held by the deceased as detailed below (please select relevant options):

- ☐ I would like Bankwest to arrange payment/reimbursement of the funeral account (**up to \$15K**)
- ☐ I would like Bankwest to arrange payments of other bills on behalf of the deceased (e.g. Tax, Council Rates etc.)

Please complete should you require payments to be made on behalf of the deceased:

Payable to	Amount Payable	'Payment from' Account details	Payment Method (cheque, account transfer [include BSB/account number])

**Are these details correct?** It is your responsibility to check that the details you provide (including the BSB and account number) are correct and to inform us immediately of any errors. We rely on the details you provide and may not undertake any further verification steps to confirm the recipient's details (including matching their account name). To reduce your risk of being scammed, you should also double check the legitimacy of the transaction. If you enter the wrong details funds may be sent to the wrong account, and we may not be able to recover funds from an unintended recipient.

- ☐ I would like to close the below accounts held on behalf of the Estate, and arrange for disbursement of assets

Please indicate the manner in which the balance of the deceased's assets is to be disbursed.

Account number to close	Pay out and close all	Payable to	Amount Payable	Payment Method (account transfer [include BSB/account number])
	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			

**Note:** Bankwest may combine the accounts of the deceased in order to clear any debts held solely by the deceased relating to credit cards, personal loans or overdrawn transaction accounts. If we do this, the balance of any amount payable will be reduced accordingly.

### Section 4 – Privacy Collection Notice

Bankwest is a division of the Commonwealth Bank of Australia (CBA). In this Privacy Collection Notice 'we' or 'us' refers to Bankwest, CBA and its subsidiaries (the CommBank Group). This Privacy Collection Notice describes the main ways we collect, use and share your personal information related to the Estate of a deceased customer.

**This notice should be read in conjunction with our [Privacy Statement](https://bankwest.com.au/privacy) at [bankwest.com.au/privacy](https://bankwest.com.au/privacy)** which explains the other ways we may collect, use and share your personal information, how to access your personal information and correct it when it's wrong, how to make a privacy related complaint and how we will deal with it. If you would like a copy of our Privacy Statement, need more information, or have a privacy concern you can call **13 17 19** anytime. Sometimes we update our [Privacy Statement](https://bankwest.com.au/privacy) and you can always find the most up to date version on the Bankwest website.

**Neither this notice nor our Privacy Statement form part of any contract you have with us.**

#### 1. What personal information we collect

The personal information we collect includes:

information about your identity, such as your name, date of birth and contact details

information contained in identity documents or government documents

your Tax Identification Number (TIN) (where applicable)

information about your interactions with us, such as your transactions, payments and use of our website

information about you contained in documents you provide to us related to the Estate of the deceased customer such as Probate or Letters of Administration

financial information you give us.

We may collect this information from you directly or from third parties such as someone acting on the Estate's behalf (such as a solicitor, joint executor, administrator or trustee). If you give us information about others (such as a joint executor, administrator or trustee) you must have their authority and tell them what is in this Privacy Collection Notice.

## 2. Why we collect your personal information and what we use it for

The reasons we collect and use your personal information include to:

confirm your identity and manage our relationship with you

provide you with products and services related to the Estate of a deceased customer

design and improve our products and services

comply with relevant laws such as the Anti-Money Laundering and Counter-Terrorism Financing Act, the Taxation Administration Act 1953 and our international tax reporting obligations.

We are authorised under the Income Tax Assessment Act to collect the Estate's Tax File Number. You do not have to provide it, but if you do not, we must withhold a portion of any interest earned on the Estate's account.

## 3. Exchanging your personal information with Credit Reporting Bodies (CRBs)

**Identity verification** - In order to verify your identity, in some instances we may exchange your name, residential address and date of birth with a CRB to assess whether the information you provided matches the information in any credit file about you. The CRB may provide us with the results of its identity verification assessment and may use your personal information, together with personal information it holds about other people, for the purposes of preparing that assessment. **You consent** to us providing your personal information to a CRB and requesting an identity verification assessment.

## 4. Who else we share your personal information with

Others we may share your personal information with include:

the CommBank Group who can use the information for the same purposes as us

Government and law enforcement agencies, tax authorities and regulators

registries that are relevant to the services that we provide, such as land registries

other people related to the Estate's accounts such as account signatories, joint account holders, primary or additional card holders, or people who have authority on the account, as well as other persons necessary to execute your instructions

other service providers who help us products and services.

Please read our Privacy Statement at [bankwest.com.au/privacy](http://bankwest.com.au/privacy) for more information about the types of service providers we use, what information we share with them and why we share it.

## 5. Direct marketing messages

We may contact you by phone, SMS, in writing or email using the details you have provided us to tell you about products and services we think may be of interest to you. If you do not wish to receive these messages simply call **13 17 19** anytime. You can also unsubscribe from commercial electronic messages using the unsubscribe function included in the message.

Sometimes we use third party service providers such as marketing companies or mail houses to send messages on our behalf. We share your personal information with marketing companies or mail houses so they can send service or direct marketing messages to you, and make sure you do not receive messages that are not suitable for you or that you have opted out of.

## 6. Acknowledgement and Consent

**You acknowledge** the information in this Privacy Collection Notice and our Privacy Statement at [bankwest.com.au/privacy](http://bankwest.com.au/privacy).

### You consent to us (where applicable):

exchanging your personal information with credit reporting bodies to verify your identity (see part 3)

sending you direct marketing messages, but you can opt out of receiving them anytime by calling 13 17 19 or by using the unsubscribe function for commercial electronic messages (see part 5).

If you do not acknowledge and consent to the above we may not be able to provide you with the best products and services that suit your needs.

First name

Surname

Signature

Date

## Section 5 – Claimant Details, Indemnity and Statutory Declaration

I (full name(s) of claimant)

Other names known by (if any)

Daytime telephone number

Date of Birth

Your residential address (required in all instances for identification purposes)

<input type="text"/>	State	Postcode
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An alternative address or PO Box (if you would rather us send correspondence there)identification purposes)

<input type="text"/>	State	Postcode
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I do hereby claim to be entitled to the deceased's assets held by Bankwest and am so entitled as the (relationship(s) to the deceased, e.g. executor, spouse, de facto, son, daughter, father, mother)

## Section 5 – Claimant Details, Indemnity and Statutory Declaration (continued)

and undertake first to apply them in payment of any debts by the deceased and promise and further agree to hold Bankwest indemnified against all actions, suits, claims or demands which may be brought or made upon Bankwest and also against all losses, costs, charges and expenses which Bankwest may incur or be liable for in respect of the said assets or proceeds; and I acknowledge that the information, payment and authorities instructions I have provided in Section 3 are true and correct. Email [Deceased.Estates@bankwest.com.au](mailto:Deceased.Estates@bankwest.com.au) with certified copies.

### I DO SOLEMNLY AND SINCERELY DECLARE THAT:

a. The statements in this claim are true and correct in every particular

b. The deceased  was the owner of the assets described in this claim and held by Bankwest; and I MAKE THIS SOLEMN DECLARATION (please tick next to the State/ Territory/Country in which you are making the declaration):

- ☐ VIC I declare that the contents of this statutory declaration are true and correct and I make it knowing that making a statutory declaration that I know to be untrue is an offence.
- 
- ☐ NSW conscientiously believing the same to be true and by virtue of the provisions of the Oaths Act 1900 (NSW).
- 
- ☐ SA conscientiously believing the same to be true and by virtue of the provisions of the Oaths Act 1936 (SA).
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- ☐ QLD conscientiously believing the same to be true and by virtue of the provisions of the Oaths Act 1867 (Qld).
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- ☐ WA by virtue of s.12 of the Oaths, Affidavits and Statutory Declarations Act 2005 (WA).
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- ☐ NT by virtue of the Oaths Act (NT) and conscientiously believing the statements contained in this declaration to be true in every particular.
- 
- ☐ ACT/Norfolk Island under the Statutory Declarations Act 1959 (ACT); I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under s.11 of the Statutory Declarations Act 1959 (ACT), and I believe the statements contained in this declaration to be true in every particular.
- 
- ☐ TAS under the Oaths Act 2001 (Tas).
- 
- ☐ Overseas Insert the relevant Act/Law of the jurisdiction of your Country under which the Declaration is being sworn.
- 

Signature of Claimant 1

Date

### Action – Witnessing of claimant's signature to the Statutory Declaration:

Please sign in the presence of a person able to witness Statutory Declarations. Refer to Section 7 for a list of witnesses in each state. The witness must then complete their details below.

Declared at

(place) on

before me

(full name of witness)

of

(address of witness)

Qualification/Occupation

Signature of authorised Witness

## Section 5 – Claimant Details, Indemnity and Statutory Declaration (continued)

### NSW declarations only

Certify the following matters concerning the making of this statutory declaration by the person who made it:

(Place a tick (✓) next to the statements that apply)

1. ☐ I saw the face of the person **or**  
☐ I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering.
2. ☐ I have known the person for at least 12 months **or**  
☐ I have not known the person for at least 12 months, but I have confirmed the person's identity using an identification document and the document I relied on was:

(describe identification document relied on)

## Section 6 – Identification of Claimant

If you are not a Bankwest customer you will need to confirm your identity via one of the following 2 methods:

- ☐ **Option 1 »** Attend an Australia Post outlet and complete a 'Bank@Post Identity Verification' form
- ☐ **Option 2 »** Complete and return a 'Certified Copies Identification' form. You will need to provide the original and a copy of acceptable identification documents to a prescribed person who is required to complete the actions as set out in the form. (For more details on acceptable identification document and prescribed persons, refer to Sections 4 and 5 of the Certified Copies Identification Form).



Mail this form with certified copies of all required supporting documentation to:

Deceased Estates Support Team  
GPO Box E237  
Perth WA 6000

**Please don't send original documents - certified copies will do.**

If you would like any help in completing this form you can call us on 1800 433 932.

### Victoria

- Associate to a Judge of the Supreme Court or the County Court
- Bank Manager
- Barrister and Solicitor of the Supreme Court
- Clerk to a Barrister and Solicitor of the Supreme Court
- Councillor of a Municipality
- Dentist (within the meaning of the Dental Practice Act 1999)
- Fellow of the Institute of Legal Executives (Victoria)
- Justice of the Peace or a Bail Justice
- Member / former member of either House of Parliament of the Commonwealth
- Member / former member of either House of Parliament of Victoria
- Member of the Institute of Chartered Accountants in Australia / Australian Society of Accountants / National Institute of Accountants
- Member of the Police Force
- Minister of religion authorised to celebrate marriages
- Notary Public
- Person employed under Part 3 of the Public Administration Act 2004
- Person registered as a Patent Attorney under Chapter 20 of the Patents Act 1990 of the Commonwealth
- Pharmacist
- Principal in the teaching service
- Prothonotary or a Deputy Prothonotary of the Supreme Court, the Registrar or a Deputy Registrar of the County Court, the Principal Registrar of the Magistrates' Court or a Registrar or Deputy Registrar of the Magistrates' Court
- Registered Medical Practitioner (within the meaning of the Medical Practice Act 1994)
- Registrar of Probates or an Assistant Registrar of Probates
- Secretary of a Building Society
- Secretary of a Master of the Supreme Court or the County Court
- Senior Council Officer as defined in the Local Government Act 1989
- Sheriff or Deputy Sheriff
- Veterinary Practitioner

**Note:** Declarations made by prisoners can be witnessed by the Gaol Keeper.

### Queensland

- Another person authorised by law to take an oath under the law of Queensland, the Commonwealth or another State
- Conveyancer
- Justice, Commissioner for declarations or Notary Public under the law of Queensland, the Commonwealth or another State
- Lawyer

### New South Wales

- Commissioner of the Court for taking affidavits
- Justice of the Peace
- Notary Public
- Solicitor
- Any person before whom a statutory declaration may be made under the Commonwealth Statutory Declarations Act 1959 (refers to the persons listed under 'Persons who can witness Statutory Declarations Commonwealth of Australia')

### Commonwealth of Australia (A.C.T. & Norfolk Island)

- Any person before whom a statutory declaration may be made under the Commonwealth Statutory Declarations Act 1959 (refers to the persons listed under 'Persons who can witness Statutory Declarations Commonwealth of Australia')
- Agent of the Australia Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank Officer with 5 or more years of continuous service
- Building Society Officer with 5 or more years of continuous service
- Chief Executive Officer of a Commonwealth Court
- Chiropractor, Dentist or Optometrist
- Clerk of a Court
- Commissioner for Affidavits or Declarations
- Credit Union Officer with 5 or more years of continuous service
- Employee of the Australian Trade Commission who is in a country or place outside Australia; and authorised under paragraph 3 (d) of the Consular Fees Act 1955; and exercising his or her function in that place
- Employee of the Commonwealth who is in a country or place outside Australia; and authorised under paragraph 3 (c) of the Consular Fees Act 1955; and exercising his or her function in that place
- Fellow of the National Tax Accountants' Association
- Finance Company Officer with 5 or more years of continuous service
- Judge of a Court
- Justice of the Peace
- Legal Practitioner or Legal Practitioner enrolled on the roll of a Supreme Court of a State or Territory or the High Court
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Medical Practitioner or Nurse
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australian Defence Force who is an officer; or a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or warrant officer within the meaning of that Act
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- Member of the Parliament of the Commonwealth; or the Parliament of a State; or a Territory legislature; or a local government authority of a State or Territory
- Minister of Religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
- Notary Public
- Patent Attorney
- Permanent employee of the Australia Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public

## Section 7 – Persons who can witness Statutory Declarations (continued)

- Permanent employee of the Commonwealth or a Commonwealth Authority; or a State or Territory or a State or Territory Authority; or a Local Government Authority; and with 5 or more years of continuous service who is not specified in another item in this Part
- Pharmacist
- Physiotherapist
- Police Officer
- Psychologist
- Registrar or Deputy Registrar of a court
- Senior Executive Service employee of the Commonwealth, or of a State or Territory, or of a Commonwealth, State or Territory authority
- Sheriff or Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution
- Trade Marks Attorney
- Veterinary Surgeon

### Western Australia

- Academic – a member of the academic staff of a Western Australian university or an institution under the Vocational Education and Training Act 1996
- Accountant – a member of any of the Association of Taxation and Management Accounts; CPA Australia; The Institute of Chartered Accountants in Australia; National Tax & Accountants' Association Limited
- Any person before whom a statutory declaration may be made under the Commonwealth Statutory Declarations Act 1959 (refers to the persons listed under 'Persons who can witness Statutory Declarations – Commonwealth of Australia')
- Architect
- Australian Consular Officer or Australian Diplomatic Officer
- Authorised marriage celebrant
- Bank Manager – a person in charge of the head office or any branch office of an authorised deposit taking institution carrying on business in the State
- Chartered secretary – a member of Chartered Secretaries Australia
- Chemist
- Chiropractor
- Court or tribunal officer, including a sheriff, deputy sheriff or bailiff
- Defence Force Officer (including a non-commissioned officer of 5 or more years continuous service)
- Dentist
- Doctor
- Engineer – a member of the Institution of Engineers, Australia, other than at the grade of student
- Industrial organisation secretary – secretary of a organisation of employees or employers registered under the Industrial Relations Act or the Workplace Relations Act
- Insurance Broker – a member of the National Insurance Brokers Association

- Justice of the Peace
- Lawyer
- Licensed real estate agent or settlement agent
- Licensed surveyor
- Local government councillor, CEO or deputy CEO
- Loss adjuster – a member of the Australasian Institute of Chartered Loss Adjusters
- Member of State or Federal Parliament
- Minister of religion registered under the Marriage Act 1961 (Cth)
- Nurse
- Physiotherapist
- Police Officer
- Post office manager
- Public Notary
- Registered company auditor or liquidator
- Registered Optometrist
- Registered Patent Attorney
- Registered Podiatrist
- Registered Psychologist
- Registered Veterinary Surgeon
- State or Commonwealth public servant
- Teacher – a member of the teaching staff of a government or nongovernment school

### South Australia

- District Court Judges
- Judges and Masters of the Supreme Court
- Justice of the Peace
- Member of the Police Force
- Notary Public
- Practitioners of the Supreme Court
- Special Magistrates

### Northern Territory

- Any person over 18 years of age can witness a statutory declaration made in the Northern Territory Tasmania
- A person authorised by law to administer an oath (if outside the State – refer to the individual States listings of 'Persons who can witness Statutory Declarations'), a diplomatic or consular agent (i.e. an ambassador, consul-general etc)
- Any member of a profession specified in the Commonwealth Statutory Declarations Act or a person otherwise specified in that Act (refers to the persons listed under 'Persons who can witness Statutory Declarations – Commonwealth of Australia')
- Commissioner for Declarations
- Justice of the Peace