

Deceased Customer Notification



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

We're here to help

If you have recently suffered the loss of a family member or a friend, we are here to help you through this difficult time. If you would like any support with completing this form, please call us on **13 17 19**.

What you need to know and do

- > This form will be used by the Bank to identify accounts held by our customer.
- > This form should be completed by the executor or the customer's closest next-of-kin.
- > Reimbursement, or payment of the funeral account, can only be paid to the person invoiced on the funeral account, the immediate next-of-kin or the Executor. Please attach or provide us with a copy of the account or receipt.
- > All copies of documents must be certified. Please note, if you have given these documents to us previously (including your identification documents), you do not have to supply them again. Simply let us know which documents you have previously provided in the Notes section on page 3 of this form.
- > Accounts belonging solely to the deceased have been stopped to prevent further transactions, such as existing periodic payments or direct debit authorities.
- > If the deceased customer held credit card(s) with additional credit card holder(s), the additional card holder can no longer use their card(s). If the additional card holder would like a credit card, they will have to apply for a new credit card facility in their own name(s).
- > Please return or destroy any credit or debit cards the deceased may have held.
- > Attach or provide the Bank with evidence of death (e.g. Death Certificate) and any other relevant documents you may have such as a Will.

Section 1 – Deceased customer details (this helps us match our bank records)

Full name

Provide Bankwest account number(s), if known

Address

 State Postcode

Date of birth

Date of Death

Marital status

Widowed Married Never Married In a de facto relationship Separated Divorced

Length of time the deceased was in a de facto relationship

Section 2 – Your details (this enables us to reply to you)

Title

Mr Mrs Miss Ms Other

Daytime phone number

Full name

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

 State Postcode

Alternative address or PO Box (if you would rather us send correspondence there)

 State Postcode

Email address

I am the: Spouse (wife/husband) Parent (mother/father) Child (over 18)

Domestic Partner Sibling (brother/sister) Other

I am the: Spouse (wife/husband) Administrator Other (please specify)

Select if you hold a 'Power of Attorney' for the immediate next-of-kin (a copy will be required if not already held by the Bank)

Section 2 – Your details (this enables us to reply to you) (continued)

Who would you like us to correspond with?

- Option 1** ▶ For estate matters, please deal with me directly.
- Option 2** ▶ Please deal directly with the estate's Solicitor/Lawyer/Executor/Administrator when contacted by them.

Their details are:

Full name

Section 3 – 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 Probate?

- Yes No Unsure

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

- Yes No Unsure

▶ 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.

▶ 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. All estates worth over \$50,000 will require one.

▶ **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. All estates worth over \$50,000 will require one.

Section 4 – Joint accounts

Do you share a joint savings or investment account with the deceased?

- Yes No

▶ If **'Yes'** would you like us to change the names of any accounts you hold jointly with the deceased?

- Yes No

i Please note: This authority will enable us to change the names of joint accounts held between you and the deceased only, where evidence of death has been provided. Account numbers will not change.

Section 5 – Payment and settlement details

Section 5a - Combine accounts

- I acknowledge and agree to the combining of account balances

Section 5b - Funeral account

- I would like Bankwest to arrange payment/reimbursement of the funeral account

We require the funeral receipt or account in order to arrange payments or reimbursement.

Do you have a copy of the funeral receipt or account?

- Yes No ▶ If **'No'** we are unable to process the payment until this is received.

In order to arrange the payment or reimbursement, please confirm if you are the:

- Person who has paid the funeral expenses

Account

BSB

Account number

Bank Cheque

Payable to

- Person invoiced on the funeral account

- Executor

- Immediate next-of-kin

▶ Payment will be made directly to the funeral director if requested, otherwise a Bank Cheque will be issued and made payable in accordance with the invoice.

Section 5 – Payment and settlement details (continued)

Section 5c - Finalise sole assets of estate

As the executor or administrator using the signature below as acknowledgment and agreement, do you authorise the bank to finalise/release funds held the estate?

Yes No ▶ If 'Yes' please complete below

The following information is required to comply with government legislation:

Date of Birth

Please specify any other name(s) you are known by

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Payable to (only include amounts if specific payments are to be made)

'Payment from' Account details

Payment Method (cheque, account transfer [include BSB/ Account number], draft, International Money transfer)

I acknowledge that the information and payment instructions I have provided are correct:

Signature of Informant

Dated

X

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Section 6 – Your identification (this is a Government requirement)

i Please note: You only need to complete this section if you:

- › Would like the Bank to deal directly with you.
- › Requested payment or reimbursement of a funeral account in Section 5b.

Or

- › Completed Informant's authorisations to act in Section 5.

To satisfy Government Regulations it is necessary for the Bank to identify you by sighting direct evidence of your identity using **one** of the following options. (Select the option for how you wish to be identified).

Option 1 ▶ Provide one of your existing Bankwest account numbers:

Option 2 ▶ Provide acceptable identification details to us at a Bankwest branch for endorsing by branch staff.

Document type Document number Name on document Place of issue Issue date Expiry date

Document type	Document number	Name on document	Place of issue	Issue date	Expiry date

Verification has been performed for the customer

Full name, **and** Date of birth, **or** Residential Address

Bank Officer's name

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Bank Officer's signature

Dated

X

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Option 3 ▶ Alternatively, complete 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 documents and prescribed persons, refer to Sections 4 & 5 of the Certified Copies Identification Form).

Thank you for your time in completing this form, we will write to you shortly to advise next steps.

Notes

Deceased Customer Notification Branch Checklist



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i Purpose of this Branch Checklist

- > This checklist has been designed to enable **Branch staff** to effectively complete all of the required steps.
- > The process has been streamlined so all staff can take accountability for the process and manage it in an effective manner.
- > It is important to ensure you follow these steps, as failure to do so may have a negative impact on the customer experience.
- > Complete **all** of the applicable actions below.

If you have any questions, please call the Deceased Estates team on **1300 734 203** for assistance.

Bank use only – Branch Checklist

Please obtain from the informant:

Provided

Outstanding

Any documents, such as the Death Certificate, the Will or Probate, and take a copy and certify the document (return the original). Submit the copy with this form. Alternately, the informant may provide staff with certified copies of the documents.	<input type="checkbox"/>	<input type="checkbox"/>
Probate: all estates worth over \$50,000 will require one.	<input type="checkbox"/>	<input type="checkbox"/>

1	List cards surrendered to branch (if applicable)	Record card number(s)	Card destroyed	
a	Credit card		<input type="checkbox"/> Yes	
b	Debit card		<input type="checkbox"/> Yes	
2	Product type/Client services	Record full name/number/amount of item if found. Otherwise, record nil.	Records noted	Cancel AFT
a	Safe custody/Safe deposit vault		<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
2b	Conduct a search for accounts conducted in the sole name of the deceased		CIF number	
a	Did your branch process a funeral payment?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
b	Customer CIF number found		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
c	Approval from Deceased Estates team received for payment of funeral invoice		<input type="checkbox"/> Yes	
3	Name of staff member conducting search			
a	Branch name/Number			
b	Name of staff member			

Miscellaneous notes

i **Please note:** This form and any other documents received must be uploaded to CPS immediately.

Note: When copying a will do not under any circumstances remove staples or mark it with a pen. Fold the pages if required to allow for photocopying.