Following bereavement

Help & guidance

Shawbrook Bank

When someone close to you passes away, we understand it can be an extremely difficult and distressing time. With the added stresses of dealing with finances, it can be hard to know where to start.

We have put together this information booklet to help you close or transfer over accounts, and what you need to do to be able to do this.

Shawbrook Bank were entrusted with the late account holder's savings. We're committed to ensuring those savings are released to the person(s) they have chosen. One or more executors will have hopefully been appointed by them in the event of their passing to make sure their account(s) are closed or transferred appropriately. You'll be able to find the details of the executors listed within the Will and on the Grant of Probate.

As part of our commitment, we'll require you to provide evidence that the person(s) requesting closure of the account(s) held by the late customer are entitled to do so. This may differ to some other banks' requirements, but this precaution is to make sure we are sending funds and divulging confidential information to the appropriate person.

We have listed the documents which you may come across, or need to complete and their explanation to help you understand what these are.

Step by step guide

We have included all forms which you may need to complete depending on your instruction.

The forms included are:

- Transfer of Ownership form
- Account Closure form
- Small Estate Indemnity form
- Additional Permitted Subscription Allowance (APS) ISA Declaration form

Contents

In some instances, we recognise you may need to return some forms separately, so please keep the remaining forms safe for when you are in a position to complete, and return them to our address listed on the back of this booklet.

For estates over £15,000

Step 1. Please provide us with either an original Grant of Probate, or original Grant of Representation/original Certificate of Confirmation.

Step 2. You will have the following choices depending on what type of account is held with us.

For Easy Access, Notice or Bond accounts

1. Transfer the ownership of the account(s), or;
2. Close any account(s) held with us.

Step 3A. Complete either the Transfer of Ownership form, or Account Closure form included with this booklet.

For ISA accounts

You will need to close any account(s) held with us.

Step 3B. Complete the Account Closure form included with this booklet.

If the account holder held any ISA account(s) with us, then please read our section on Additional Permitted Subscription allowance (APS) which relates to ISA's only to understand whether you are eligible to claim this.

For estates not exceeding £15,000

Step 1. Please provide us with an original Death Certificate, or official certified copy issued by the registrar.

Step 2. You will need to complete the Small Estate Indemnity form included with this booklet.

Step 3. You will have the following choices depending on the type of account held with us.

For Easy Access, Notice or Bond accounts

1. Transfer the ownership of the account(s), or;
2. Close any account(s) held with us.

Step 4A. Complete either the Transfer of Ownership form, or Account Closure form included with this booklet.

For ISA accounts

You will need to close any account(s) held with us

Step 4B. Complete the Account Closure form included with this booklet.

If the account holder held any ISA account(s) with us, then please read our section on Additional Permitted Subscription allowance (APS) which relates to ISA's only to understand whether you are eligible to claim this

Step 5. If eligible, and you wish to claim this, please complete APS ISA Declaration form included with this booklet.

Step 6. Please send your relevant forms to the address on back page.

Death Certificate

Unless you have a Grant of Probate or Grant of Letters of Administration, we'll need an original Death Certificate, or alternatively an official certified copy of the Death Certificate issued by the registrar in order for us to complete our registration and to begin the closing or transfer process.

We recommend that you request several copies of the Death Certificate when registering the death with the registrar. This is because many institutions will require to see an original version. (Please note there may be a fee for this).

Grant of Probate

This is a formal court document confirming the appointment of the executor(s) named on the Will. Upon receipt of this, we will action the executor(s) instructions.

If you have this document, then you will not need to provide us with the Death Certificate, or Small Estate Indemnity Declaration form.

Grant of Letters of Administration

This is the equivalent to a Grant of Probate and is issued to the next of kin of an individual who dies without a Will. Although there is no regulatory requirement to have sight of the Grant of Letters of Administration, at Shawbrook we request to see the document prior to closing the account(s), except where we have a small estate indemnity declaration and the balance is below £15,000.

Certificate of Confirmation (used in Scotland)

This is the Scottish equivalent of Grant of Probate and Letters of Administration. It is a legal document which proves the person(s) named on the certificate is/are legally entitled to administer the estate of the deceased.

Small Estate Indemnity Declaration

Shawbrook Bank's limit, where we will release funds without a Grant of Probate, is if the value of the late customer's estate does not exceed £15,000. Banks and building societies set their own balance threshold and if the total account(s) balance(s) do not exceed this limit then the account can be closed or transferred. A Small Estate Indemnity Declaration will need to be signed by the executor(s) which assures that:

- No inheritance tax is payable on the total value of the late customer's estate in the United Kingdom
- They do not intend to apply for a Grant of Probate

Shawbrook Bank's limit, where we will release funds without a Grant of Probate, where the amount does not exceed £15,000.

The Small Estate Indemnity Declaration form is included with this booklet.

Direct payment of Inheritance tax to HMRC

An IHT423 Form is used when you need to pay inheritance tax that is due by transferring money from the deceased's bank or building society accounts. If you would like Shawbrook to directly pay any inheritance tax due to HRMC, we will require the Inheritance tax reference number as well as the completed IHT423 Form to enable us to process your request. Please refer to HMRC for further details.

Funeral Director payments

Shawbrook is able to make payments directly to Funeral Directors from the deceased's savings account. To enable us to do this, we require the Funeral Director to provide us with the invoice and we will arrange to make direct payment to them. The invoice is required to have the full name of the deceased on the invoice and should be sent directly by the Funeral Director to Shawbrook either by email Bereavement.savings@shawbrook.co.uk, or by Post to; Savings Team, Shawbrook Bank, Lutea House, Warley Hill Business Park, The Drive, Great Warley, Brentwood, Essex CM13 3BE. Please note we are unable to make payments for items such as catering, accommodation etc.

Additional Permitted Subscription Allowance (APS) ISA

If you were married or in a civil partnership with the late customer at the time of their passing, you are entitled to an extra ISA allowance for up to 3 years from the date of passing, or 180 days after finalisation of the estate, whichever is the latest, equal to the closing balance of the ISA(s) held by your partner, even if you are not named as the executor.

This allowance is called the Additional Permitted Subscription (APS) allowance and is in addition to, and independent of, your annual ISA allowance.

This allowance is only available to the wife, husband or civil partner of the late customer and they cannot be separated or living apart at the time of death.

You can transfer the APS allowance to your preferred ISA provider. To ensure that we have the required information, we need to have a signed APS declaration form before we provide the new APS ISA provider with the late customer's allowance details and you will be required to close the account.

Once this has been completed, we will then pay the ISA held with us to the nominated account. Shawbrook Bank are not an APS provider.

If you are eligible, you will find the APS ISA Declaration form included with this booklet.

How to:

Changing a joint account into a sole name

In order for us to be able to do this, we would require the original Death Certificate to enable us to transfer the account.

Requesting account details

For us to be able to provide account information we would require the Death Certficate. We will then be able to confirm the full details of any accounts held with us.

Closing your account and confirming your identity

If you wish to close the account and do not want to transfer the ownership of the late account holder, then we will need to see the relevant documentation as advised within the step by step guide along with the completed form to do this.

You can find the Account Closure form included with this booklet.

Identification

As part of our closing account procedures, we will undertake an electronic identity check to ensure you are who you say you are. If all checks are satisfactory, we will proceed and close the account as instructed.

Useful information:

HM Revenue & Customs

Visit www.hmrc.gov.uk

Citizens Advice Bureau

Call 0345 404 0506 or visit www.citizensadvice.org.uk

Cruse Bereavement Care

Call 0844 477 9400 or visit www.cruse.org.uk

Probate and Inheritance tax helpline

Call 0300 123 1072 or visit www.gov.uk/government/organisations/hm-revenue-customs/contact/probate-and-inheritance-tax-enquiries

The Bereavement Register

www.the-bereavement-register.org.uk

Government advice on bereavement

www.gov.uk

Contact us

We appreciate that you may need further assistance with some aspects detailed within this booklet.

To call us, please call **0345 266 6611**. We are open Monday to Friday 9am to 5.30pm where a member of our team will be able to guide you through the process and answer any questions you may have.

Savings Team

Shawbrook Bank Ltd
Lutea House
Warley Hill Business Park
The Drive
Great Warley
Brentwood
Essex
CM13 3BE

bereavement.savings@shawbrook.co.uk

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Shawbrook Bank

Account(s) Closure - Instruction Form

The way in which we will use your information is set-out in our privacy notice at **https://www.shawbrook.co.uk/privacy-notice**

We will conduct electronic searches at Credit Reference Agencies in order to verify your identity before the account is closed. We also require the bank account details for the transfer of funds and we will conduct an electronic search on your bank account to validate the ownership.

If your estate is under £15k. Please ensure you complete the Small Estate Declaration and Indemnity Form as well as the Account Closure form. We will action your request upon successful verification of your identity. If we cannot verify your identity electronically, we will contact you to advise what we need from you.

Please complete the below details in order to enable us to process the closure of the account.

Next of Kin/Executor(s)/Legal Representatives Bank Details			
Title Surname		Title Surname	
First name(s)		First name(s)	
Home address	Postcode	Home address	Postcode
Contact telephone number		Contact telephone number	
Date of birth	D D M M Y Y Y Y	Date of birth	D D M M Y Y Y Y
Nominated Bank Account Name			
Nominated Bank Account Number		Sort code	
I/we declare that the information provided in this form is true and accurate. I/we have read the Privacy Notice referred to at the beginning of this form.			
Signature 1	Date	Signature 2	Date
Please indicate which account/s you wish to close:			
Account Number		Account Number	
Account Number		Account Number	

Shawbrook Bank

Small Estate Declaration and Indemnity Form

For estates below £15,000

As Next of Kin/Executor(s)/Legal Representatives Declaration you have two options available to you.

Please tick your selected option:

1. Transfer the account into your sole or joint names. We will conduct electronic searches at Credit Reference Agencies in order to verify your identity. Please complete the enclosed Transfer of ownership form. ☐
2. Close the account(s) and have the funds transferred electronically to your nominated bank account. The nominated account must be in the name of the Next of Kin/Executor or the Legal Representative. We will conduct electronic searches at Credit Reference Agencies in order to verify your identity before the account is closed. We also require the bank account details for the transfer of funds and we will conduct an electronic search on your bank account to validate the ownership. Please complete the Account closure form. ☐

Please note: In all cases, you will need to complete the below Small Estate Declaration and Indemnity form and ensure it is signed as well as providing the detail for either option 1 or 2 as selected above. ALL named executors are required to sign this form.

Small Estate Declaration and Indemnity Form	Please complete this declaration and Indemnity form if you are either the Next of Kin, Executor or Legal Representative and are entitled to administer the deceased account.
Name of Deceased Account Holder	
Account number	☐☐☐☐☐☐☐☐☐

Next of Kin/Executor(s)/Legal Representatives Declaration – To: Shawbrook Bank Ltd.

I ☐ /We ☐ do declare that:

- I ☐ am /we ☐ are the Next of Kin or executor(s) of the deceased as shown in the Last Will and Testament or UK Grant of Representation or foreign Grant of Representation and I ☐ am/we ☐ are entitled to administer the estate. ☐
- I ☐ /We ☐ do not intend nor, to the best of my ☐ /our ☐ knowledge, does any other person intend to apply for a UK Grant of Representation for the estate of the deceased. ☐
- No Inheritance Tax is payable on the estate of the deceased. ☐
- The value of the holding in the deceased's sole name at the date of death, which comprise of shares and/or outstanding payments, does not exceed £15,000 in total. ☐

Declaration

- To indemnify you and each of you against all claims, demands, liabilities, costs, charges and expenses that may be brought against or incurred by you, or any of you, arising out of or in connection with your so doing including, in particular, payments of entitlements and costs and expenses to another applicant if any of the above statements are incorrect ☐
- In the event of legal proceedings being instituted against you in connection with any such claim, from time to time upon demand to provide you with such funds as you may require to defend such proceedings and in default of my ☐ / our ☐ so doing you shall be entitled to admit or settle such proceedings on such terms as you may think fit with recourse to me ☐ /us ☐. ☐
- I ☐ /We ☐ acknowledge that the account(s) cannot be closed or transferred until Shawbrook Bank Ltd receives satisfactory evidence of my ☐ /our ☐ right to administer the deceased's estate together with satisfactory identification, and that I ☐ / We ☐ may be required to provide documentary evidence of identity if the electronic search is not successful. ☐

Please ensure ALL executors sign below:

A Full name		**B** Full name	
Date of birth	D D M M Y Y Y Y	Date of birth	D D M M Y Y Y Y
Home address	Postcode	Home address	Postcode
Signature	Date	Signature	Date
C Full name		**D** Full name	
Date of birth	D D M M Y Y Y Y	Date of birth	D D M M Y Y Y Y
Home address	Postcode	Home address	Postcode
Signature	Date	Signature	Date

Shawbrook Bank

Transfer of Ownership - Instruction Form

Please accept this as confirmation that I/we wish to transfer the account(s) belonging to the late Customer as detailed into the name of the Applicant(s) listed below.

Name of Deceased Account holder	Account number(s)

New account holder details:

The way in which we will use your information is set-out in our privacy notice at **www.shawbrook.co.uk/privacy-notice/**. If you would like a paper copy of our privacy notice, please telephone our Data Protection Officer on 01277 751110 or write to them at Shawbrook Bank Ltd, Lutea House, Warley Hill Business Park, The Drive, Great Warley, Brentwood, Essex, CM13 3BE to request one. By signing this instruction form you acknowledge that you have read our Privacy Notice.

I/we confirm that I/we would like to be named on the above account and have read and accept the Key Product Information document and Terms and Conditions for the account. I/we accept that I/we will become the signatory and must authorise all future transactions and become the sole/joint beneficial owner. (If you have requested that the account transfers into joint names we will accept instructions from either signatory).

Section 1 - Applicant 1 details	**Applicant 2 details**
Title Surname	Title Surname
First name(s)	First name(s)
Nationality / Country of birth	Nationality / Country of birth
Date of birth D D / M M / Y Y Y Y	Date of birth D D / M M / Y Y Y Y
Are you a UK resident and only liable for tax in the UK? Yes ☐ No ☐ (Excludes Channel Islands, Isle of Man and other crown dependencies) Please note Shawbrook provides savings accounts for individuals who are permanent UK residents and only liable to pay tax in the UK. Should you cease to be, you must notify us immediately.	Are you a UK resident and only liable for tax in the UK? Yes ☐ No ☐ (Excludes Channel Islands, Isle of Man and other crown dependencies) Please note Shawbrook provides savings accounts for individuals who are permanent UK residents and only liable to pay tax in the UK. Should you cease to be, you must notify us immediately.
Are you an existing Shawbrook savings customer Yes ☐ No ☐ (If yes please provide us with your account number) Account number	Are you an existing Shawbrook savings customer Yes ☐ No ☐ (If yes please provide us with your account number) Account number
National Insurance Number	National Insurance Number
Home address Postcode	Home address Postcode
Time at home address years months	Time at home address years months
Daytime number / Mobile number	Daytime number / Mobile number
Email	Email

Shawbrook will use this address to communicate important service messages and updates to you.

Only complete the shaded section if you intend to add your own funds to this account in the future

Applicant 1	Applicant 2
Employed status: Employed full-time ☐ Employed part-time ☐ Self-employed ☐ Un-employed ☐ Full-time education ☐ Receiving a pension ☐ Housewife or househusband ☐ Other ☐	Employed status: Employed full-time ☐ Employed part-time ☐ Self-employed ☐ Un-employed ☐ Full-time education ☐ Receiving a pension ☐ Housewife or househusband ☐ Other ☐
Employment type: Manager ☐ Professional ☐ Professional Support ☐ Clerical Supervisor ☐ Clerical ☐ Sales Supervisor ☐ Sales ☐ Service Sector ☐ Skilled Worker Supervisor ☐ Skilled Worker ☐ Semi-skilled Worker ☐ Unskilled Worker ☐ Armed Forces ☐	Employment type: Manager ☐ Professional ☐ Professional Support ☐ Clerical Supervisor ☐ Clerical ☐ Sales Supervisor ☐ Sales ☐ Service Sector ☐ Skilled Worker Supervisor ☐ Skilled Worker ☐ Semi-skilled Worker ☐ Unskilled Worker ☐ Armed Forces ☐
Annual income	Annual income
Employer name	Employer name

Section 2 - Security questions

When you contact Shawbrook about your personal savings you will be asked to answer some security questions so we can be confident we are dealing with you. If you are an existing customer and have previously provided answers to the security questions below, please proceed to section 3. If you would like to reset your security, please complete the section below.

Applicant 1 details	**Applicant 2 details**
Surname of your favourite teacher at school?	Surname of your favourite teacher at school?
A memorable date (NOT your date of birth/birth date of any children) D D M M Y Y Y Y	A memorable date (NOT your date of birth/birth date of any children) D D M M Y Y Y Y
First name of your favourite historical character?	First name of your favourite historical character?

Section 3 - Nominated Account Details

(Please ensure you have read the Key Product Information document before submitting your application)

Please provide your nominated account details. This must be a UK bank account that can make and accept electronic transfers and you or any joint applicant must be a named account holder.

Account name

Sort code	Account number

Do any of the signatories require any additional support to administer the account i.e. large font or braille.
Please indicate which signatory requires this: ☐ Applicant 1 ☐ Applicant 2

Section 4 - Marketing

From time to time, we may wish to send you marketing information and newsletters about our own products and services by email and post. We may also wish to call you by telephone about our own products and services. If you do not want to hear from us in this way, you can opt-out by ticking the options below. If you do not opt-out now, you can contact us to tell us not to send further marketing at any time. Further details about how to do this, what our lawful reason is for this processing of your personal information and about your rights under data protection law, including in relation to marketing, are set out in the privacy notice referred to at the beginning of this application form.

- ☐ I do not wish to hear from you by **email** in relation to marketing.
- ☐ I do not wish to hear from you by **post** in relation to marketing.
- ☐ I do not wish to hear from you by **telephone** in relation to marketing.
- ☐ I do not wish to hear from you by **SMS** in relation to marketing.

DECLARATION - PLEASE ENSURE ALL OF THE BELOW TICK BOXES HAVE BEEN COMPLETED (FAILURE TO COMPLETE THIS WILL RESULT IN THE APPLICATION BEING RETURNED)

- ☐ I/We have read and agree to be bound by the conditions of the Personal Savings Account as set out in the Key Product Information document, Terms and Conditions, and this application.
- ☐ I/We declare that the information provided on this form is true and accurate.
- ☐ I/We acknowledge that an account cannot be opened until Shawbrook Bank Limited is in receipt of satisfactory identification.
- ☐ I/We understand that interest is paid gross.
- ☐ I/We have received and have read the Financial Services Compensation Scheme Information Sheet and Exclusions List.
- ☐ I/We have read the Privacy Notice referred to at the beginning of this application form.

New Account Holder Signature (Applicant 1)	Date	New Account Holder Signature (Applicant 2)	Date
Print name		Print name	

Please return completed application form to:
Savings Department, Shawbrook Bank Limited, Lutea House, Warley Hill Business Park, The Drive, Great Warley, Brentwood, Essex, CM13 3BE

APS - Additional permitted subscription allowance (ISA)

While Shawbrook Bank does not offer APS accounts, we are able to provide your preferred ISA provider with an APS transfer form.

- I am the surviving spouse/civil partner of the late account holder
- I was living with the late account holder within the meaning of section 1011 of the Income Tax Act 2007 at the time of their passing (we are not separated under a court order, under deed of separation, or in the circumstances where the marriage or the civil partnership had broken down)
- I have not subscribed to and will not subscribe to the additional permitted subscription allowance with the existing ISA provider of the late account holder in respect of the account(s) named on this application
- I intend to make an additional permitted subscription application to

____

(new ISA manager).

Name of deceased account holder

Account Number ☐☐☐☐☐☐☐☐

Title Surname

First name(s)

Signature 1

Date

Tel: 0345 266 6611 Fax: 0330 123 1731
shawbrook.co.uk
Proudly different.