

# What to do when someone passes away

We understand that the death of someone close can be a very difficult time and we want to make this process as straightforward as possible for you.

Our aim is to process your claim in a sensitive and efficient manner and in a way that causes the minimum of distress.

This guide tells you what you must do when you inform the credit union of the death of someone you know to have an account with us.

## Let us know

We will arrange an appointment to go through the process with you and to ensure that we have all the documentation we need.

You will need to provide us with some documents and information so we can verify your claim and process the closure of the member's account.

## Nominations

Once you contact us we will look at the member's account to see if they have registered a nominee to the account. The nominee is someone that the member has designated as the person they want to receive their savings in the event of their death.

The nomination is a statement of wish given by the member and does not form part of a deceased person's estate. The nomination cannot be overruled by the contents of the member's will, unless they also formally change their nomination with the credit union prior to their death.

We will let you know at the appointment if there is a nominee.

## At the appointment

Please bring with you:

- Any Grant of Probate or Letter of Administration that exists
- The original death certificate.
- A completed *Bereavement request to close account* form with details of the executor or administrator or personal representative who will be dealing with the deceased persons' affairs.
- Proof of your identification.

This should be 1 thing from list A and 1 thing from list B

List A	List B
Current passport (containing date of birth)	Utility bill
Current driving licence	Council tax letter
Benefit award letter or tax registration letter containing your National Insurance Number	Bank statement
Immigration status letter/UK residence permit	(all must contain name, address and must be dated no more than 3 months ago)
UK Armed Forces card	

At the appointment we will verify your claim using the document you bring with you, plus any information we have on the member's account. Once we are satisfied that you are the rightful claimant we will start the process of completing your claim.

What happens in order for you to claim the funds in the account depends on the balance of funds and whether there is any claim from another person.

Should there be any other claim on the funds we will inform you immediately and let you know what happens next.

## **Loan protection and life savings insurance**

Hoot Credit Union has in place insurances, at no extra cost to members, to protect its members' savings and loan accounts in the event of their death- helping protect your family from the financial burden of bereavement.

### **Loan protection**

If the deceased person has an outstanding loan balance with us we will make a claim on their behalf to offset the outstanding balance so that it isn't passed on to your loved one. (Cover limits vary and certain restrictions apply based on age and cover.) If the claim is unsuccessful we will offset partly or in full by funds in the savings balance. We have the right to do this as part of our legal right to 'lien of shares'.

### **Life savings**

Our insurance a single lump sum payment to cover end of life expenses, in the event of the member's death. The value of this payment is directly linked to the member's savings behaviour and balances. Generally, the more the member saves, the higher benefit payment. (Cover limits and certain restrictions apply based on savings balance and on age at death or age when savings were made. Individual limits and restrictions may also vary over time.)

If the deceased member has an outstanding loan balance we will administer the claim before releasing funds. If the claim is unsuccessful the outstanding balance will be offset partly or in full by funds in the savings balance.

If there is no outstanding loan balance you will be asked if you want to proceed with a claim for savings benefit.

## **Processing your claim**

We will endeavour to complete the process of closing the deceased member's account as quickly as we can but please allow up to 4 weeks.