

Bereavement guide

Dealing with Skipton accounts when you lose a loved one.



What to do when a loved one dies

The amount of things to sort out can feel overwhelming when someone close to you dies. So the first person you speak to in our bereavement team will become your personal contact and you'll only need to tell them things once. They'll ask you a few security questions and try to make things as easy as possible.



How to register a death with us

When you're ready, you'll need to register the death with us. We'll need one of the following:

- the original death certificate or an official copy from your local registry office
- a death certificate verification form (directly from your solicitor). Please note, we can accept this for customers who had savings accounts/and or a mortgage with us only. We can't accept it for customers who had investments because product providers need to see the original
- a coroner's interim death certificate (if the cause of death hasn't been determined)
- a Probate document if already available - this can include a 'Grant of Probate', 'Letters of Administration', or 'Certificate of Confirmation' in Scotland.

Additional copies of the death certificate

If your loved one held investments with us, you might want to get extra copies of the death certificate. As the death certificate can only be sent to one company at a time, it can be time consuming if the investments were with a few different companies. You can buy additional Registrar's Certified Copies from the registrar if you want to.

You can take the document to your local branch or send it to:

Bereavement team
Customer Delivery
Skipton Building Society
The Bailey
Skipton
North Yorkshire
BD23 1DN

Talk to our bereavement team on **0345 266 1209** between 9am and 5pm from Monday to Friday.

After the death has been registered with us and we've done the necessary checks to make sure we're dealing with the right people, we'll send all correspondence to the personal representative or their professional advisers.

Once you've told us about a death, even if it's not officially registered with us, payments out of an account are frozen.

Releasing information to you

When someone dies, we can only release information about the account to the executor, or if there is no Will, the next of kin. These are the people who can legally deal with the estate, so we can only release information to them or their professional advisers.

Getting Probate or Letters of Administration

If there's a Will, you'll need to apply for Probate before you can withdraw funds, close the account or deal with the property.

If there isn't a Will, you'll need to apply for Letters of Administration. You can apply for these documents at your nearest probate registry office (see the back page for details), or you can use a professional adviser. These will give you the legal authority to administer the estate, including making and receiving payments from the deceased's estate.

In Scotland a Grant of Probate is called 'Certificate of Confirmation.'

If you're the executor of the Will, or there isn't a Will and you're the legal next of kin, we can tell you the account balance(s) and interest due up to the date of death. You'll need to show us the Will or prove you're the legal next of kin first by supplying us with certain documents.

Electronic identification

If your loved one was a savings or mortgage customer, we might be able to perform an electronic search to prove your identity as an alternative to providing original documentation. We'd need your permission first though. Please get in touch on **0345 266 1209** if you'd like to explore this option.

Savings

If a savings account is held in joint names, it automatically passes to the other account holder (in accordance with our Savings Account Terms and Conditions). If you're not the other account holder, you'll need to let us know why you need the information, then we can check what information we're able to give you, if any.



ISAs and Additional Permitted Subscription (APS)

Under HMRC rules, if your loved one passed away before 6 April 2018 and held an ISA, the account will be transferred to an easy access Estate Management account and interest earned after the date of death will be taxable.

If they passed away after 6 April 2018, the funds are permitted to stay in the ISA wrapper, but will transfer into our easy access Estate Management Cash ISA and continue to earn tax-free interest until the earlier of the following:

- administration of the estate is complete
- the ISA is closed
- 3 years after the date of death.

If the deceased was your spouse or civil partner and they died on or after 3 December 2014, you can benefit from the tax-free entitlements they had built up in ISAs. For more information, see our 'Additional Permitted Subscriptions for ISAs' leaflet.

Bonds

You can close a Fixed Rate Bond early and get paid the interest that's built up. Or if you prefer, you can leave it open until it matures. If you keep it open, the account has to be left in your loved one's name. However, the title of the account will change to 'Pers reps of (name) decd', and you won't be able to withdraw money (including interest) until the account matures, except for a withdrawal before probate.

Trust Accounts

If your loved one was a trustee on an account, we can't release information because Trust Accounts don't form part of their estate. If there are other trustees, we'll get in touch with them. If there are no other trustees, the executor may need to seek advice about appointing a replacement.

You can't transfer accounts into your name, but you may be able to close the accounts and transfer the money into a new account of your choosing. Your loved one's membership rights will not transfer to you - you'll become a member in your own right.

Inheritance tax, probate fees and funeral costs (withdrawal before probate)

If you have inheritance tax, probate fees and funeral costs to pay, we release the funds as part of our 'withdrawal before probate' process. Funds are sent directly to the funeral directors, HMRC and HM Paymaster General at the request of the personal representatives, solicitors or trust companies acting on their behalf.

We'll need to see the following first:

- the inheritance tax calculation
- a Withdrawal Before Probate form (you can get one from our bereavement team or from your local branch)
- the original death certificate or a death certificate verification form (from a solicitor).

Closing the account(s)

Total balance of account(s)	Documents we need
£1,000 or less	If you're the spouse, civil partner, child or parent: <ul style="list-style-type: none">• our 'Letter of Indemnity' form for estates totalling £1,000 or less. If you're a beneficiary: <ul style="list-style-type: none">• our 'Statutory Declaration' form witnessed by a solicitor or commissioner for oaths.
£1,000 - £4,999	If you're a beneficiary or next of kin: <ul style="list-style-type: none">• our 'Statutory Declaration' form witnessed by a solicitor or commissioner for oaths.
£5,000 - £30,000	If you're the spouse, partner, child or parent: <ul style="list-style-type: none">• our 'Statutory Declaration' form witnessed by a solicitor or commissioner for oaths• our 'Letter of Indemnity' form for estates totalling £4,999 to £30,000. If you're a beneficiary or other next of kin, bring ONE of the following: <ul style="list-style-type: none">• Grant of Probate• Letters of Administration• Certificate of Confirmation (in Scotland).
Above £30,000	ONE of the following: <ul style="list-style-type: none">• Grant of Probate• Letters of Administration• Certificate of Confirmation (in Scotland).
PLUS in all cases	<ul style="list-style-type: none">• our 'Registrations – closure or transfer' form and identification if you're not an existing customer.

Please note, if you have or are in the process of obtaining a Grant of Probate, Letters of Administration, or Certificate of Confirmation, we'll need to see it regardless of the balance in the account(s).

Depending on the type of identification we have taken, we may need additional identification for withdrawal before probate/closure of the account.

Mortgages

If your loved one had a mortgage with us, it's really important to consider that the monthly payments should be made so the account doesn't fall into arrears. If that's going to be difficult, please contact our credit management team on 0345 850 1766 to talk about the options. You also need to make sure any buildings insurance is kept in place. Once you've registered the death with us, we can help you with the next steps.

Sole borrowers

If the mortgage was only in the name of the deceased, they're known as the sole borrower. This means the mortgage is a debt of their estate and must be repaid in full. The money to do this usually comes from a life policy or the estate, or from selling the property.

We can't release full information about the mortgage to you until we've seen the original Probate document. However, we can let you know the balance and monthly payment amount so you can seek Probate and continue to make the mortgage payments.

To get this information (which will be sent to the mortgaged address) you'll need to show us the original death certificate, a coroner's interim certificate or a death certificate verification form.

We can't transfer the mortgage to anyone else. If you're a beneficiary, you or someone else can apply for a new mortgage for the property, but we can't guarantee to accept the application.

Joint borrowers

If the mortgage was in your loved one's name with one or more other people, they are known as a joint borrower. There are two types of joint borrowers (joint tenants or tenants in common), and what happens to the property differs for each. See the page opposite for further information. As the remaining borrower is fully liable for the mortgage, it's really important to carry on making the monthly payments so the account doesn't fall into arrears.

Here's what you need to know

Joint tenants

Their share of the property will automatically transfer to the other joint tenant and your loved one's name will be taken off the mortgage (unless they were bankrupt, in which case their share doesn't pass to the other borrower – it passes to the trustee in bankruptcy). You don't need a Grant of Probate for this to happen – just the death certificate, which you can register at the Land Registry.

Tenants in common

Their share of the property won't be transferred to other joint borrowers. What happens to it will follow the instructions in their Will or the rules of intestacy. If this is the case, you'll need a Probate document to deal with the property.

If you're unsure what type of joint mortgage your loved one had, just ask. We'll explain everything to you.

Life assurance

If your loved one had life assurance policies, you'll need to get in touch with the policy provider to make a claim. If the policy is linked to a Skipton mortgage, we'll deal with the

claim once you have a Grant of Probate. We'll then use the proceeds to reduce or repay the mortgage account.

Mortgage payment protection insurance

If a policy is in the sole name of the person who's passed away, it will stop. For joint policies, we'll let you know what the next steps are.

Buildings insurance

It's really important you make sure the property's protected until the mortgage is repaid. If the policy is in your loved one's sole name, you need to transfer it to the names of the personal representatives to ensure the cover continues.

If the buildings insurance is with Skipton, we can help you with the next steps once you've registered the death. If this insurance isn't with us, you'll need to contact the provider directly. Please remember that if the property is empty for more than 30 days, most buildings insurance will lapse. So you might need a solicitor or a specialist broker to help you set up a policy that's suitable for empty properties.

Investments

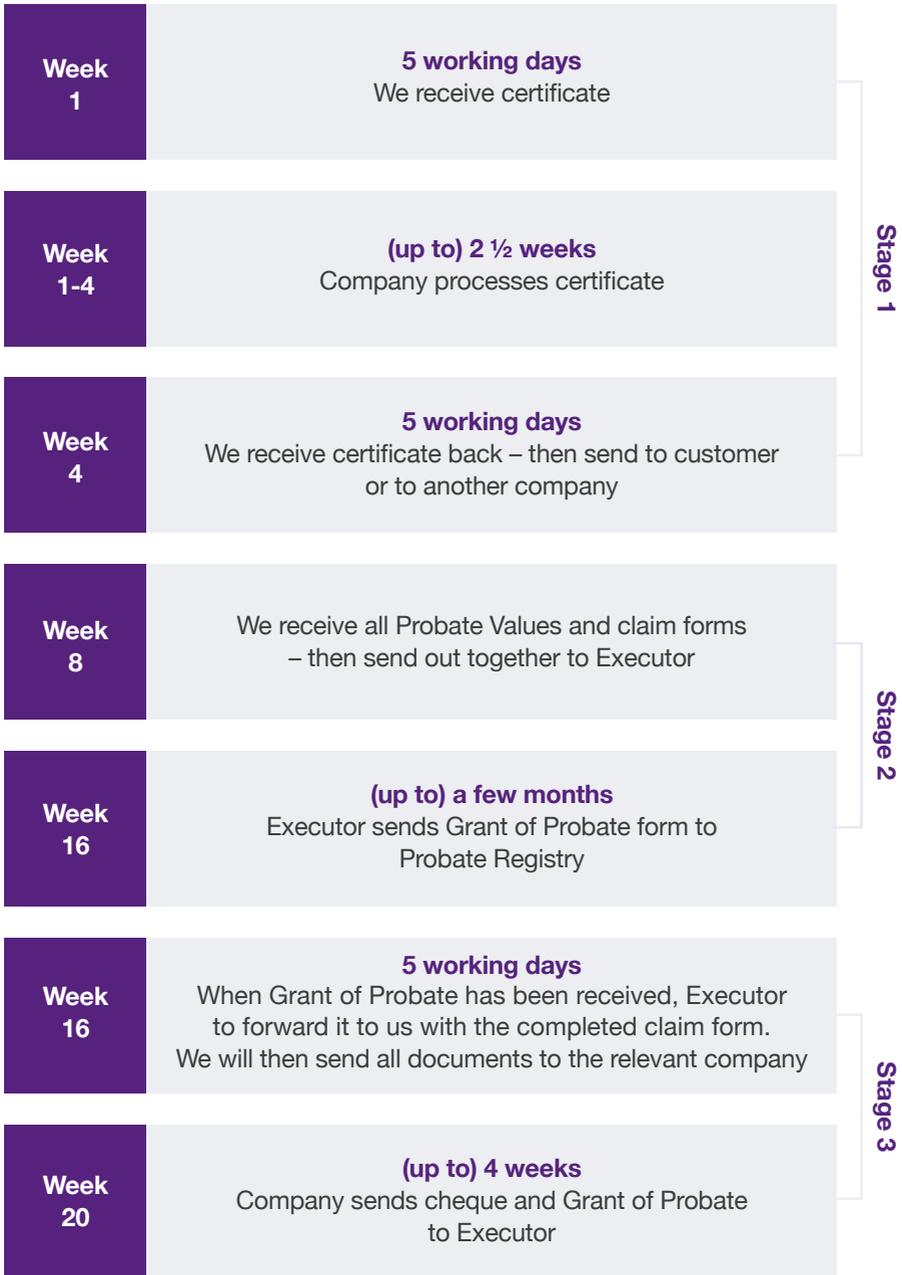
Once you have obtained Probate, you'll need to send us an original court sealed copy (this is an official copy that has a raised stamp), along with any relevant claim forms* issued by the product provider. We'll register the documents with the relevant companies so they can proceed with the claims.

*The form might be referred to as a claim form/discharge, stock/asset/encashment transfer form, or Inheritance Allowance Application. There will also be a list of requirements with the form. If held in trust, Probate won't be required. However, the trustees will need to sign it.

Once we've received all the relevant information back from the companies, we'll send it to the executor or solicitor. If the policy confirmation is to be sent to the solicitor, we'll need written confirmation from the solicitor that they've been appointed to act on behalf of the estate. We also need to verify the executor's identity before we can supply them with policy information. We'll write to let you know which documents we need to do this.

You can't transfer accounts into your name if you're a beneficiary, but you may be able to close the accounts and transfer the money into a new account of your choice, depending on the terms of the trust.

This illustration shows on average how long each stage can take, based on a claim for one policy, however, each case might be different.



Our contact details and other useful numbers

HMRC
0300 200 3300
www.hmrc.gov.uk

UK government
www.gov.uk

The General Registry Office
(includes links to Scottish and
Northern Ireland registry offices)
www.gro.gov.uk

Tell Us Once Service
**[www.gov.uk/after-a-death/
organisations-you-need-to-
contact-and-tell-us-once](http://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once)**

Citizens Advice Bureau
www.citizensadvice.org.uk

Cruse Bereavement Centre
0800 634 9494
www.bereavementadvice.org

Principal Registry (to apply
for Grant of Probate or Letter
of Representation)
0300 123 1072

Scottish Court Service
(Principal Registry of Scotland)
0131 444 3300

Probate Registry of Northern
Ireland (to apply for Grant of Probate
or Letter of Representation)
0289 072 4678

For any other information about
getting death certificates in England
and Wales
0300 123 1837

Find a solicitor on the Law
Society's website
020 7320 5650

To find out more,
visit your **local branch**
go to **skipton.co.uk/bereavement**
call our bereavement team on
0345 266 1209 between 9am and 5pm
from Monday to Friday.

We're here to help.

Skipton Building Society is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, under registration number 153706, for accepting deposits, advising on and arranging mortgages and providing Restricted financial advice. Principal Office, The Bailey, Skipton, North Yorkshire BD23 1DN. 11-0322_078_313170_08/11/18