Bereavement Services Helpful Information

When someone close to you passes away, dealing with banking and financial matters can feel overwhelming. You don't have to do this alone. This guide will help you understand what to expect and what to do at each stage of the estate process.

A guide to managing accounts when someone passes away

What happens, step by step

This guide is a reference you can use as needed, depending on where you're up to in the estate process.

The steps for finalising an estate may not always happen in strict order, and some steps can take place at the same time. But don't worry – we'll always keep you updated during the process to explain what's needed and when, so there's no guesswork.

Notifying us	We'll put a stop on some accounts	Paying funeral and other estate expenses	Statement of Position	Closing accounts and releasing funds
1	2	3	4	5
Let us know that someone has passed away.	The accounts can no longer be used.	We can help pay or reimburse certain expenses.	We'll send a summary of the deceased's accounts and services.	We'll close the accounts and release any funds held in the deceased's accounts.

Who we'll work with

We can accept notification that someone has passed away from anyone. However, when it comes to providing documents and information about the accounts or closing accounts, we'll need to work with the **Legal Personal Representative**.

A Legal Personal Representative, sometimes known as an estate representative, is the person authorised to manage the estate. This is usually the next of kin, executor named in the will or Grant of Probate, or an administrator appointed by the court.

How to provide documents

Along the way, we may ask you for documents and proof of identification. You can:

- **Email** certified copies to **nabbereavementsupport@nab.com.au**. If you **live overseas**, certified copies of your ID must be emailed to NAB by the certifier or your solicitor/lawyer.
- Take them to a **NAB branch**, where we can help certify and submit them.

In this guide, we've made it easy to find the items you need to provide us at different stages:

This will show you a **Document Checklist**.

This will show you an **Identity Verification Checklist**.

1 Notifying us

Anyone can notify us of a death. Once we're notified, we'll explain the next steps. You can notify us in one of two ways:

Contact us directly	• Complete our Deceased Customer Notification online form at **nab.com.au/deceasedcustomerform** • Call us on **1300 911 451** or +61 3 8903 9992 if you're overseas (Monday to Friday, 8am to 5pm) • Visit your local **NAB branch**
Use the Australian Death Notification Service	This is the quickest way, especially if you need to notify other organisations. You may need a death certificate to complete this process. • Visit **deathnotification.gov.au** for details • The Australian Death Notification Service will then notify NAB (and any other relevant organisations) for you

2 We'll put a stop on some accounts

Once we're notified, we'll place a stop on the deceased's accounts. This means:

- Sole accounts can no longer be used for withdrawals
- Direct debits and recurring payments are cancelled
- Credit cards and debit cards held in the deceased's name are cancelled and won't work (including cards held by secondary cardholders)
- Internet Banking is switched off
- Fees that should no longer be charged are stopped and refunded

Putting a stop on an account simply means nobody can access or transact on the accounts until we receive the required documents. This helps to prevent unauthorised activity.

It's important to keep in mind that this may impact things like utility bill payments, debt repayments and bonus interest earned on savings accounts if payments were made from accounts solely held by the deceased.

Joint accounts

If there are joint accounts, how they're treated can vary.

Joint accounts with a positive balance	We'll update ownership of any joint accounts with a positive balance when we receive proof of death (refer to the **Document Checklist** on page 3 for acceptable documents). Surviving account holders will continue to have access to the accounts.
Joint accounts with a negative balance	A temporary block will be put on withdrawals from loan accounts (for example, personal loans and home loans), which means you won't be able to make any purchases or withdraw money from these accounts. If you'd like temporary access to redraw funds on a jointly-held home loan, please contact us to discuss your options.

To find out more about joint accounts, visit **nab.com.au/deceasedaccounts** or get in touch with us to talk through the details.

3 Paying funeral and other estate expenses

We can help by releasing funds from the deceased's NAB accounts to pay or reimburse certain expenses. These can include:

- Funeral expenses
- Court filing fees for Grant of Probate or Letters of Administration

Once we receive your request and all the required information, we'll release these funds within 14 business days if there are enough funds available.

Document Checklist ☑

Before we can pay or reimburse expenses, we'll need the following:

Proof of death:

☐ If a death certificate **has** been issued: You can either send us a certified copy of the death certificate (if you haven't already provided one) or arrange for a notification to be sent to us through the Australian Death Notification Service (see **Notifying us** on page 2 for details on this service).

☐ If a death certificate **has not** been issued: Certified copy of an invoice issued by the funeral home or a certified copy of a hospital/medical certificate issued upon death.

Other documents:

☐ Invoice or receipt for the expense, if you haven't already provided one.

☐ Identity documents of the person requesting payment (see the **Identity Verification Checklist** below for details).

If you don't have these documents, contact us to discuss alternatives.

For details on submitting documents, see **How to provide documents** on page 1.

Identity Verification Checklist ☑

We'll need to verify the identity of the person requesting the payment before we can release funds. This can be done by:

☐ Certified copy of a current government-issued photo ID, such as an Australian passport or driver's licence, being provided to us.

☐ Verifying your identity electronically – please contact us to check whether this is available.

In some cases:

- If you live overseas, certified copies of your ID must be sent to NAB by the certifier or your solicitor/lawyer.
- If you're already a NAB customer, we may not need to collect ID again.

4 Statement of Position

Once we've received the required documents and confirmed the Legal Personal Representative who's authorised to act for the estate, we'll send you a Statement of Position within 14 business days of receiving your request.

If we're unable to confirm that you're the authorised Legal Personal Representative, we'll let you know what else is required.

A Statement of Position is a summary of the deceased's NAB accounts and includes:

- Accounts held and balances at the date of death
- Direct debits and recurring payments
- Loans or accounts with money owing, including any shared liability

If needed, we can also provide additional details on request, such as interest information for probate applications or tax purposes.

Document Checklist ☑

Before we can send a Statement of Position, we'll need:

Proof of death:

- ☐ If a death certificate **has** been issued: You can either send us a certified copy of the death certificate (if you haven't already provided one) or arrange for a notification to be sent to us through the Australian Death Notification Service (see **Notifying us** on page 2 for details on this service).
- ☐ If a death certificate **has not** been issued: Certified copy of an invoice issued by the funeral home or a certified copy of a hospital/medical certificate issued upon death.

Proof of authority:

- ☐ Certified copy of the Will, Grant of Probate or Letter of Administration to confirm you're the Legal Personal Representative.

If you don't have these documents, contact us to discuss alternatives.

For details on submitting documents, see **How to provide documents** on page 1.

5 Closing accounts and releasing funds

Before we can release funds and close the accounts, we may need to understand your plans to repay any outstanding debt. We'll also need to see additional documents, depending on the estate value or other circumstances.

We may ask to see a Grant of Probate or Letters of Administration in any of the following circumstances (but in some cases, these may not be required):

- The total value of accounts in credit held with us is $100,000 or more
- An application has or will be made for a Grant of Probate or Letters of Administration
- Grant of Probate or Letters of Administration has been issued
- There are multiple claims on the estate
- There's an overseas executor and total value of accounts in credit held with us is $50,000 or more

Document Checklist ☑

If we do ask for a Grant of Probate or Letters of Administration

Always required:

☐ Grant of Probate or Letters of Administration.

☐ Completed Closing NAB Accounts and releasing funds for a Deceased Estate form, available at **nab.com.au/bereavementsupport**.

Sometimes required (we'll always let you know):

☐ Proof of death, such as a certified death certificate or a notification we receive through the Australian Death Notification Service.

☐ Certified copy of the will, if there is one.

Depending on the state where the Grant of Probate or Letters of Administration is issued, we'll also need:

☐ **NSW:** Certified copy of the Inventory of Property provided with the Grant of Probate or Letters of Administration.

☐ **VIC:** The application number and unique identifier of an electronic Grant of Representation issued by the Supreme Court. Where a Grant isn't issued electronically, a certified copy of the Grant is required.

☐ **SA:** Certified copy of the Registrar's Certificate provided with the Grant of Probate or Letters of Administration.

If we don't ask for a Grant of Probate or Letters of Administration

☐ Proof of death, such as a certified death certificate or a notification we receive through the Australian Death Notification Service (in some circumstances only).

☐ Certified copy of the will, if there is one (in some circumstances only).

☐ Proof of relationship to the deceased, if there's no will or you're unable to be identified as next of kin on the death certificate.

☐ Completed Closing NAB Accounts and releasing funds for a Deceased Estate form, available at **nab.com.au/bereavementsupport**.

If you don't have these documents, contact us to discuss alternatives.
For details on submitting documents, see **How to provide documents** on page 1.

Identity Verification Checklist ☑

We'll need to confirm the identity of each Legal Personal Representative before we can close accounts and release funds. If you haven't already done so, this can be done by:

☐ Certified copy of a current government-issued photo ID, such as an Australian passport or driver's licence, being provided to us.

☐ Verifying your identity electronically – please contact us to check whether this is available.

In some cases:

- If you live overseas, certified copies of your ID must be sent to NAB by the certifier or your solicitor/lawyer.
- If you're already a NAB customer, we may not need to collect ID again.

Arrangements with other NAB Group businesses

As part of the process, we'll check whether there are any accounts or services held with other NAB Group brands. We'll notify these brands on your behalf and they may get in touch with you separately to finalise the accounts and services.

These brands include:

- ubank
- nabtrade
- JBWere
- Medfin
- HICAPS
- NAB Insurance

We'll also confirm if the deceased held any Coles Credit Cards, Qantas Money Credit Cards, Kogan Money Credit Cards, Virgin Money Credit Cards, Bank of Queensland Credit Cards or NAB Car Loans, which are issued by NAB.

Financial Assistance

If you're having trouble making your regular repayments or need extra help with your finances, we encourage you to get in touch with us as early as possible. The sooner you contact us, the sooner we can discuss the options that may be available to you.

Visit **nab.com.au/hardship** for more details.

Contact us

You don't have to manage this alone – we're here to work with you, step by step. If you have questions or aren't sure what to do next:

Call us on **1300 911 451** or +61 3 8903 9992 if you're overseas (Monday to Friday, 8am to 5pm)

Email us at **nabbereavementsupport@nab.com.au**

Visit a **NAB branch**

Find more information at **nab.com.au/supportingyou**

For people with **hearing or speech difficulties**, call us on **13 22 65** through the National Relay Service.

If you do not speak English, you can call us on **13 22 65** and say I need an interpreter. We'll get someone to help you.