

Account closure form – after bereavement

This form has been designed to help you close a deceased member's account(s). We comply with data protection regulations and we will only collect, store and process your personal information in accordance with our Privacy Notice. For more information, please view the Privacy Notice on our website or ask us for a copy.

The following bereavement leaflet gives you more information, which you might find useful when completing this form.

Details of the deceased member

First name Middle name(s)
 Surname Date of birth

Their account number(s) with us

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Tick here if you want to close all of their accounts

Will you be obtaining a grant of representation?

Where we refer to a grant of representation, this is a term used to describe either a grant of probate or letters of administration.

Grant of probate (also known as 'grant of confirmation' in Scotland): is a certificate issued by the court confirming the authority of the executor(s) to administer the estate.

Letters of administration: if there is no will, this certificate is issued by the court authorising persons who are nominated by law to administer the estate.

In all cases where the total balance held with us at the date of death is £50,000 or more, we'll need to see an original or certified copy of a grant of representation. We may also request additional information or documents, including a grant of representation at any point, regardless of the amount of savings held.

Details of personal representatives(s)

A personal representative is either an executor of the estate where a will has been left, or the administrator or next of kin of the deceased's estate where there's no will.

First personal representative (our main contact)

Salutation First name(s) Middle name(s)
 Surname Date of birth

Address

Postcode Telephone

Executor – a will has been left Administrator or next of kin – no will has been left

Second personal representative

Salutation First name(s) Middle name(s)
 Surname Date of birth

Address

Postcode Telephone

Continued on the next page

Third personal representative

Salutation	<input type="text"/>	First name(s)	<input type="text"/>	Middle name(s)	<input type="text"/>
Surname	<input type="text"/>			Date of birth	<input type="text" value="dd / mm / yyyy"/>
Address	<input type="text"/>				
Postcode	<input type="text"/>	Telephone	<input type="text"/>		

Additional Allowance ISA

This cash ISA has been designed for your additional ISA allowance. If you've lost your spouse or civil partner and they had ISA savings with us, you're entitled to an additional ISA allowance.

More information is available in the Additional Allowance ISA leaflet. If you need an application form please contact us on **0800 121 8899**.

Would you like to move money to an Additional Allowance ISA? Yes No

If yes, have you included the Additional Allowance ISA application form? Yes No

Do you want to close all applicable accounts into the additional allowance ISA? Yes No

If you've already opened an Additional Allowance ISA, please include the existing account number here.

Which account would you like to close to the Additional Allowance ISA?

Closure mandate

Please let us know how you'd like the balance to be paid by completing either section 1 or 2 below. We'll close all accounts via the same method and to the same recipient.

1. Electronic payment(s) to	Bank/building society	<input type="text"/>
	Sort code	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
	Account number	<input type="text"/>
	Name of account holder	<input type="text"/>
	Personal account	<input type="checkbox"/> Business account <input type="checkbox"/>
	Reference	<input type="text"/>
2. Internal transfer to	Coventry account number	<input type="text"/>
	Name of account holder	<input type="text"/>

Please note that all transfers will be subject to regulatory checks to comply with current legal, compliance, and money laundering regulations, which may delay the transfer.

We will close all accounts in the deceased member's name via the same method and transfer the funds to the same recipient.

Declaration

All personal representatives must sign this form.

I/We, the named personal representative(s), confirm and agree:

- I am/We are the authorised personal representative of the deceased member.
- I am/We are authorised to act on behalf of the deceased member and legally entitled to administer their estate either under the deceased member's will, the intestacy rules or a grant of probate or letters of administration.
- I am/We are entitled to receive the balance of the deceased member's Coventry Building Society account(s) on behalf of the deceased's estate.
- I/We authorise you to close the Coventry Building Society account(s) that are held in the deceased member's sole name, and to pay the funds as instructed above.

Personal indemnity – the legal commitment you're making:

- I/We agree to indemnify Coventry Building Society against any claims, proceedings, damages or expenses by reason of acting on my/our instructions as set out in this form.
- I/We acknowledge that the Society has agreed to act upon the instructions in good faith and in reliance on the information provided. Accordingly, if I/we or the Society become aware of any circumstances under which the payee(s) is/are not entitled to receive funds, I agree to return them in FULL within 14 calendar days.
- I/We agree to reimburse Coventry Building Society for any losses or costs incurred as a result of another person being entitled to a share of any money paid to me/us.

If you're an existing account holder with us, please include an account number. For any personal representative who isn't an existing member, please check the list of certified identification we'll need at the end of this form.

Full certification rules are included in the Following bereavement leaflet.

Please be aware that if no identification or incorrect identification is provided, it may delay this form being processed.

First personal representative

Signature

Date

I'm an existing member and my account number is

I'm not an existing member and have included identification.

Second personal representative

Signature

Date

I'm an existing member and my account number is

I'm not an existing member and have included identification.

Third personal representative

Signature

Date

I'm an existing member and my account number is

I'm not an existing member and have included identification.

Continued on the next page

You'll find the full identification and certification requirements on the next page. Please read these carefully to avoid any delays in processing your request.

We reserve the right to request further information from you if required to process the closure of this account(s).

Please note that if no identification or incorrect identification is provided, we reserve the right to confirm your identity with credit reference agencies. Please see our Privacy Notice overleaf to understand who we share your information with.

Before returning this form, please ensure:

- this form is signed by all executors
- the original or a certified copy of the death certificate is enclosed if the total balance held with us is less than £50,000
- ID for all executors is enclosed (if they are not already a Coventry Building Society customer)
- the grant of representation is enclosed in all cases where the total balance held with us is more than £50,000.

How we will use your information

Before continuing with this agreement, please read the information below which explains how we and others will use your personal and financial information.

We comply with data protection regulations and we will only collect, store and process your personal information in accordance with our Privacy Notice. For full details about how we use your personal and financial information, please see our full Privacy Notice at www.coventrybuildingsociety.co.uk/privacy or you can ask us for a copy. When we use and share personal and financial information, we do so on the basis that we have a legitimate interest to prevent fraud and money laundering, to manage our risk and to protect our business and to comply with laws that apply to us.

To spell out what we don't do with your information:

- we'll never sell your data to anyone else
- we'll never use your data to send you marketing information selling products or services by other organisations.

Confirming your identity

Under money laundering law, all financial organisations have to confirm a customer's identity. To do this, we send your details to a specialist external agency. It's a quick and secure process commonly used by banks and building societies.

If your details change, we'll ask you to re-confirm your identity. For example, you apply for another account with us or change your name.

The credit reference agency we will use is below, along with how to find their 'Credit Reference Agency Information Notice' (CRAIN).

- Equifax Ltd
www.equifax.co.uk/crain
 Customer Service Centre
 PO Box 10036
 Leicester LE3 4FS

You can see the information this agency holds about you, and read their Privacy Notice, on the website above. Contact them directly and they'll explain how to make a request and how much it costs.

Identification requirements

Before we can act on instructions following a bereavement, we need proof of name (one piece of ID from group A) for each personal representative who isn't an existing account holder with us. This is to protect against the risk of identity fraud and also allows us to comply with money laundering regulations.

If the personal representative is not an existing account holder and is also opening a new account, for example an Additional Allowance ISA, you'll need to provide two forms of ID for them, one item from Group A and one from Group B.

ID can be used either to confirm who you are, or your name and address, not both. For example, a driving licence can't be used to confirm who you are, as well as your name and address.

ALL identification documents (both original and certified copies) will be returned to you.

For executors/personal representative's living overseas – ID needs to be certified by one of the following:

- British Ambassador
- Secretaries of Embassies or Litigation
- Forces abroad
- Charge d'Affaires
- Envoys
- Consuls
- Consul general
- Notary public
- Ministers

Note: We don't accept documents printed off the internet or photographs of documents.

Group A – to confirm who you are	What to send by post
Passport (UK or foreign) – current, valid and full	Certified copy
Valid (UK) photocard driving licence (full or provisional)	Certified copy
Full old style paper driving licence (UK) - current, signed	Certified copy
DWP pension entitlement letter - valid for the current year	Original
Birth certificate/adoption certificate (under 18s only)	Certified copy
NHS medical card/document, showing holder's name, DOB, NHS number (under 18s only)	Original
Group B – to confirm your name and address	What to send by post
Full or provisional UK photocard or old style paper driving licence – current, signed	Certified copy
Bank/building society statement – less than 3 months old and not printed off the internet. Those issued by Coventry Building Society are not acceptable	Original
House insurance certificate – valid for the current year	Original
Council/local authority tax bill – less than 12 months old and valid for the current year	Original
Utility bills (i.e. gas, electricity, water) or cable/satellite/phone bill (excluding mobile phones) – less than 3 months old and not printed off the internet	Original
NHS medical card/document, showing holder's name, DOB, NHS number (under 18s only)	Original

Continued on the next page

Certifying documents

Copies of original documents can only be certified by one of the following:

Legal professional (solicitor registered in England and Wales, Northern Ireland or Scotland, barrister registered in England and Wales, Northern Ireland or Scotland or notary public registered in any country), **qualified accountant** (registered with either ICAEW, ICAS, CAI, ACCA, CIPFA, CIMA or AAT), **public sector official** (serving officer of the Armed Services, serving police officer, teacher in current employment), **Post Office official** (must include Post Office stamp or Post Office certificate), **embassy official** (an embassy, consulate or high commission officer in the country of issue of the relevant document), **medical professional** (doctor registered with the General Medical Council, dentist registered with the relevant national professional body, qualified nurse registered to NMC) **Other** (local government councillor, Member of Parliament, bank manager, building society manager or minister of religion).

Copies of your original documents should have been certified **within the last 12 months** using the following words: **'I confirm that I have seen the original document'**.

The certifier must sign their name and include these details: full name, profession, business address (if applicable), phone number and date.

The person certifying should be in **current employment**, but we'll also accept certification from a person who has retired (unless the list above specifies that the person must be serving), as long as they still hold the qualification and are a member of the relevant institute. The person certifying must **not be related to you** in any way (for example: spouse, partner, sibling, parent, child or in-law) and they must not be named as a joint account holder/borrower on your mortgage. You can't certify your own identification.

If you need help with ID, please come into any branch or call us on **0800 121 8899**.

For office use only – to be completed on receipt of the form

Branch number Cashier number Signature checked

Signed: Branch/Agency manager/Deputy

(for all branch withdrawals)

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

For more information, visit our website thecoventry.co.uk, call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

Information correct at time of going to print (March 2025).