

Bereavement Support Guide

This guide will help you manage the financial affairs of someone who has died. If you've recently been affected by a bereavement, please know that we are here to support you during this difficult time. If you would like help at any time, or would prefer to call us and talk it all through, please call our member services team on 0800 783 2367 or email memberservices@teachersbs.co.uk

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LEGAL JARGON EXPLAINED

When someone dies there may be various legal terms and phrases that you may not have come across before. We've compiled a list of some of the most frequently used words you may hear during the process of sorting out their finances

Most frequently used words or phrases

Additional Permitted Subscription - When a spouse or civil partner dies you can inherit their ISA allowance, even if the ISA funds are left to someone else.

Administrator - When there is no will or the executor is unable/unwilling to act, an administrator is appointed to manage the estate.

Asset - Property, money or possessions that belonged to the deceased.

Beneficiary - Someone who is entitled to receive all or part of the assets previously owned by the deceased.

Death certificate - The legal document issued by the registrar when a person dies, certifying the date, cause, and place of death. It is a copy of the signed entry into the death register. In circumstances where the death must be investigated by a coroner, you may receive a 'coroners certificate' until the formal death certificate is issued.

Estate - The total sum of an individual's assets, including property, finances, personal possessions, and everything else that's registered in their name.

Executor - The person(s) named in the will who is responsible for ensuring the wishes outlined in the will are carried out.

Grant of probate - This is an official document confirming that a deceased person's will was valid. It also names the Executor(s) and confirms they have the authority to act. If there is no will then the Probate Registry will issue a **Letter of Administration** which names the person who has the right to manage the estate.

Inheritance Tax - A tax on the estate that is paid before the estate is distributed amongst the beneficiaries.

Intestacy - This is when there is no valid will in place, or the will doesn't include all the assets in their entirety.

Personal representative - Either the administrator or executor responsible for dealing with the management of the estate.

Trustee - The person in a position of trust or responsibility, who is given powers of administration for holding/managing assets on behalf of another.

Will - A document detailing a person's wishes about what they want to happen to their assets and how they would like them distributed when they die.

FIRST STEPS

1. Registering the death

When someone dies their death must be registered within 5 days if residing in England, Wales, or Northern Ireland, and within 8 days for Scotland.

This can be done at any registry office, however if you can use the registry office in the area where the individual died then you will be able to receive the documents quicker (potentially even the same day). Check with the registry office beforehand to find out what documents you will need to take with you.

The registrar will supply you with a certified copy of the death certificate, however it can be useful to purchase extra copies in case they are needed when notifying some organisations.

2. Finding out if there is a will

If the person who died left a will, try and locate the signed and witnessed version as soon as possible to proceed with management of the estate. If you are unable to locate it at their home, then contact their solicitor, bank, or financial advisor if they have one, because they may have a copy.

If there isn't a will then the next of kin usually becomes the administrator of the estate.

3. Arranging the funeral

If the will contains wishes from the deceased for their funeral then this can help you with planning it. In some circumstances the government can help fund the funeral costs, so visit www.gov.uk/funeral-payments in order to check if you are eligible.

LETTING US KNOW

We know it's a difficult time when you lose a loved one, so we'll do our best to make this process as easy as we can for you.

The first thing you'll need to do is provide us with the original or certified copy of the death certificate or coroner's certificate through the post to - FREEPOST, Teachers Building Society, Allenvue House, Hanham Road, Wimborne, Dorset, BH21 1BR. We will return these to you as quickly as possible. We will then update our records and will ensure that no further letters are sent to the deceased. We won't be able to accept any further deposits to the account and any payments made to the account will be returned to the payer, unless the account was held in joint names.

If the account is in joint names we will automatically place it in the sole name of the remaining party. For any accounts just in the name of the deceased, we will write back to you giving details of the account balance/s as at the date of death so please remember to include your name, address and contact number when you send the certificate to us. If you would rather not deal with this yourself, or if the estate is quite complicated, you may wish to instruct a solicitor to act on your behalf. The advantage of having a solicitor act on your behalf is that they are experienced and know their way around legal, tax and property issues. However it is much more expensive to have professional executors act for you.

Account closure (for accounts just in the name of the deceased)

Once we've received the death certificate and updated our records, we'll send you the relevant forms to close the account/s. If you have instructed a solicitor to act on your behalf then we will send this directly to them.

If Probate has not been applied for and the balance is under £15K, the executor can confirm this on the closure form and close the account, all we will require is evidence of the bank account to which you would like the funds sent. Evidence of the bank account can be your most recent bank statement.

If Probate has been applied for then we will need to see the original Grant of Probate.

If the combined balance(s) in the account(s) are over £15,000 then we will need to see the original Grant of Probate (or letters of administration if there is no will) and evidence of the bank account to which you would like the funds sent before we can proceed. Evidence of the bank account can be your most recent bank statement.

If you wish to use an Additional Permitted Subscription in respect of an ISA or have any other queries, please call our member services team on 0800 783 2367 or email memberservices@teachersbs.co.uk to discuss this.

LETTING OTHER FINANCIAL PROVIDERS KNOW

There is a free online Death Notification Service that some Banks and Building Societies are members of, and this enables you to fill out one notification that will be sent to all of the participating financial institutions you may need to notify.

This is useful if the deceased had accounts with various different providers.

For more information, including details of which Banks and Building Societies subscribe to this service, please go to - www.deathnotificationsservice.co.uk

Please note: Teachers Building Society are not participating members of this service.

Informing the government

You may need to notify several government departments when someone has died.

To make this easier, the government offers a tool that allows you to contact multiple departments at once - www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

This service isn't available in Northern Ireland or if the person was living permanently abroad. This service can be accessed online or by phone when you have registered the death.

You'll receive a unique reference number from the registrar to do this. If you are unable to use the Tell Us Once service then the departments you might need to contact are below.

- HMRC - to manage tax and council benefits
www.gov.uk/government/organisations/hm-revenue-customs
- DWP (Department for Work and Pensions) - to cancel benefits such as income support
www.gov.uk/government/organisations/department-for-work-pensions
- HM Passport Office - to cancel their passport
www.gov.uk/government/organisations/hm-passport-office
- DVLA (Driver and Vehicle Licensing Agency) - to cancel their driving licence
www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency
- Your local authority - to cancel any housing/ tax benefits or a Blue Badge. They can also inform the council housing services and remove the deceased from the electoral register.

HELP WITH EXPENSES

If you're arranging the funeral, you may need to pay for this upfront. There may be a life insurance policy or sole funeral plan that's already paid for the funeral - but if there isn't we can release money from the accounts of the person who has died. If there isn't enough money in the account to pay all of the costs, we'll release the available funds to help towards the final bill. To do this we will just need a copy of the invoice from the undertaker.

If you've been named as the personal representative, you'll be responsible for paying any inheritance tax (IHT) using funds from the person's estate. For payment of inheritance tax, please fill out form 'IHT423' (which can be found on the government website under Direct Payment Schemes for Inheritance Tax - IHT423) and return it to us by post.

Please be aware that the balance of any accounts that you wish to withdraw funds from to cover funeral expenses and/or Inheritance Tax Payments must not fall below £100.

DEALING WITH THE ESTATE

Dealing with the estate yourself

If you would prefer to handle the estate yourself rather than appointing someone else to do it, then you will need to apply for a Grant of Probate. To apply for Probate yourself, you'll need to complete the required application forms and send them to your local Probate Registry Office. These forms can be downloaded from www.gov.uk/applying-for-probate or you can order them over the phone from the Probate and Inheritance Tax Helpline on **0300 123 1072**.

BEREAVEMENT SUPPORT

Emotional support

Processing grief while going through this process is difficult. Below are some organisations that can provide support in dealing with the loss of a loved one.

Cruse Bereavement Care

www.cruse.org.uk

Providing support with grief, for people of all ages.

Samaritans

www.samaritans.org

An entirely confidential service available via email or telephone for anyone in any type of emotional distress.

War Widows Association of Great Britain

www.warwidows.org.uk

"The United Kingdom's leading representative organisation for widow(er)s of Armed Forces Personnel where death has been caused by or hastened by service".

Financial and legal support

Citizens Advice

www.citizensadvice.org.uk

Offers free, confidential and impartial advice on a range of topics including how to proceed if a will has not been made.

The Law Society

www.solicitors.lawsociety.org.uk/

The Law Society website can help you find a solicitor. This website has information about solicitors in your area from the Solicitors Regulation Authority.

Money Helper

www.moneyhelper.org.uk

Provides free advice on the management of money.

Other useful links

National Association of Funeral Directors

www.nafd.org.uk

An association of independent funeral directors who can offer guidance on the process of arranging a funeral.

The National Society of Allied and Independent Funeral Directors

www.saif.org.uk

Provide free funeral planning advice and can put you into contact with a registered funeral director.

CHECKLIST - This checklist serves as a rough guide as all situations are different

Legalities

Register the death	<input type="checkbox"/>
Locate the will (if one has been made)	<input type="checkbox"/>
Receive the certified death certificate and any extra copies	<input type="checkbox"/>
Contact any solicitors or accountants	<input type="checkbox"/>
Contact a funeral director	<input type="checkbox"/>
Contact the executor(s) listed in the will, or appoint an administrator	<input type="checkbox"/>
Use the government Tell Us Once Service, or contact the following departments:	<input type="checkbox"/>
<ul style="list-style-type: none">• HMRC (HM Revenue & Customs)• DWP (Department for Work and Pensions)• HMPO (HM Passport Office)• DVLA (Driver and Vehicle Licensing agency)• The local authority	

Financials

Contact their bank or building society to close their account	<input type="checkbox"/>
Check bank statements for any standing orders or Direct Debits that need to be cancelled	<input type="checkbox"/>
Contact their pension provider and/or life insurance provider	<input type="checkbox"/>
Check for any mobile phone contracts you may need to cancel	<input type="checkbox"/>

If you have any questions about any of this information, please contact our friendly Member Services team on **0800 783 2367** email **memberservices@teachersbs.co.uk** or write to us at **FREEPOST, Teachers Building Society, Allenvie House, Hanham Road, Wimborne, Dorset, BH21 1BR**



Allenvie House, Hanham Road, Wimborne, Dorset BH21 1AG

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