

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	<input type="text"/>	Middle name(s)	<input type="text"/>
Surname	<input type="text"/>		
Their account number(s) with us			
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>

Will you be obtaining a grant of probate or letters of administration?

Yes We'll need to see the grant of probate or letters of administration if these are applied for - this includes if you have to apply for one for another organisation, and in all cases where the total balance held with us at the date of death is over £50,000. We'll need to see an original or certified copy.

No We'll need to see the original death certificate or a certified copy.

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)

First name	<input type="text"/>	Middle name(s)	<input type="text"/>
Surname	<input type="text"/>		
Address	<input type="text"/>		
Postcode	<input type="text"/>		
Telephone	<input type="text"/>		
Executor – a will has been left	<input type="checkbox"/>		
Administrator or next of kin - no will has been left	<input type="checkbox"/>		

Second personal representative

First name	<input type="text"/>	Middle name(s)	<input type="text"/>
Surname	<input type="text"/>		
Address	<input type="text"/>		
Postcode	<input type="text"/>		
Telephone	<input type="text"/>		

Third personal representative

First name	<input type="text"/>	Middle name(s)	<input type="text"/>
Surname	<input type="text"/>		
Address	<input type="text"/>		
Postcode	<input type="text"/>		
Telephone	<input type="text"/>		

Closure mandate

Please let us know how you'd like the balance to be paid by completing either section 1, 2 or 3 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"/> <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"/>
	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"/> <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"/>
	Name of account holder	<input type="text"/>
3. Cheque(s) payable to	<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.

Continued on the next page

Additional Allowance ISA

Eligibility and more information is available in the Additional Allowance ISA leaflet. If you need an application form, please contact us.

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

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

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

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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.

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

dd / mm / yyyy

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

dd / mm / yyyy

I'm an existing member and my account number is

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

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.

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)

We want to be sure that we do everything we can to help. You can call our specialist team on 0800 587 4565 Monday to Friday 8am-7pm and Saturday 9am-2pm. Or visit any of our branches if you'd prefer to talk to a member of staff face-to-face.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

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.

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

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).

Certifying documents (continued)

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.

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).

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

Information correct at time of going to print (July 2023).