

A guide to dealing with

**Deceased Accounts
when there is
bereavement**

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The information provided in this booklet is only intended as a general guide on our requirements for dealing with deceased accounts. We recommend that you seek appropriate legal, tax and other professional advice before making any decisions in relation to the accounts of the deceased. This booklet does not contain any legal or other professional advice.

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Introduction & contact details

We at permanent tsb appreciate that this is a difficult time for you and your family. We understand how difficult it can be after somebody has died. This booklet is intended to provide guidance on how best to engage with permanent tsb. permanent tsb has a dedicated department to assist you in the administration of a deceased customer's financial affairs where the deceased has account(s) with us. You will also find some information on the practical actions you may need to take.

Contact us

If you have any questions or require further information you can speak to a member of staff at your local permanent tsb branch, phone our Open 24 Helpline on 01 2124077 or write to Deceased Account Services, 56/59 St Stephens Green, Dublin 2.

Accessing financial information

If you are the person entitled to administer the estate of the deceased you will need to gain access to the financial information of the deceased. Before we can provide any financial information to you, we will need the following documentation:

Death certificate

We will need a certified copy of a death certificate. Please see our Useful Contacts section for details of how to obtain a death certificate.

And/or some of the following documentation:

Certified Copy of the Will

If the deceased left a will we need a certified copy of same. We may also need a Grant of Representation depending on the value of the estate of the deceased. Please contact your solicitor or see our Useful Contacts section for details of how to obtain Grants of Representation.

Solicitor dealing with the Estate

If you have decided to engage the services of a solicitor, they will need to advise us in writing that they are acting in the estate of the deceased. We will correspond directly with the solicitor advising them of our requirements.

Proof of Identification

If you are the executor or person entitled to administer the estate of the deceased we will require certified proof of identity and certified proof of address. Please see the glossary of terms for the meaning of certified and the checklist for acceptable forms of photo ID and proof of address.

Releasing funds

from an account held in the sole name of the deceased

If the overall value of the estate in Ireland is less than €25,000 then the money in the account may be released by completing a Small Balance Claim Form (SBCF) which is available from your branch. This SBCF needs to be completed by the executor if there is a will or by all the next of kin of the deceased if there is no will. The SBCF contains an indemnity, which means that the person claiming the small balance legally agrees to indemnify permanent tsb, in the event that somebody else has the legal right to claim the accounts of the deceased. It relates to the sole accounts of the deceased where the balance is less than €25,000 and where the total value of the estate is less than €25,000.

If the overall value of the estate in Ireland is €25,000 or greater then the money in the account can be released on providing an Irish Grant of Representation. A solicitor can advise you on how to apply for these or alternatively you can contact the Probate Office directly. Please see our Useful Contacts section for details of the Probate Office.

where the deceased is a joint account holder

Joint accounts generally can be transferred into the sole name of the surviving account holder when we receive a certified copy of a death certificate and request to amend into the surviving account holder's name.

If the money in a joint deposit account held by the deceased and any other person is more than €50,000 the survivors of the joint account(s) will be required to provide an IT8 Tax Clearance Certificate in order to withdraw any money from the account. This does not apply with respect to deposit accounts held between spouses or civil partners. You will be required to provide a certified copy of a marriage cert or a civil partnership cert.

There may be certain exceptions to this and the Deceased Account Services section will contact you with details of any further requirements.

Further information about IT8 Tax Clearance Certificates is available on the website of the Revenue Commissioners (www.revenue.ie).

for funeral costs

It is possible to release money from a deceased person's account to pay for funeral expenses before the formal administration of the estate is complete. However, we cannot release money for costs for items such as headstone until we receive the Grant of Representation.

We require the following to release funds for the payment of burial expenses from the sole account(s) of the deceased:

- » Certified copy of the death certificate,
- » Written request from the executor(s) or from the next of kin for payment of same,
- » An itemised invoice from the funeral directors.

Frequently Asked Questions

How do I get a death certificate?

The death certificate is issued by the Registrar of Births, Deaths and Marriages. When you register a death you can apply for same. Please see our Useful Contacts section for details of how to obtain a death certificate.

What does an executor do?

An executor is the person named in the deceased's will to carry out his/her instructions on death. There may be more than one executor. Their job is to apply for the Grant of Probate, carry out instructions for funeral arrangements, pay any outstanding debts and distribute the assets as per the will of the deceased.

What if there is no will?

If somebody dies without a valid will, they are said to have died "intestate". An administrator is appointed in this case. The estate of the deceased typically passes to the deceased person's next of kin as set out in the Succession Act 1965. You may need to engage the services of a solicitor where the deceased has died intestate.

Do I need to obtain the services of a solicitor?

Only you can decide how much help you may need. This may depend on the size of the estate and the type of assets of the deceased. Larger and more complex estates may need more professional support.

What is Probate?

It is a formal legal process, which authorises someone to deal with a deceased person's estate (that is, property, money and other possessions, owned by the deceased at date of death). The authority is given in the form of a document called a grant. Please see our Useful Contacts section for details of the Probate Office.

What happens to credit cards of the deceased?

If the deceased had a credit card in his/her own name you will need to provide us with a certified copy of the death certificate. The Deceased Account

Services section will contact you with details of any further requirements.

What happens if the deceased had a mortgage?

If the deceased had a mortgage in his/her own name you will need to provide us with a certified copy of the death certificate. The Deceased Account Services section will contact you with details of our further requirements. For example, there may be an active and assigned life assurance policy. The mortgage will continue to accrue interest until the estate is finalised and the loan repaid.

If you had a mortgage with the deceased you will need to provide us with a certified copy of the death certificate. The Deceased Account Services section will contact you with details of our further requirements.

If there is an active and assigned life assurance policy you or your solicitor can apply to place a moratorium on the mortgage payments until the proceeds of the life assurance policy are paid out. If there is no life assurance policy, you and the estate will continue to be liable for the mortgage repayments.

Can direct debits or standing orders continue to be paid from a deceased's sole account?

No, a hold will be placed on the accounts from date of notification of death. Any direct debits or standing orders will be returned unpaid after we are notified of death. You will need to contact all direct debit creditors linked to the accounts of the deceased.

What is safe custody?

In the past permanent tsb may have been asked to keep items in safe custody. This facility is no longer available but on request we can search to see if the deceased had any items in safe custody. We do not know the contents of the safe custody item and we cannot release any items in safe custody until we are in receipt of the Grant of Representation. The executor or administrator may attend at the branch to view the safe custody items. They will need to bring a copy of the will confirming they are the executor and proof of identity and address verification, and the original safe custody receipt if available. If the original will is in safe custody it will be released to the executor or administrator.

Useful Contacts

How long does it take to release the funds in a deceased account?

This depends on the balance in the accounts and our requirements. If a Grant of Representation is required this process will take longer. Your solicitor or the Probate Office can advise you on how long this will take. If the deceased had a mortgage and there is an assigned life assurance policy and the Life Company require a Grant of Representation or medical reports this process will take longer.

At permanent tsb we will work with you or your representative to make this process as efficient as is possible.

What do I do if permanent tsb is still sending post addressed to the deceased?

Unfortunately in some circumstances correspondence might still arrive. This may be as a result of correspondence that we are required to issue to meet our legal and regulatory obligations or planned mailings that we are not able to amend or stop on time. If this does happen please accept our apologies in advance and contact Deceased Account Services as we do not want to cause you any further distress.

The following are a list of services that may be of benefit when dealing with the estate of the deceased.

permanent tsb

By letter: Deceased Account Services, 56/59 St Stephens Green, Dublin 2.

By phone: if you have any questions or require further information you can speak to a member of staff at your local permanent tsb branch or phone our Open 24 Helpline on 01 2124077.

To obtain a Death Certificate or information about same please contact below:

Registrar of Births, Marriages and Deaths,

General Register Office, Government Offices,
Convent Road, Roscommon

Tel: 090 6632900

Locall: 1890 252 076

Fax: 090 6632999

Website: HSE website or www.certificates.ie

Glossary of Terms

Grants of Representation

Applications for Grants of Probate/Letters of Administration are processed through the Probate Office/District Probate Registry

Dublin Probate Office

1st Floor, 15/24 Phoenix Street North
Smithfield, Dublin 7
Tel : (01) 8886174
Fax: (01) 8730306

Website: www.courts.ie

Benefits and entitlements following a death:

Department of Social Protection,

Social Welfare Services, College Road, Sligo.
Tel: (071) 9157100
Locall: 1890 500 000

Website: www.welfare.ie

Citizens Advice.

This site provides information on public services entitlements in Ireland.
www.citizensinformation.ie

For information regarding income tax liability and Capital Acquisitions Tax (CAT):
www.revenue.ie

Administrator

This is a person appointed by the Probate Office of the High Court to deal with the estate if the deceased died without leaving a valid will ie intestate. The person entitled to act as Administrator is set out in the Succession Act 1965. There may be more than one administrator appointed.

Application For Payment Of Small Balance Claim Form

This is an indemnity form that is completed by the executor(s) or all next of kin of the deceased where the value of the estate in Ireland is less than €25,000. This indemnity form needs to be completed by all the next of kin of the deceased if there is no will. By completing the indemnity form, the claimant agrees to indemnify us (permanent tsb), in the event that somebody else is entitled to the accounts of the deceased. It relates to the sole accounts of the deceased where the balance of the estate in Ireland is less than €25,000 and where the total value of the estate is less than €25,000.

Beneficiary

A person who is left something in a will.

Certificate of Balance

A list of all the account(s) and balances held by the deceased at date of death.

Certified copies

Certified copies are copies of original documents that have been certified using wording such as "True certified copy of Original". The person carrying out the certification should also include their signature, date and name, business stamp or full address and contact details. Certified copies of documents are only acceptable if certified by one of the following:- Garda Siochana/Police Officer, practising Chartered & Certified Public Accountants, Notaries Public / practising Solicitors, Embassy/ Consular Staff, Regulated Financial or Credit Institution, Justice of the Peace, Commissioner of Oaths, Medical Professions (doctor).

Death Certificate

It sets out the date, place and cause of death. A death certificate is issued by the Registrar of Births, Death and Marriages.

Deceased Estate

The sole property and assets (ie bank accounts, life policies or other property) of the deceased person.

Executor

A person named in the deceased persons will to carry out his or her instructions. There may be more than one executor. Their duties may include applying for a Grant of Probate, paying funeral expenses of the deceased and ensuring any inheritance tax due is settled.

Grant of Representation

Checklist

This is a document granted under seal by the High Court which gives authority to a named person (or persons) to deal with a deceased's person's estate. The most common types of Grant of Representation are Grants of Probate and Grants of Letters of Administration.

Grant of Probate:

When a person dies leaving a valid will and appointing an executor, a Grant of Probate issues to the executor. The person's assets are dealt with by the executor according to the terms of the will.

Inheritance Tax

Inheritance tax is a tax which may need to be paid by a beneficiary/person who receives an inheritance depending on their relations to the deceased and depending on their individual tax thresholds. You should contact your solicitor or the Office of the Revenue Commissioners if you have any questions in connection with inheritance tax.

Intestate

A person dies intestate if they do not leave a valid will.

Letters of Administration

An official order issued from the Probate Office of the High Court appointing an administrator of a deceased person's estate where no valid will exists.

Next of Kin

The deceased's closest living relative(s).

Probate

This is a formal legal process through the Probate Office of the High Court, which authorises someone to deal with a deceased person's estate (that is, property, money and other possessions, owned by the deceased at date of death). The authority is given in the form of a document called a Grant of Probate.

Testate

A person dies testate if they leave a will.

Will

A valid will is a legal document detailing how a person wishes their estate to be distributed upon their death. It specifies the person or people he or she wants to carry out the will's instructions.

What documents do you need to provide to permanent tsb?

- » Certified copy death certificate
- » Certified copy of will where applicable
- » If a solicitor is dealing with the estate they need to notify us in writing
- » Certified proof of address and certified proof of identification for all the executors if a will or two nominated next of kin where there is no will
- » Small Balance Claim Form where applicable
- » Grant of Probate/Letters of Administration where applicable
- » Certified certificate of marriage/civil partnership

Proof of Identity

Examples: Current valid passport, current valid Irish, UK or European Driving Licence, Full or Provisional (with photograph), EU National Identity Card.

Proof of Address

Examples: Utility Bill i.e .Electricity, Gas or Phone - showing an account number, Bank Statement from a Financial Institution ie Bank, Building Society, An Post Savings or Credit Union, Insurance i.e. Health, household or motor – showing a policy number.

Must be less than 6 months old except where household/car/health are issued on an annual basis ie must be less than 12 months old.

Must be certified. See Glossary for details of who can certify documents.

Note: Identification documentation is required by permanent tsb in accordance with its Anti-Money Laundering obligations.

Call us on
1890 500 151

or +353 1 212 4077

Drop into any
permanent tsb branch

We're open Monday to Friday until 5pm.

Or visit
permanenttsb.ie



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