

A guide to **bereavement**

Helping you after a saver passes away





We understand this can be a difficult time for the family and friends of our customers, that's why we aim to make it easy for everyone if they need to organise the savings of a customers after they've passed away.

We'll guide you through what you need to do and make your options simple to understand. You can refer to this guide which aims to answer the big questions, you can find some short FAQs on our website, and you can contact our UK based team 7 days a week to talk to us.

If you require large print, braille or an audio version then please call us on 0800 052 2222 and we will send you a copy.

What to do after the death of a Paragon customer

We need to register the death, so it's important that you get in touch with us as soon as you can to let us know.

You can notify us either over the phone, via email or by post. Whichever option you choose, you'll need to make sure you send us the death certificate which can be either an original or a copy. If you choose to post anything, please tell us the address to return the document to. Also, we will need your contact details including postal address for any future correspondence in case these can't be sent via email.

Alternatively, you can use the Death Notification Service. It's a free service where you can notify several banks and financial providers of a person's death at the same time. To find out more about this service please visit www.deathnotificationsservice.co.uk. We won't ask you to send us the death certificate if you're using this service, but you may have to register the certificate with the Death Notification Service.



Emailing the death certificate

You can email the death certificate to:
savings@online.paragonbank.co.uk



Posting the death certificate

You can post the death certificate to:
(Freepost) RTEX-LLUT-KKKE, Paragon, PO Box 850, Wallsend NE28 5BJ

After we've registered the death

Once we've been notified of the death, we'll send you a letter telling you about the customer's savings with Paragon and what your options are with their accounts.

Usually, you'll be able to either close the accounts, use the money towards funeral expenses or inheritance tax payments. Or transfer the accounts into someone else's name who can manage the savings. What you can do with the savings depends on the accounts the customer had with Paragon.

We'll also tell you the balance and any interest accrued until the date of death; you might need that information to apply for Grant of Probate.

What is a Grant of Probate?

The Grant of Probate is a legal document that confirms that the executor has the authority to deal with the deceased person's assets and can administer the estate. The Scottish equivalent of a Grant of Probate is called a 'Certificate of Confirmation'.

You can apply for Grant of Probate online through the government website, **www.gov.uk/applying-for-probate**.

We will need to see a Grant of Probate or a Certificate of Confirmation if the customer held more than £20,000 with Paragon.

Joint accounts

Any joint accounts will automatically transfer to the surviving account holder under the law of survivorship.



Getting help and support

There are organisations that can help you process the loss of a loved one. Cruse Bereavement UK can support you face to face or over the telephone, calls to Cruse Bereavement are free. Please visit **www.cruse.org.uk**, or call 0808 808 1677 for more information.

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