

DEATH OF INVESTOR HELPFUL GUIDE

A guide to help you choose your options on behalf of someone's account following death

How to transfer or close an account in the event of death

We know that during this time it can be very hard for the families, friends and others who need to organise financial matters of someone who has recently died. We want to make this process as easy as possible so we've created this online support to answer some of the most common questions, in addition to some FAQs shown on our Helpful information page on www.paragonbank.co.uk.

With accounts held in a sole name, we give the option for someone to continue with the account, or to close the account. Joint accounts will automatically transfer to the surviving account holder under the law of survivorship.

What should I do following the death of the account holder?

We need you to let us know about the death. Please post us the original or certified copy of the death certificate, with confirmation of who will be handling the account and an address to return documents to. Once we have this, we will be able to match details and register the death.

Please freepost the original or a certified copy of the death certificate to:

RTEX-LLUT-KKKE, Paragon, PO Box 850, Wallsend NE28 5BJ

If sending originals of important documents such as passports, licences and identity documents, please use registered post. We'll return all original documents we receive.

What will happen next?

Once we've received the death certificate and registered this against the account, if all the information is in order we will return the death certificate along with a letter confirming any further information we require specific to the type of account.

We will also confirm the balance and any interest accrued until the date of death. You may need this information to apply for a Grant of Probate.

How long will it be before the death certificate is returned?

We will return the death certificate within five business days. We will return this by recorded delivery.

What other type of information might be required?

We may ask for other supporting documents, or a Grant of Probate depending on the balance of the account, but this will be confirmed within the letter that we send out.

What is a Grant of Probate?

The Grant is a legal document which 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'.

What options will I have with the account?

You can transfer the account into your name, and we will provide you with a Transfer of account holder form to complete, following which you can continue with the account as you wish.

If you choose to continue with the account, we will carry out identification checks, as we do with all our new customers and contact you for any information we require.

Or, you can close the account; we just need a withdrawal letter and confirmation of who to make the cheque payable to and where to send this.

Can the payment following the closure of the account be sent electronically?

No, under these circumstances, we are only able to send a cheque for the closure of an account.

We hope that you've managed to find the answers to the questions you had within this guide, don't forget we have more FAQs on our Helpful information page on www.paragonbank.co.uk.

For any questions you can contact our UK based team:

Call us: **0800 052 2222**

Opening times: **Monday to Friday 8:00am to 7:00pm Saturday and Sunday 10:00am to 4:00pm Closed bank holidays**

Email us: **savings@online.paragonbank.co.uk**

Write to us freepost: **RTEX-LLUT-KKKE, Paragon, PO Box 850, Wallsend NE28 5BJ**

PARAGON (FREEPOST) RTEX-LLUT-KKKE, PO BOX 850, WALLSEND, NE28 5BJ

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