



Deceased Estates

Closing your loved one's
accounts at Heritage Bank



Talk to us today.



People first.

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We're Here To Help

If you've recently lost a family member or friend, we understand that this can be an emotional time. That's why we want to make it as easy as possible for you to go through the process of finalising their accounts.

This brochure will provide some guidance and support you through the steps that need to be taken to finalise your loved one's accounts.

The information contained in this brochure is a guide only. Requirements may vary depending on the individual circumstances of the estate and the type of accounts that your loved one held with us.

If you would like someone to talk through the process with you, or if you have any questions, feel free to call us on 13 14 22.

What You Need To Do

Step 1 – Notify us

You can notify us of the death of a loved one by completing our Deceased Customer Notification form. Staff can help you complete this form in a Heritage branch or you can download it from heritage.com.au/deceasedestates.

At this stage, you will also need to provide one of the following:

- the original Death Certificate OR
- a medical cause of death certificate OR
- the funeral account.

Our staff will take copies of any original documents, certify them and return them to you immediately.

If you can't get to a Heritage branch, you can post the completed form and a certified copy* of one of these documents to us.

Once we have this information, the accounts will be frozen. We can however attend to the payment of funeral expenses if there is a sufficient balance. Refer to the Related Matters section on page 9 for more information about funeral expenses.

** See the glossary of terms on page 14 for more information about what this term means.*

Step 2 – Provide the necessary documents and information to us

Once you have notified us that a loved one has passed away, the next step is to collect a range of information and documents that we need to finalise their accounts. Generally the executor or administrator will do this for you. We have outlined the documents we need to receive in the Document Checklist on page 8 of this brochure. At this stage you will also be required to provide the original or certified copy of the death certificate, if you haven't done so already.

Our required estate documentation is available in Heritage branches, or at heritage.com.au/deceasedestates.

When you are sending us these documents, please also provide any other details about the estate that may be helpful. For example, Heritage Bank account numbers you believe the deceased person held.

Carefully check the contents of what you send us. If documents are missing or not fully completed, this can delay the processing of the estate.

Step 3 – Heritage reviews the estate

Once we receive all the documentation, our Deceased Estates team will thoroughly review the accounts your loved one held at Heritage when they passed away.

The documents provided enable us to make an informed decision about each individual estate. In some cases, we may require additional information or documentation before we can release the funds and settle the accounts.

Step 4 – Complete any additional requirements

If we determine that there are additional requirements or documentation needed to finalise the estate, we will let you know in writing.

If the total value of the estate is greater than \$50,000, we will require a Grant of Probate* or Letters of Administration* to release funds. If the value of the estate is less than \$50,000, we may be able to release funds without it. However, even when the value is less than \$50,000, there are some circumstances in which we will still require a Grant of Probate or Letters of Administration.

** See the glossary of terms on page 14 for more information about what this term means.*

Step 5 – Release the funds

Once all the requirements for the estate have been met, we can release funds held in the Heritage accounts, according to the instructions of the executors/administrators.

We will also send a final letter to the executors/administrators advising that this has been completed, together with a final statement of the accounts for tax purposes.

If you are presenting documents (eg will, death certificate) to us in a branch, you can provide originals and our staff will take a copy and certify them on the spot.

However, if you are posting in photocopies of documents to us, you will need to have them certified prior to posting them.

Document Checklist

Essential documents that **MUST** be completed/supplied:

- Deceased Customer Notification form**
- Death Certificate** - Original or certified copy
- Will** - Original or certified copy if a will exists
- Deceased Estate Payment Instructions and Authority form** - The executor/administrator must complete this form

If you are NOT applying for Grant of Probate or Letters of Administration, the executors/administrators will also need to complete the:

- Deceased Estate Claim for Assets - Declaration and Indemnity form**

Documents that may also need to be completed/supplied:

- Certification Form - Deceased Estate Administration** - Only needs to be completed by executor/administrator if Heritage has not previously identified them, and they are unable to attend a Heritage branch to provide identification in person
- Letters of Administration** - May be required if there is no valid will. Once we review the estate we will advise the executor/administrator if this is required
- Grant of Probate** - May be required depending on the assets of the estate. Once we review the estate, we will advise the executor/administrator if this is required.

All forms are available in Heritage branches or at heritage.com.au/deceasedestates. These requirements are a guide only and may change depending on the estate.

Related Matters

You also need to consider a number of other issues in finalising the affairs of your loved one. Please find below information about a number of these common matters.

Funeral expenses

We can release funds from the deceased person's accounts to pay for funeral expenses, if there is a sufficient balance. You can arrange this in two ways:

- If you have not paid the funeral expenses, provide an original certified copy of the funeral invoice and we will pay the funeral director.
- If you have already paid the funeral expenses, provide a receipt of the payment (an original certified copy) together with the invoice (an original certified copy) and we will reimburse you for these expenses.

You can provide these documents to your local branch, or post them to the address outlined in this brochure.

Providing identification

Heritage requires all executors or administrators of an estate to be identified. We need them to provide sufficient identification to satisfy legislative requirements.

They can do this at a Heritage Bank branch or by completing a Heritage Bank Certification form available in branch or from heritage.com.au/deceasedestates.

The executors/administrators will need to provide an acceptable combination of identification documents which may include a passport, a birth certificate, a driver's licence, utilities bills, Medicare card etc.

Account freeze

Individual accounts

Once we have been notified that an account holder has passed away, we will place a freeze on any accounts held solely in their name and not allow any further transactions after that date with the exception of direct credit payments. Regular bill payments will be cancelled. Cheque or any other deposits can only be accepted on a case-by-case basis.

We will also cancel any authorities that allowed a third party's access to the account and no withdrawals can be made, except to pay funeral expenses.

Joint accounts

If the deceased person is an account holder of a joint savings or transaction account, the funds in the account generally will not form part of the deceased's estate and can continue to be operated by the other party.

Where two signatures are required to operate the account, some different restrictions apply.

Home loans and other lending

If the deceased person had a mortgage loan, personal loan, credit card or other lending with Heritage, please phone our Collections team who will assist you through the process. The team can be contacted during business hours on the details below.

Email: collections.hardships@heritage.com.au

Telephone: 1800 222 030

Secure Super accounts

If the deceased held a Heritage Secure Super Account, we may need further documentation to release those funds. We will advise you about this once we review the account.

Heritage Investment Bonds

If the deceased held any Heritage Investment Bonds, please address those enquiries to Generation Life Limited.

Email: enquiry@genlife.com.au

Telephone: 1800 806 362

Frequently Asked Questions

We understand you may have many questions about this process. We have answered some of the most commonly asked questions below.

What if the deceased did not leave a will?

If your loved one did not leave a will, the next of kin or closest living relative normally has to complete the documentation needed to finalise the deceased's accounts with us.

Can the deceased's accounts be used before the release of funds?

Once we have received official notice that a customer has passed away, we place a freeze on all the accounts in their sole name (or on 'all to sign' joint accounts). After that, no withdrawals can be made, except to pay funeral expenses. Deposits via direct credit payments into the account will continue to be accepted until the account is closed. Cheque or any other deposits can only be accepted on a case-by-case basis.

Does interest continue to accrue on the deceased's accounts until the release of funds?

Yes. Accounts that are interest-bearing will continue to accrue interest until the release of funds.

What if I have Power of Attorney or am an authorised signatory on the accounts?

As at the date of death, all signing authorities on accounts cease. As per the Power of Attorney Act, all power ceases on the death of the donor.

Can the requirement for a Grant of Probate / Letters of Administration be waived?

To protect the financial affairs of the deceased person and the beneficiaries of the estate, we do not have to release funds in the estate without a Grant of Probate / Letters of Administration being provided, regardless of the value of the estate.

We carefully review each individual estate. In some cases, we will require a Grant of Probate or Letters of Administration. If this is required, we are not able to waive this need under any circumstances.

How long will it take to release any of the Estate's funds?

As each customer's circumstances are different, the time it takes to settle an Estate will vary.

Further Information

If you have any questions or require anything further, please feel free to call us on 13 14 22.

Any documents can be forwarded to:

Heritage Bank
Deceased Estates
PO Box 190
Toowoomba Qld 4350

Glossary of Terms

We understand that there are many terms and definitions that may be unfamiliar to you. Listed below are a few of the most common terms used when managing the affairs of a deceased person.

Administrator

An administrator is the party appointed by the Supreme Court as responsible for administering the deceased's estate in accordance with the will.

Beneficiary

A beneficiary is someone who shares in the proceeds from a deceased person's estate.

Certified copy

A certified copy is a copy of an original document that has been certified by a prescribed person, based on State requirements, such as a Justice of the Peace, Commissioner for Declarations, a solicitor or a Heritage Bank officer.

Death Certificate

A certificate issued by the Registry of Births, Deaths and Marriages, giving the date, place and cause of death along with other relevant information about the deceased person.

Deceased estate

A deceased estate consists of the property and assets of a person who has died. When a person has passed away, an appointed executor or administrator holds their estate in trust until the property and assets are transferred to the beneficiaries.

'Estate of' account

An 'Estate of' account is opened by the executor to receive funds owing to a deceased person's estate, after their death (e.g. a nursing home bond).

Executor

An executor is a person appointed in the will who holds the estate in trust. They are responsible for administering the deceased's estate in accordance with the will.

Grant of Probate

A Grant of Probate is a legal document issued by the Supreme Court which confirms the validity of the deceased's will. It grants the appointed executor the authority to act on behalf of the estate.

A Grant of Probate is normally required when the value of the estate held solely by the deceased person is above \$50,000 (however it may still be required under this amount).

Intestate

Intestate means an individual has passed away without leaving a valid will.

Letters of Administration

Letters of Administration are granted in cases where the deceased person does not leave a valid will. Letters of Administration are evidence that the Supreme Court has granted authority to a person (called an administrator) to collect the deceased's assets and to administer the estate. Administration is usually granted to the next of kin.

Next of kin

Next of kin is usually the closest living relative of the deceased.

Will

A will is a legal document outlining the deceased's instructions for the distribution of their estate and appointing a party to carry out those wishes.

Find out more

 Drop into your nearest Heritage branch

 Visit [heritage.com.au](https://www.heritage.com.au)

 Call 13 14 22

 Connect with us

Facebook: [facebook.com/heritage](https://www.facebook.com/heritage)

Twitter: [@heritagebank](https://twitter.com/heritagebank)

YouTube: [youtube.com/HeritagePeopleFirst](https://www.youtube.com/HeritagePeopleFirst)

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Bank**

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