

Bereavement guide





Helping you through a difficult time

We understand that coping with the loss of a loved one is not easy and sorting out their financial affairs can make it seem harder.

This guide explains the steps you need to take in relation to managing any Investec Private Bank accounts.

If there are accounts held with other Investec divisions or companies, you will need to notify them separately. They will let you know about their requirements.

A step-by-step guide



Step 1: Inform us

You can speak to our dedicated team of bankers on **0330 123 3655** (or **+44 207 597 4131** if you are calling from outside the UK).

Alternatively, you can write in to:

Investec Bank plc,
30 Gresham Street,
London,
EC2V 7QP,
United Kingdom

Once we get the notification, we will freeze any bank accounts held in the sole name of the deceased. This means that no payments can be made from or to these accounts. Typically, bank accounts, mortgages or loans held jointly can still be operated.

We will also inform you of the information and documentation we need to settle the accounts.



Step 2: Send us the necessary information and documents

Please send the required documents to: Investec Bank plc, 30 Gresham Street, London, EC2V 7QP. We will return any original documents to you shortly after receipt. The required documents can also be emailed to **UKServicesIncomingMail@investec.co.uk**. Should the documents be emailed, and you are not the sole named executor, please include a proof of residence and identity for each additional executor. The proof of identity must be a valid driver's license or passport whilst the proof of residence can be a utility bill or bank statement not older than three months.

DOCUMENTS	DETAILS
Notice of Bereavement form	Please complete our Notice of Bereavement form. The form is also available on our website should you require it: www.investec.com/bereavement
Death Certificate	Please send by post or email an original or certified copy of the death certificate.
Grant of Representation	<p>The Grant of Representation is the document obtained from the court that proves the legal authority of the personal representative entrusted to deal with a deceased person's estate.</p> <p>For sole accounts, we require an original or certified copy of this document to be sent by post.</p> <p>For joint accounts, we typically do not require a Grant of Representation. Under some circumstances, we may still request this document.</p> <p>If you are in the process of applying for a Grant of Representation and require information about the account(s) for this purpose, we will provide this once we receive the following documents and complete the necessary checks:</p> <ul style="list-style-type: none">– the death certificate; and– proof of the personal representative's identification and residential address.
Proof of the personal representative's identification and residential address	For sole accounts, the personal representative dealing with the estate will need to be identified. If you do not have an account with us we will need one form of identification and one form of address verification .
Withdrawal instruction	For sole bank accounts, please complete our withdrawal instruction form. Kindly note a call back will be required to confirm details. This is also available on our website should you require it: www.investec.com/withdrawalform



Step 3: Managing the accounts or lending products

We will process the documents. We will keep you informed of our progress and any further requirements. If you have any queries during this time, please call us on **0330 123 3655** (or **+44 207 597 4131** if you are calling from outside the UK).

Frequently asked questions

What documents do you accept as proof of residential address and identity for the personal representative?

The following documents are accepted as proof of address:

- Valid driving licence (full or provisional)
- Recent utility bill
- Current HMRC tax notification
- Council tax bill
- Mortgage statement
- Credit card statement
- Bank or building society statement.

With the exception of the driving licence, your proof of address documentation must be dated within the past 3 months.

The following documents are accepted as proof of identity:

- Valid passport
- Valid driving licence (if not used for proof of address)
- Valid national identity card (non UK)
- Current HMRC Tax Code notification (if not used for proof of residential address)
- Valid UK residency permit.

Please note, we cannot accept one single document as verification of both identity and residential address.

Can I send the original or certified copy of the death certificate and Grant of Representation by email or fax?

We can accept the original or certified copy of the death certificate and Grant of Representation by emailing **UKServicesIncomingMail@investec.co.uk**. Should the documents be emailed, and you are not the sole named executor, please include a proof of residence and identity for each additional executor. The proof of identity must be a valid driver's license or passport whilst the proof of residence can be a utility bill or bank statement not older than three months. We do not accept faxed documents.

What is considered a valid certified copy?

A certified copy is a copy of the original document that has been certified as a true and complete copy by one of the following:

- Notary public
- Commissioner of oaths
- Practising lawyer/solicitor who is member of recognised professional body
- Chartered/certified accountant who is member of a recognised professional body
- Serving police/customs officer
- Embassy/consulate official.

The certification should include the following information:

- Text/stamp must include "true copy of original" or "original seen"
- Clear and legible name and signature of certifier. Stamp can be used where appropriate as long as it includes this same information
- Position/role of certifier
- Date of certification
- Longer documents can have just the initial of the certifier as long as first page is completed correctly as per above requirements.

Can the account still be operated once we are notified of the account holder's death?

If the account is in a sole name, we will freeze the account once we get notification. This means that no payments can be made from or to the account.

We will then act on the instructions of the deceased's personal representative(s) once we have received the required documents and carried out our checks.

What if the bank account was held in a joint name?

Typically, joint bank accounts can still be operated. Balances in these accounts will pass to the surviving account holder(s). The agreement for the joint account will continue in the name of the surviving account holder(s).

What if a Power of Attorney or Third Party Mandate was granted on the account?

The rights of an attorney or person acting under a Third Party Mandate on the account ceases on the death of the account holder. This means that we will not be able to act on any subsequent instructions from either third party in relation to the account.

Do we cover funeral expenses?

We may be able to pay reasonable funeral expenses from the deceased's bank account. We will require the original invoice to make a payment to the funeral directors.

What if the mortgage or loan was held in a joint name?

Once we have received the death certificate, we will review the loan or mortgage and discuss with the surviving account holder or personal representative.



Getting help if you need it

Dealing with money when someone dies

Money Helper:

<https://www.moneyhelper.org.uk/en/family-and-care/death-and-bereavement>

Help dealing with death, wills and inheritance

Citizens Advice Bureau:

<https://www.citizensadvice.org.uk/family/death-and-wills/>

Registering a death, wills, probate and more

GOV.UK:

<https://www.gov.uk/after-a-death/overview>

Understanding inheritance tax

HM Revenue & Customs:

<https://www.gov.uk/topic/personal-tax/inheritance-tax>

Please note that these are not Investec websites and we are not responsible or liable for the availability, content, the security or for any consequence of your acting upon the content of these websites.

Protecting yourself from fraud

Bereavement scams

The death of a loved one is an emotional and stressful experience. Sadly fraudsters are targeting grieving families/executors during this time by impersonating legitimate firms and demanding money for seemingly rational services like dividing up possessions and signing official paperwork, or for paying outstanding bills. Typically a fraudster requests for payment of relatively small amounts of several hundreds of pounds so that the demands seem more

reasonable and may be less likely to be challenged. Be extra vigilant when fulfilling the obligation to pay for services related to winding down estates or repaying the deceased's debts. Make sure you check that the service or debt is actually genuine before paying it, and double check the payment details using trusted information you have sourced independently to ensure that the genuine payment is going to the right place.

Helpful tips about online banking, your computer, mobile phone and other devices at:
www.investec.com/knowfraud

We're here to help

Talk to a member of our dedicated team of bankers on **0330 123 3655**
(or **+44 207 597 4131** if you are calling from outside the UK).

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