

# Bereavement instruction form

## - postal notifications only



Bereavement Assist  
PO BOX 524  
Bradford  
BD1 5ZH  
Telephone: 0800 587 5870

**Completing this form. Please fill in the form using BLOCK CAPITALS and black ink. Tick any boxes which apply.**

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](http://santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call.

This must be completed when you are notifying us of the death of a customer by post and you wish to:

- close the deceased's account(s); or
- transfer the ownership of an Investment product into someone else's name.

If you have any questions when completing the form, you can call our dedicated bereavement team on **0800 587 5870**. Lines are open Monday to Friday 9am to 5pm.

Once completed, post it to the address at the top of this form together with originals, certified copies or a photocopy of the death certificate and proof of your identification (e.g. a valid passport or driving licence). You can also provide us with the funeral invoice if you would like us to pay these costs from the deceased's account(s).

This form doesn't need to be completed for joint non-investment accounts, as ownership of these will transfer to the surviving joint account holder(s). Joint investments aren't automatically transferred to the surviving joint account holder(s) and should be included on this form.

### 1 Details of the deceased customer

<b>Title</b>	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Date of birth (DD MM YYYY)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Other <input type="checkbox"/>	<input type="text"/>			Date of death (DD MM YYYY)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First name(s)	<input type="text"/>				Address	<input type="text"/>			
Surname	<input type="text"/>					<input type="text"/>			
					Postcode	<input type="text"/>			

### 2 Customer representative details

#### First customer representative

<b>Title</b>	Are you an existing Santander customer? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	
Other <input type="checkbox"/>	<input type="text"/>			
First name(s)	<input type="text"/>			
Middle name(s)	<input type="text"/>			
Surname	<input type="text"/>			
Other names you're known by or commonly use (not nicknames - please include title, first name and surname)				
<input type="text"/>				
Date of birth (DD MM YYYY)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Permanent residential address	<input type="text"/>			
	<input type="text"/>			
	<input type="text"/>			
	Postcode			
Nationality	<input type="text"/>			

#### Second customer representative

<b>Title</b>	Are you an existing Santander customer? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	
Other <input type="checkbox"/>	<input type="text"/>			
First name(s)	<input type="text"/>			
Middle name(s)	<input type="text"/>			
Surname	<input type="text"/>			
Other names you're known by or commonly use (not nicknames - please include title, first name and surname)				
<input type="text"/>				
Date of birth (DD MM YYYY)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Permanent residential address	<input type="text"/>			
	<input type="text"/>			
	<input type="text"/>			
	Postcode			
Nationality	<input type="text"/>			

## 2 Customer representative details (continued)

Telephone number

Email address

Telephone number

Email address

If there are more than 2 customer representatives, please add further details on another Bereavement Instructions form or call our dedicated bereavement team on **0800 587 5870**.

## 3 Solicitor's details (if applicable)

If the customer representative(s) have appointed solicitors to act on behalf of the estate, please enter their contact details here.

Name of firm

Contact name

Address

  
  

Postcode

Telephone number

## 4 Closure indemnity or probate

**This section must be completed and signed by the customer representative if the total amount invested in banking, savings, and investments (excluding joint holdings) is £50,000 or less in total.**

**To act as a customer representative, you must do so in one of the following capacities. Please tick one of the boxes below to confirm the capacity in which you (or if more than one customer representative, all of you) will be acting to comply or will comply (as the case may be) with the stated requirements:**

**(A) Probate is required**

- Where Grant of Probate or Letters of Administration (Certificate of Confirmation in Scotland) is required. Please note: this will be required in all cases where the account balances are more than £50,000 in total.

**(B) Probate is not required**

- By signing this form below, you are confirming that you are entitled to act as a customer representative on behalf of the estate.

**Please note: You only need to sign below if the account balances are £50,000 or less in total.**

Balances can only be (i) paid on closure of accounts to the customer representatives signing below in this Section 4 or ii) transferred (in the case of Investment accounts only) to the person or persons named in section 8 below.

On behalf of the Estate of the Late (Deceased customer's full name)

### Payment release

I/we authorise you to close all Santander accounts of the above named deceased (or transfer of ownership of an investment account, if applicable).

Where I/we request that ownership of an investment account(s) is transferred to a beneficial owner or joint beneficial owners, they must agree to the Investments Terms & Conditions and Data Protection Statement before the transfer can take place. For any such requests Santander will issue a separate application form to the new owner(s) which must be signed and returned.

### Warranties supporting the indemnity

By signing below, I/we confirm or agree to the following:

- I am/we are the deceased's customer representative(s).
- I am/we are entitled, either solely or with others, to the balance(s) in the late customer's account(s) with Santander UK plc.
- Where any other beneficiaries are entitled to a share of these funds I/we confirm I/we have their consent to give instructions on behalf of the deceased customer's estate.
- I/we have read and agree to the Data Protection Statement.

### Personal indemnity

I/we give this indemnity in my/our capacity as customer representative(s) acting on behalf of the above named deceased. I/we will be responsible for any losses and/or costs which Santander UK plc may incur as a result of (i) acting on my/our instructions in relation to any payment or transfer of monies; or (ii) another person being entitled to a share of any monies paid or transferred. I/we agree to reimburse Santander UK plc for any losses or costs incurred.

### First customer representative details

Full name

Signature

Date (DD MM YYYY)

### Second customer representative details

Full name

Signature

Date (DD MM YYYY)

## 5 Details of account(s) the deceased held with Santander

- Do not complete this form for joint non-Investment accounts as ownership of these will transfer to the surviving joint account holder(s).
- All accounts held solely in the deceased's name, except savings bonds and investments, must be closed. Bond accounts may remain open until maturity. See section B for Savings bonds and C for Investments.
- We'll use the information you provide to look for other holdings. If we find any products other than those entered below, we'll get in touch with you to arrange for their amendment or closure.
- If the deceased had any future dated payments or pre-authorised recurring transactions e.g. subscriptions or services, whilst the account remains open, these could continue to be taken from the account unless alternative arrangements are made directly with the provider, or these are cancelled.
- If the deceased received any regular credits from the Department of Work and Pensions e.g. benefits, state pension, the Customer Representative(s) are responsible for settling the estate and should contact the Department for Work and Pensions to understand if payments need to be repaid. If you need support with this, we can provide statements or information on any payments made into a Santander account - just call us on **0800 5875870**.

### A) Banking and Savings accounts, including Cash ISAs held in the sole name of the deceased (excluding bonds, investments and Investments ISAs)

Please enter details of these accounts in the following boxes

Sort code	Account number	Sort code	Account number
1 <input type="text"/>	<input type="text"/>	4 <input type="text"/>	<input type="text"/>
2 <input type="text"/>	<input type="text"/>	5 <input type="text"/>	<input type="text"/>
3 <input type="text"/>	<input type="text"/>	6 <input type="text"/>	<input type="text"/>

### B) Savings bonds

Savings bonds may either remain open in the deceased's name until maturity or be closed.

If you want to close all of the bonds below, please tick this box.

Close All

Sort code	Account number	Close	Keep open until maturity
1 <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

### C) Investment accounts (including investments ISAs)

- Investments can be closed or the ownership of most types of investments can be transferred into someone else's name. It may be possible to transfer the underlying investments, but not the ISA, into the name of another person.
- Please ensure all of the deceased's investment contract numbers are listed below as no action can be taken without this.
- Investments can't be reinstated if you have instructed us to close them.

Please enter details of these investments below and tick whether they are to be closed or transferred. Alternatively, if you wish all investments to be closed, tick the 'Close All' box.

Close all

Policy Number	Close	Transfer ownership	Investment type (if known)
1 <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
2 <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
3 <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

If any of the Investments are to be transferred into someone else's name, please ensure you also complete Section 8 of this form.

### D) Other accounts

For all other accounts, the teams directly responsible for them will be in contact with you to discuss your options.

Please note that Shares, Building/Contents insurance and Life insurance are administered by third parties.

Please indicate any other accounts held in the deceased's name

Credit card <input type="checkbox"/>	Building/Contents insurance <input type="checkbox"/>	Shares <input type="checkbox"/>
Life insurance <input type="checkbox"/>	Unsecured personal loan <input type="checkbox"/>	Business banking <input type="checkbox"/>
		Corporate & Commercial <input type="checkbox"/>

If there is an outstanding balance on a Santander credit card, unsecured personal loan or current account, we can clear what we can of the outstanding balance(s) before settlement is made from credit balances held in any account held in the deceased customer's sole name. Are you happy for us to do this? Before assessing whether there are sufficient funds and providing permission to this, you should contact the Department for Work and Pensions to understand if payments need to be repaid.

Yes  No

If you request for a funeral invoice to be paid, please be assured that we will release funds for this first, before clearing any debit balances.

**Please note:** For any debit balance that remains outstanding, details will be passed to our Probate partners Phillips and Cohen, who may be in contact within 30 days to discuss if there are any funds in the estate to help repay the outstanding balance.

## 5 Details of account(s) the deceased held with Santander (continued)

Does the deceased customer have a mortgage?

Yes  No  Not sure

If yes, please complete the following questions. Otherwise, please go to section 6

Is there anyone living in the property?

Yes  No

Is the property?

Rented  Residential  Not sure

**If the property is rented, please answer the following questions:**

What date does the tenancy agreement end (if applicable)?

Date (DD MM YYYY)  Not sure

You'll need to send us a copy of the tenancy agreement (although you can do this as a later date if necessary).

We understand that all customers have different circumstances or needs, and we'd like to understand any additional assistance or any other factors that you think we should know about.

Please enter any additional information below.


Is the mortgage in joint names?

Yes  No

If in joint name, please check your payment arrangements. If the direct debit is paid from a sole account in the deceased customers name, it will be cancelled so you will need to make arrangements for a new direct debit to be set up.

Depending on how the property is owned, you may need to provide a Grant of Probate or Letters of Administration (Certificate of Confirmation in Scotland). Our specialist team will be in contact with you to discuss this.

Santander is committed to treating customers sympathetically when they are experiencing difficulties, and we'll always do our best to help those who feel they may have problems with their finances.

We have a team of specially trained advisers here to listen and support if you need it. You can call them on **0800 587 5870**.

If the mortgage is not held in joint names, you'll need to provide Grant of Probate before you can let us know your intentions for the mortgage. Mortgage payments can be maintained for up to 9 months whilst Grant of Probate is obtained, however there is no obligation to do so.

The mortgage team will be in contact with further information. Please note, the mortgage cannot remain open in deceased customers name indefinitely.

How many people over the age of 18 are living in the property?

For each person living at the property over the age of 18 we require the following information:

**First person living in the property:**

Title

Mr  Mrs  Ms  Miss

Other

First name(s)

Last name(s)

Relationship to the deceased (this could be a related family member, husband, wife, civil partner or their child/children, neighbour, friend).

Time living at address

Year(s)  Month(s)

**Second person living in the property:**

Title

Mr  Mrs  Ms  Miss

Other

First name(s)

Last name(s)

Relationship to the deceased (this could be a related family member, husband, wife, civil partner or their child/children, neighbour, friend).

Time living at address

Year(s)  Month(s)

If you need to add another person, please call our dedicated bereavement team on **0800 587 5870**.

We understand that all customers have different circumstances or needs, and we'd like to understand any additional assistance or any other factors that you think we should know about.

Please enter any additional information below.


## 6 Funeral invoices

Do you want Santander to pay the funeral bill with the funds from the deceased customer's account(s)?

Yes  No

Funds can only be taken from accounts held in the sole name of the deceased. Funds from Investment products can't be used to pay for funeral bills. If you aren't ready to provide this information, you can contact us to make payment at a later date, providing accounts remain open in the name of the deceased.

**Please note:** if a funeral invoice is provided, where there are sufficient funds available in an account in the deceased's sole name we will pay these costs from the deceased account(s) directly to the Funeral Director. Once any funeral costs have been paid, if there is an outstanding balance on a Santander Credit Card, Unsecured Personal Loan or Bank Account, if you provide us with permission (on page 3), we will clear what we can of the outstanding balances prior to the closure and release of funds.

## 7 Payment instructions

Please tick an option below and enter details of how you would like the funds to be paid (once the funeral bills have been paid - if applicable). We are unable to provide any payment in cash.

A)

### Transfer to existing Santander savings/current account

(Please note that we cannot transfer into ISAs or bonds)

Account name (of the customer representative)

Sort code

Account number

B)

### Transfer to external account

Name of bank/building society

Account name (of the customer representative)

Sort code

Account number

C)

### Cheque

(Please allow up to 5 working days following the closure of the account/s to receive payment)

Cheque payee name

D)

### Donate to charity

If the balance on the account(s) is under £10, we can arrange for the account(s) to be closed, and balance sent to Santander's Charity of the Year.

## 8 Transfer of ownership of Investments – ONLY COMPLETE IF THE OWNERSHIP OF AN INVESTMENT IS TO BE TRANSFERRED INTO SOMEONE ELSE'S NAME.

Complete this section with the details of all new owner(s). This section must be completed by all new owners, including customer representatives.

### First customer

Are you an existing Santander customer? Yes  No

#### Title

Mr  Mrs  Ms  Miss

Other

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)  
(please include title, first name and surname)

Date of birth (DD MM YYYY)

Permanent residential address

  
  

Postcode

How long have you lived at this address? (YY MM)

Where would you like your post sent?  
(if different from your home address)

  
  

Postcode

Nationality

Dual nationality

### Second customer (if applicable)

Are you an existing Santander customer? Yes  No

#### Title

Mr  Mrs  Ms  Miss

Other

First name

Middle name(s)

Surname

Other names you're known by or commonly use (not nicknames)  
(please include title, first name and surname)

Date of birth (DD MM YYYY)

Permanent residential address

  
  

Postcode

How long have you lived at this address? (YY MM)

Where would you like your post sent?  
(if different from your home address)

  
  

Postcode

Nationality

Dual nationality

## 8 About you (continued)

Country of residence

Country of birth

Country of fiscal residence (i.e. the country in which you are currently resident and employed)

Countries in which you are a tax contributor due to citizenship or residence conditions (please list all countries)

Country of residence

Country of birth

Country of fiscal residence (i.e. the country in which you are currently resident and employed)

Countries in which you are a tax contributor due to citizenship or residence conditions (please list all countries)

## 9 Data Protection Statement

### Introduction

This data protection statement sets out how you'll use my personal data. My personal data is data which by itself or with other data available to you can be used to identify me. You are Santander UK plc, the data controller. I can contact your Data Protection Officer (DPO) at 201 Grafton Gate East, Milton Keynes, MK9 1AN if I have any questions.

Where there are two or more people named on this form, this data protection statement applies to each person separately.

### The types of personal data you collect and use about me

You will use my information to manage my Bereavement Notification. The personal data you use may include:

- Full name and personal details including contact information (e.g. home address, email address, home and mobile telephone numbers);
- Date of birth and/or age;
- Family, lifestyle or social circumstances if relevant (e.g. relationship to the deceased); and
- Information on other people named on the account. I understand I must have their authority to provide their information to you and I must share this data protection statement with them and details of what I've agreed on their behalf.

You may record calls, email, text messages and social media messages or other communications in relation to my dealings with you as permitted legally.

### Using my personal data: the legal basis and purposes

Information about me is required to process my bereavement notification, in order to carry out the **contractual requirements** between the deceased person and Santander. This includes updating your records, tracing my whereabouts to contact me about the deceased accounts. You may sometimes need to disclose my personal data because of a **legal or regulatory responsibility**, or where you have my consent. If I give you my **consent** I understand that I'm free at any time to change my mind. You'll tell me if providing some personal data is optional, including if you ask for my consent to process it. In all other cases I must provide my personal data so you can process my notification. You will not collect any personal data from me that you do not need in order to process my notification.

Where I request that ownership of an investment account(s) is transferred, before the transfer can take place the new owner(s) will need to complete a separate application form that will include a Data Protection Statement (which sets out how their personal data may be used).

Where I request the closure of Santander accounts you will carry out checks to ensure that I am entitled to close the account(s). This will include:

- Checking and sharing information from fraud prevention agencies, to verify my identity and make fraud prevention and anti-money laundering checks as necessary;
- To comply with legal and regulatory requirements and related disclosures;
- For the establishment and defence of legal rights;
- For activities relating to the prevention, and for the detection and investigation of crime.

This processing is necessary to comply with your **legal obligations**.

You will also process my personal data for your own **legitimate interests** or those of other persons and organisations. You will do this for the purposes of:

- Good governance, accounting, and managing and auditing your business operations; and
- To monitor emails, calls, other communications, and activities relating to my dealings with you.

### Sharing and using my personal information

Subject to applicable data protection law you may share my personal data with:

- The Santander group of companies\*, your associated companies in which you have shareholdings, and with sub-contractors and other companies or persons acting on your behalf;
- Your legal and other professional advisors, including your auditors;
- Fraud prevention agencies, credit reference agencies, and debt collection agencies where necessary when you register me as a legal representative and/or owner and as part of the account transfer of ownership process and ongoing account or service management;
- Other organisations via shared databases;
- Government bodies, regulators, agencies and courts in the UK and overseas to comply with legal requirements, and for the administration of justice (including disclosing my personal information to tax authorities in other countries, or with HMRC who may share the information with the other tax authorities if you believe that I may have tax obligations in another country);
- Other parties connected with the deceased account, for example guarantors; or if the deceased had a joint account, sharing information in such circumstances with other people named on the application may be necessary (for example transactions made by me will be seen by the other account holder);
- Market research organisations to assist you in improving your products or services; and
- Anyone else where you have my consent or as required by law.

### Identity verification and fraud prevention checks

The personal data you've collected from me will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify my identity. If fraud is detected, I could be refused certain services, finance or employment in future. You may also search and use your internal records for these purposes. Further details on how my personal data will be used by you and these fraud prevention agencies, and my data protection rights, can be found in the 'Using My Personal Data' booklet.

### International transfers

My personal data may be transferred outside the UK and the European Economic Area. While some countries have adequate protections for personal data under applicable laws, in other countries steps will be necessary to ensure appropriate safeguards apply to it. These include imposing contractual obligations of adequacy or requiring the recipient to subscribe or be certified with an 'international framework' of protection. Further details can be found in the 'Using My Personal Data' booklet.

### Criteria used to determine retention periods

The following criteria are used to determine data retention periods for my personal data:

- **Retention in case of queries.** You'll retain my personal data as long as necessary to deal with my queries;
- **Retention in case of claims.** You'll retain my personal data for as long as I might legally bring claims against you; and
- **Retention in accordance with legal and regulatory requirements.** You'll retain my personal data after my account, policy or service has been closed or has otherwise come to an end based on your legal and regulatory requirements.

### My rights under applicable data protection law

My rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- The **right to be informed** about your processing of my personal data;
- The right to have my personal data **corrected if it's inaccurate** and to have **incomplete personal data completed**;
- The right **to object** to processing of my personal data;
- The right **to restrict processing** of my personal data;
- The right **to have my personal data erased** (the "right to be forgotten");
- The right **to request access** to my personal data and information about

how you process it;

- The right **to move, copy or transfer my personal data** ("data portability"); and
- Rights in relation to **automated decision making** including profiling.

I have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law: **ico.org.uk**.

For more details on all the above I can contact your DPO or request the 'Using My Personal Data' booklet by asking for a copy in branch or online at **santander.co.uk**.

### Data anonymisation and aggregation

My personal data may be converted into statistical or aggregated data which can't be used to identify me, then used to produce statistical research and reports. This aggregated data may be shared and used in all the ways described above.

### \*Group companies

For more information on the Santander group companies, please see the 'Using My Personal Data' booklet.

