

Helping you

to work through
finances during
bereavement



Bank of Ireland 

For small steps, for big steps, for life

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Helping you work it through

When a family member, friend or someone close to you dies, it's a very distressing time. As well as dealing with the emotional upset, you may also be faced with having to sort out his or her financial affairs. We will do our best to help you through this process.

In this booklet you'll find information on some of the practical actions you may need to take.

We're here to help you

If you need to sort out the banking affairs of one of our customers who has passed away, we can take you through the process as clearly and as sensitively as possible.

We've set up a Bereavement Support Unit, dedicated to providing helpful and practical information to the personal representative of personal customers who have accounts in the Republic of Ireland and have died. If you need to contact us, you can call us on the relevant number below.

1890 81 8511 (from within RoI)

00353 818 81 8511 (from outside RoI)

Or you can write to:

Bank of Ireland Bereavement Support Unit

PO Box 365

Dublin 18.

What you'll need to provide

We cannot act on your instructions until we have received certain documents. If you can, get all the necessary paperwork together as quickly as possible.

ID

If you are the person entitled to deal with the estate of the person who has died, we will need some ID from you so that we can follow your instructions. On page 15 we list the forms of ID we accept.

Proof of death

We will need a certified copy of the death certificate and a certified extract of the will (if it is available) naming the executors. We may eventually need either a certified copy of the grant of probate or letters of administration. For information on how to get documents certified, see page 9.

You can post certified copies of the documents to us at the address on page 2. Please do not post original documents to us. If you visit your local branch we can certify copies of the documents and then return the originals to you.

If you need information about getting a death certificate, or a range of other services, visit the website at www.citizensinformation.ie. Also see page 7 for a list of useful contacts.

Details of executor or personal representative

We need details of the person authorised to deal with the estate. If a solicitor is dealing with the estate, he or she will need to tell us this in writing.

If the estate has a value of over €25,000, we will need either a certified copy of the grant of probate or letters of administration. Your solicitor will be able to tell you how to apply for these. If you do not want to use a solicitor, visit the website at www.courts.ie or contact the Probate Office (see page 8 for contact details).

If you are the person entitled to deal with the estate and you live outside the Republic of Ireland, you may need to contact a solicitor in Ireland.

Common questions

Where can I get the death certificate?

The death certificate is issued by the Registrar of Births, Deaths and Marriages. You can usually get a death certificate at the time you register the death.

Do I need a solicitor?

Only you can decide how much advice and support you will need. This can depend on the size of the estate and the type of assets (for example, property and investments) or the number of beneficiaries named in the will. As a general rule, larger and more complex estates need more professional support.

What does an executor do?

It's the executor's job to find the will, apply for the grant of probate, carry out instructions for funeral arrangements, collect all assets, pay any debts and distribute the assets in line with the instructions left by the person who has died.

What if there is no will?

If someone dies without a valid will, they are said to have died 'intestate'. An administrator (rather than an executor) must be appointed to look after the estate. In this situation, the estate will usually pass to the next of kin, in line with the Succession Act 1965. In these circumstances, you may want to get advice from a solicitor.

What is probate?

Probate is the legal process where the Probate Office certifies that the will is genuine and allows the executor to deal with the estate.

What happens to joint bank accounts?

When a joint account passes to the remaining joint account holder (or holders), it does not form part of the estate. When we receive a certified copy of the death certificate we will remove the name of the person who has died from the account name, bank statement and chequebook, and the account can continue to be used. It is important to remember that the remaining joint account holders will still be responsible for the account until arrangements are made to close it.

What happens to credit cards?

If the person who has died had a credit card, you may need to cancel any direct debits relating to the credit card account. Make sure the card is kept in a safe place.

What happens to a joint mortgage?

You will need to continue making repayments until the mortgage is paid off from the life-assurance policy, if there is one. Interest will continue to be added to the mortgage account. If you cannot pay the full repayment amount, get in touch with your local branch. Or you or the person dealing with the estate (for example, the solicitor) can apply to postpone mortgage payments until the life assurance is paid out. If there is no life-assurance policy attached to the mortgage, you and the estate will continue to be liable to make mortgage repayments until the mortgage is paid off.

What happens to trust accounts?

If the person who has died held a trust account and you are a beneficiary, you should get independent financial or legal advice.

Can standing orders or direct debit payments continue from the account of a person who has died?

No, for accounts just in the name of the person who has died, the account will be blocked from the date we receive notice of the death. Any standing orders or direct

debits will then stop being paid. It is important that you tell us about the death as soon as possible. You will need to contact all the companies or people who are paid by direct debit or standing order from the account.

Standing orders and direct debits will continue to be paid as normal from joint accounts.

What happens with interest charges on loans or mortgages?

For unsecured debts such as credit cards, and unsecured fixed-rate personal loans, interest stops being charged. However, interest will continue to be charged on secured debts such as mortgages, and secured personal loans, until the debt is paid off in full.

An unsecured debt is one you didn't provide security for (for example, a right to property or the proceeds of an insurance policy). A secured debt is one you provided security for.

What is safe custody?

In the past we provided a service to keep items securely. This is called keeping items in safe custody or safe keeping. We can carry out a search to find out if the person who has died had anything held in safe custody. We will not know the contents of the safe custody packet.

We cannot release any items in safe custody until the grant of probate or letters of administration have been granted. If you know that there are items in safe custody, you will need to apply for probate in order to get them. However, the executor or personal representative may visit the branch to view the item. If the item that is in safe custody is the original will, this will be released to the executor.

How long will it take to settle the finances of a person who has died?

The time it takes can vary considerably. We will work with you to settle the finances in the best way possible.

What do I do if you are still sending mail to the person who has died?

If we continue to send mail addressed to the person who has died, contact the branch or the Bereavement Support Unit.

Useful contacts

If you need to contact us, write to:

Bank of Ireland Bereavement Support Unit
PO Box 365
Dublin 18.

Phone: 1890 81 8511 (from within Rol) 00353 818 81 8511 (from outside Rol)

www.bankofireland.com/bereavement-support/

Other contacts

Registrars of Births, Deaths and Marriages

You should contact a Registrar of Births, Deaths and Marriages to get a death certificate.

Registrars of Births, Deaths and Marriages,
General Register Office,
Government Offices,
Convent Road,
Roscommon.

www.civilregistrationservice.ie

Phone: (090) 663 2900
LoCall: 1890 252 076
Fax: (090) 663 2999

Department Of Social Protection

Social Welfare Services
College Road
Sligo

www.welfare.ie

Phone: (071) 915 7100
LoCall: 1890 500 000

Child Benefit Section

Social Welfare Services Office
St. Oliver Plunkett Road
Letterkenny
Co. Donegal

www.welfare.ie

Phone: (074) 916 4491
LoCall: 1890 690 690

Treatment Benefit Section

Social Welfare Services Office
St. Oliver Plunkett Road
Letterkenny
Co. Donegal

www.welfare.ie

Phone: (074) 916 4480
LoCall: 1890 400 400

Information Services

You can contact Information Services if you need an information booklet, leaflet or application form.

Information Services
College Road
Sligo

www.welfare.ie

LoCall: 1890 500 000

Revenue Commissioners

Revenue services are provided from regional offices. You may need to tell them about anything you have received in a will.

Revenue Commissioners,
National Capital Acquisitions Tax
Information Unit,
1st Floor,
Central Revenue Information,
Cathedral Street,
Dublin 2.

www.revenue.ie

LoCall: 1890 20 11 04

The Probate Office

The Probate Office issues grants of probate and letters of administration. There are also 14 District Probate Registries.

The Probate Office
1st Floor
Phoenix House
15-24 Phoenix St. North
Smithfield
Dublin 7

www.courts.ie

Phone: (01) 888 6174
Fax: (01) 873 0306

Pensions Authority (previously the Pensions Board)

The Pensions Authority (previously the Pensions Board) regulates occupational and personal pension schemes in Ireland, and can offer advice on the pension of a person who has died.

Pensions Authority
Verschoyle House
28-30 Lower Mount Street
Dublin 2

www.pensionsauthority.ie
info@pensionsauthority.ie

Phone: (01) 613 1900
LoCall: 1890 656 565

Some legal terms explained

Administrator

A person appointed by the Probate Office to handle the estate of someone who has died without leaving a valid will (that is, someone who has died intestate). The person entitled to act as administrator is set out in the Succession Act 1965. More than one administrator may be appointed.

Beneficiary

A person who is left something in a will or who has property held for them by trustees or executors.

Certificate of balance

A list of accounts and account balances held by the person who has died.

Certified copy

Certified copies are copies of original documents (like passports or death certificates) which have been stamped 'original sighted' and signed by an authorised official.

To get a certified copy of a document, contact an accountant, barrister, solicitor, bank or building society official, commissioner of oaths, notary public, justice of the peace, FSA-registered broker or introducer, Post Office official (UK only), attorney or a serving member of the Garda Síochána.

Make sure that the official uses the wording 'Certified true copy of original'.

For photo ID, the wording must be 'photograph on original sighted bears a good likeness to the subject'.

The person certifying the document should also include their signature, the date, their name and position or staff number (if appropriate), and a business stamp or full address and contact details.

Death certificate

An official document showing the information registered when someone dies, including the date, place and cause of death.

Deed of Assignment

A deed of assignment is a legal document under which a life-insurance policy can be transferred (assigned) from the current owner to another person or organisation. For example, when taking out a mortgage, you may assign your life-insurance policy to your mortgage lender to pay off your mortgage if you die.

Estate

The property and assets belonging to a person who has died is called their estate.

Executor

A person named in a will to carry out the wishes in it. There may be more than one executor, and their duties will typically include making sure that any inheritance tax is paid and applying for a grant of probate.

Grant of probate

This is applied for through the Probate Office. It confirms that a person's will is valid and confirms the executor as the personal representative of the person's estate. It is sometimes referred to simply as probate.

Inheritance tax

Inheritance tax is a tax that may need to be paid, depending on the relationship between the person who has died and the person receiving the inheritance and the related threshold (that is, the maximum value that a person can inherit before tax has to be paid). The date when an inheritance is taken may vary depending on the type of inheritance. For example, some inheritances are considered to be taken at the date of death, and others are considered to be taken on the date the grant of probate or letters of administration are issued. You should consult the Revenue Commissioners or your solicitor to find out what the relevant date is.

Intestate

A person dies intestate if they do not leave a valid will.

Letters of administration

An official order issued from the Probate Office appointing an administrator over the estate of a person who has died without leaving a valid will.

Next of kin

A person's closest living relative or relatives. This is usually their spouse (husband, wife or civil partner) or any children, or both their spouse and any children. If the person who has died has no husband, wife, civil partner or children, their parents, brothers and sisters may be their next of kin.

Personal representative

This general term refers to either an administrator or executor.

Will

A will is a legal document setting out details of how a person wants their estate to be distributed after their death. It specifies the person or people he or she wants to carry out the will's instructions.

Checklists for what we need from you

Releasing funds to pay the funeral director

- A certified copy of the death certificate
- The funeral director's invoice
- Our 'Payment Authorisation' form signed by the executors or next of kin

Releasing funds for other expenses relating to the funeral

You can also pay for other funeral expenses, like refreshments and memorial cards, from the account of the person who has died. We need the following documents from the executors or next of kin.

- A certified copy of the death certificate
- A certified extract of the will naming the executors or, if there is no will, a letter naming the next of kin
- Proof of the executor's or next of kin's identity
- Our 'indemnity form for funeral-related invoices', signed by the executors (if there is a valid will) or signed by all next of kin (if there is no will)
- Our 'Payment Authorisation' form, signed by the executors (if there is a will) or by all next of kin (if there is no will)

Withdrawing funds from accounts if the estate is less than €25,000

- A certified copy of the death certificate
- A certified extract of the will naming the executors (if there is a valid will) or a letter naming the next of kin (if there is no will)
- Our 'indemnity on payment of monies from deceased customer's account' form, signed by the executors (if there is a valid will) or by all next of kin (if there is no will)
- Our 'Payment Authorisation' form, signed by the executors (if there is a will) or by all next of kin (if there is no will)
- Proof of the executor's or next of kin's identity

Withdrawing funds from accounts if the estate is more than €25,000

- A certified copy of the grant of probate (if there is a valid will) or letters of administration (if there is no will)
- Our 'Payment Authorisation' form, signed by the executors (if there is a valid will) or by the administrator (if there is no will)
- Proof of the executor's or administrator's identity

If the person who has died held any of the following products or policies with Bank of Ireland, please let us know when you tell us about the death.

Settling or closing a Bank of Ireland home insurance policy

Please contact Bank of Ireland Insurance on 1890 604 604 to tell them that the person on the policy has died.

Settling or closing a Bank of Ireland travel-insurance policy

Please contact Bank of Ireland Travel Insurance on 1800 303 102 to tell them that the person on the policy has died.

Closing a Bank of Ireland credit card account

- Details of the estate any amount due will be paid from
- A certified copy of the death certificate

Cancelling or making a claim under a Bank of Ireland life-assurance policy

- A certified copy of the grant of probate or letters of administration
- A certified copy of the death certificate
- A deed of assignment
- A filled-in claim form
- Certified copies of the life assured's or mortgage holder's birth certificate
- The original policy documents

Closing a Bank of Ireland pension plan

- A certified copy of the death certificate
- A certified copy of the pension holder's birth certificate
- A certified copy of the pension holder's marriage certificate or civil-partnership certificate (if appropriate)
- Bank details for the person receiving the proceeds of the pension plan (if appropriate)

Has everything been taken care of?

Use this checklist to make sure that you've covered all the personal affairs of the person who has died.

Bills and direct debits

- Rent
- Gas
- Oil
- Electricity
- Water
- Internet
- Phone
- Mobile phone
- Satellite or cable TV
- Medical
- Tax
- Other

Other financial institutions

- Building Society
- Post office
- Credit union
- Store cards

Insurance policies

- Life assurance
- Credit-card insurance
- Personal-loan insurance
- Building and contents insurance
- Car insurance
- Health insurance
- Income-protection insurance

Investments

- Investment products and personal pensions

Other organisations

- Passport Office
- Motor Taxation Office
- Train or Bus Saver tickets
- Social welfare
- TV licence
- Gym or sports clubs
- Other clubs
- Library membership
- Revenue Commissioners

For your information

These are the documents we can accept as proof of identity or proof of address.

Proof of identity

- ▶ Passport
- ▶ Driver's licence: full or provisional (or learner permit) with a photo issued in the Republic of Ireland or the UK)
- ▶ National ID Card (EU)
- ▶ Garda ID Card (issued by the Department of Justice and Equality)
- ▶ Army ID Card (issued by the Department of Justice and Equality)
- ▶ Age Card issued by the Garda Community Relations Bureau

Proof of address

- ▶ A household bill, other than a mobile-phone bill, issued in the previous six months
- ▶ A bank statement issued in the previous six months
- ▶ Children's Allowance book
- ▶ Driving licence – full or provisional (or learner permit) (These may only be used for either proof of identity or proof of address, not both.)

- ▶ House or car insurance documents
- ▶ Revenue Commissioners' balancing statement
- ▶ Revenue Commissioners' C2 certificate
- ▶ Social insurance document
- ▶ Tax-free allowance certificate
- ▶ Disability Allowance book
- ▶ Disability Pension book
- ▶ Local electoral register held at post offices, libraries and Garda stations
- ▶ Pension book
- ▶ Telephone directory entry
- ▶ A document posted to you from one of the following:
 - ▶ Gas, electricity, water or landline phone provider
 - ▶ Government department
 - ▶ State-sponsored body
 - ▶ Semi-state body
 - ▶ Local refuse collectors
 - ▶ Local employer (employing 10 or more people)
 - ▶ Major retailer

Home insurance is provided by Bank of Ireland Insurance Services Limited. Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group.

Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

Bank of Ireland home insurance is underwritten by RSA Insurance Ireland Limited. Bank of Ireland Insurance Services Limited is tied to RSA Insurance Ireland Limited for the purpose of selling home insurance.

RSA Insurance Ireland Limited is regulated by the Central Bank of Ireland.

Bank of Ireland is regulated by the Central Bank of Ireland. Underwriting rules, terms and conditions apply.

Travel insurance is provided by Bank of Ireland Insurance Services Limited.

Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group.

Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

The travel insurance cover is underwritten by AIG Europe Limited.

AIG Europe Limited is authorised by the Prudential Regulation Authority of the United Kingdom, and is regulated by the Central Bank of Ireland for its business rules.

Bank of Ireland Mortgage Bank, trading as Bank of Ireland Mortgages, is regulated by the Central Bank of Ireland.

Mortgage repayment cover is available through Bank of Ireland Insurance Services Limited. Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group.

Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

Bank of Ireland Insurance Services Limited is tied to Genworth Financial for the purpose of selling payment protection insurance.

Financial Insurance Company Limited (FICL), trading as Genworth Financial, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for its business rules.

Mortgage repayment cover is underwritten by Financial Insurance Company Limited (FICL), trading as Genworth Financial. ICS Building Society is regulated by the Central Bank of Ireland. Bank of Ireland and Bank of Ireland Mortgage Bank, trading as Bank of Ireland Mortgages, are regulated by the Central Bank of Ireland. Underwriting rules, terms and conditions apply. A full list of terms, conditions and exclusions is contained in your policy booklet.

Life-assurance policies and pension products are provided by New Ireland Assurance Company plc, trading as Bank of Ireland Life. Advice on Bank of Ireland Life products is provided by Bank of Ireland Insurance & Investments Limited. Bank of Ireland Life is a trading name of New Ireland Assurance Company plc. New Ireland Assurance Company plc, trading as Bank of Ireland Life, is regulated by the Central Bank of Ireland, a member of Bank of Ireland Group. Bank of Ireland Insurance & Investments Limited is regulated by the Central Bank of Ireland. Bank of Ireland Insurance & Investments Limited is a tied agent of New Ireland Assurance Company plc and is a member of Bank of Ireland Group.

Payment protection insurance

Payment protection insurance is available through Bank of Ireland Insurance Services Limited. Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group.

Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

Bank of Ireland Insurance Services Limited is tied to Genworth Financial for the purpose of selling payment protection insurance.

Financial Insurance Company Limited (FICL), trading as Genworth Financial, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for its business rules.

Financial Assurance Company Limited (FACL), trading as Genworth Financial, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for its business rules.

Payment protection insurance cover is underwritten by New Ireland Assurance Company plc, trading as Bank of Ireland Life (for life cover), and by Financial Insurance Company Limited (FICL) and Financial Assurance Company Limited (FACL), trading as Genworth Financial, for all other types of cover.

Bank of Ireland is a tied agent of New Ireland Assurance Company plc. New Ireland Assurance Company plc, trading as Bank of Ireland Life, is regulated by the Central Bank of Ireland. New Ireland Assurance Company plc is a member of the Bank of Ireland Group.

Credit card PPI

Payment protection insurance is available through Bank of Ireland Insurance Services Limited. Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group.

Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

Bank of Ireland Insurance Services Limited is tied to Genworth Financial for the purpose of selling payment protection insurance.

Financial Insurance Company Limited (FICL), trading as Genworth Financial, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for its business rules.

Payment protection insurance cover is underwritten by New Ireland Assurance Company plc, trading as Bank of Ireland Life (for life cover), and by Financial Insurance Company Limited (FICL), trading as Genworth Financial, for all other types of cover. Bank of Ireland is a tied agent of New Ireland Assurance Company plc. New Ireland Assurance Company plc, trading as Bank of Ireland Life, is regulated by the Central Bank of Ireland. New Ireland Assurance Company plc is a member of the Bank of Ireland Group.

Bank of Ireland is regulated by the Central Bank.

Information is correct as at January 2016.

