

UBank Deceased Customer Notification



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Dealing with the death of someone you know is far from easy. We understand you have a lot to focus on at this time, so this form should make the UBank side of things straightforward.

Once you've completed the form, please send it to us with certified copies of:

- 100 points of ID if you are not a UBank customer
- The death certificate
- Any other relevant documents, such as a Will, Probate or Letters of Administration or any outstanding documents we may need

These can be sent by either email or post to:

- customer_resolutions@ubank.com.au OR • UBank Bereavement Support
Reply Paid 1466
North Sydney NSW 2059

Once we have this information, we'll be in touch to discuss next steps.

If you have any questions, our Bereavement and POA Support Team are here to answer your questions. Just call us on 1300 822 651, 9am-5pm Monday to Friday, or email us at customer_resolutions@ubank.com.au.

Please note:

- We've included some FAQs about documents and identification at the back of this form.
- If there are multiple Executors under the Will, we'll need authorisation from each of them to finalise amounts. Each Executor will need to provide 100 points of ID.

01 Deceased customer details

Full name

What are the deceased's UBank account numbers (if known)?

Address

State

Postcode

Date of birth

Date of death

02 Your details

Full given name(s)

Surname

Your postal address

State

Postcode

Relationship to the deceased

Daytime phone number

Email address

Who should we work with when taking care of this request?

Option 01:

When it comes to estate matters, please deal with me.

Option 02:

Please deal directly with the Solicitor/Lawyer/Executor/Administrator listed below.

Their name and contact details are:

Full given name(s)

Surname

Address

State

Postcode

Phone number

Email

03 Will / Probate

Just so you know, you'll need to send us certified copies of the documents if you select 'Yes' to any of the questions in this section.

3.1 Is there a Will?

Yes Go to 3.2

No Go to Section 4 (intestate)

3.2 Has anyone applied (or is intending to apply) for Probate? All estates worth more than \$50,000 require one.

- Yes
- No

What is Probate?

All estates worth more than \$50,000 require probate. Probate is the process of proving and registering in the Supreme Court the last Will of a deceased person.

Please refer to the following states for Probate information:

VIC: <https://statetrustees-px.rtrk.com.au>

WA: <http://www.publictrustee.wa.gov.au>

NSW: <http://www.tag.nsw.gov.au>

QLD: <https://www.pt.qld.gov.au>

ACT: <http://www.publictrustee.act.gov.au>

NT: <http://www.nt.gov.au>

SA: <http://www.publictrustee.sa.gov.au>

04 Intestate (no Will)

4.1 Has anyone applied (or is intending to apply) for Letters of Administration?

- Yes
- No (Contact UBank Bereavement POA Support on 1300 822 651)

What are Letters of Administration?

Letters of Administration is required when the deceased has not left a Will and the estate is valued at over \$50,000. This process is also undertaken by the same state trustee's authorities that manage Probate, and is applied for by the nearest Next of Kin.

4.2 Are you the Next of Kin?

- Yes
- No Go to 4.3

Next of Kin

Next of Kin is a person's closest living relative or relatives

We ask this to make sure there is no-one else that would have a right to make this claim.

Please note that both parents, or all children and all siblings, as shown on the Death Certificate are required to co-sign.

If there are more children/siblings etc. than just you, we will send additional forms for completion.

If you don't think you're entitled to the net proceeds of the Deceased's accounts, please leave this blank and go to section 5.

4.3 If you are not the Next of Kin please tell us who is, and we will contact them with further information.

Full given name(s)

Surname

Address

State

Postcode

Relationship to the deceased

Phone number

()

05 Funeral Funds

Complete this section if you'd like payment of the funeral from the Deceased's UBank account funds. We'll need the funeral receipt and account in order to arrange it. Reimbursement can only be paid to the person on the funeral account invoice.

Has the funeral been paid for?

Yes Go to 5.1

No Go to 5.2

5.1 Are you claiming reimbursement from the estate funds held with UBank?

No - I have already paid for the funeral and don't need help - go to section 6.

Yes - I want to be reimbursed from the estate funds as follows:

Option 01:

By electronic funds transfer into the following accounts (allow up to 2 business days from the time we send the funds):

Name

BSB number

Account number

Receiving bank name

Warning: Please ensure all details are correct. UBank cannot check the account name matches the BSB or account number. An incorrect BSB or account number will result in your money being paid to the wrong account and may result in the loss of your funds.

5.2 Do you want us to pay the funeral account from the estate funds held with UBank?

Yes - Include a copy of the funeral invoice or account when you return this form, and we will pay on your behalf as per the instructions on the invoice.

No Go to section 6

06

How would you like us to proceed?

6a Do you share a joint savings account or investment account with the deceased?

Yes

No Go to section 6c

We can only amend joint accounts details held between you and the deceased when proof of death has been provided. The account numbers will stay the same.

6b Does the Deceased have a home loan with UBank?

Yes - please provide loan ID

No

UHomeLoan ID

UHomeLoan ID

UHomeLoan ID

6c Do you give UBank permission to finalise all personal UBank accounts/release funds held by the estate?

Yes Please complete payment details below

No

Unsure We'll be in touch to discuss how to proceed

If the deceased held any Self Managed Super Funds (SMSF) accounts, either solely or jointly, we'll need instructions on how to proceed with these accounts. We can only take instructions, such updates to the trustees/directors or account closure requests from those appointed to the SMSF as a Trustee or Director.

How do you want the payments to be made?

Please note the following:

- UBank cannot issue cheques
- All transfers must be made to an Australian account
- No split distributions

Option 01:

By electronic funds transfer into the following UBank account (quickest option)

Name

BSB number

Account number

Option 02:

By electronic funds transfer into the following accounts (allow up to 2 business days from when the accounts are closed):

Name

BSB number

Account number

Receiving bank name

Warning: Please ensure all details are correct. UBank cannot check the account name matches the BSB or account number. An incorrect BSB or account number will result in your money being paid to the wrong account and may result in the loss of your funds.

07 Your identification

Finally, we'll need proof you're who you say you are. So please provide us with either of the following:

Option 01:

One of your existing UBank account numbers

Option 02:

A certified copy of your 100 points of ID (if there is more than one Executor, we will need ID from each Executor)
Please refer to the 'Further Information' section on the next page for ID options and the certification requirements.

Please sign below, acknowledging the information and payment instructions you've given are correct:

Your signature (Must be handwritten)

Date

Date

Date

Date

Important information:

- Accounts belonging solely to the deceased will be stopped to prevent further transactions, such as periodic payments and automated direct debits.
- If you have access to them, please destroy any debit cards the deceased held by cutting it (including any chip on the card) diagonally in half.

Further information

To help make the Deceased Customer Notification form as easy as possible we have included some further information below. If you have any questions, please get in touch with our team on 1300 822 651.

01 100 Points of ID

What are 100 Points of Identification documents?

The table below shows you the valid types of ID documents you can use. These documents are broken into 3 categories: primary photographic, primary non-photographic and secondary documents. This will give you an idea of the combinations of documentation that you can use to make up your 100 points.

ID Options – Possible combinations:

- 2 x Primary photographic documents.
- 1 x Primary photographic AND 1 x Primary non-photographic document.
- 1 x Primary photographic AND 1 x Secondary document.

Primary photographic documents

DOCUMENT	REQUIREMENTS	POINTS
Driver's Licence – Australian Government Issue	Must have photo. Document cannot be expired.	70
Passport or other international travel document	Must have photo and be Australian issued. Can be expired within the previous 2 years but not cancelled. International Travel Document(s) must be stamped on arrival in Australia by the Department of Customs and Immigration.	
Proof of age card	Must have photo.	

Primary non-photographic documents

DOCUMENT	REQUIREMENTS	POINTS
Birth certificate		70
Citizenship certificate		
Social security / pension card	Document cannot be expired.	

Secondary documents

DOCUMENT	REQUIREMENTS	POINTS
Australian Taxation Office – notice	Must have photo. Document cannot be expired.	30
Identity card / permit other – Australian Government	Document cannot be expired.	
Medicare card	Document cannot be expired.	
Rates notice	Must be issued by a local government, be less than 3 months old from date of issue & contain the individual's name and residential address.	
Utility bill	Must be less than 3 months old from date of issue & contain the individual's name and residential address.	

02 Certification of documents

What are UBank's certification requirements?

- The full text "This is to certify that this is a true copy of the original which I have sighted".
- Certifier's full printed name.
- Certifier's occupation.
- Certifier's signature. This cannot be photocopied and must be in raw pen.
- Certifier's professional/employee number (If applicable) or address.
- Date that the document was certified.

Who can certify my documents?

People qualified to certify true copies of original documents are known as 'Persons of Standing' in the community and UBank accepts documents certified by:

- A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described).
- A judge of a court. A magistrate. A chief executive officer of a Commonwealth court.
- A registrar or deputy registrar of a court. A Justice of the Peace.
- A notary public (for the purposes of the Statutory Declaration Regulations 1993).
- A police officer. An agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public.
- A permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public.
- An Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955).
- An officer with 2 or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993).
- A finance company officer with 2 or more continuous years of service with one or more finance companies (for the purposes of the Statutory Declaration Regulations 1993).
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees.
- A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership.

This is a true copy of the original which I have sighted

05/02/2012

Signature

Andrew Peace

Justice of the Peace
Reg no. 12345
56 Abigale Street,
Sydney NSW 2000

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