

# Deceased Estates

## Support Guide



We're here to help you during this difficult time, in dealing with the loss of a family member or friend. Support is tailored to your individual circumstances, and the steps outlined in this guide will help us to provide you with the best support. Depending on your circumstances and what documents you already have it may take anywhere from a couple of weeks to a few months to finalise the estate, and we may also need information or instructions to be provided by multiple parties.

### Our Process



**1.**  
Let us know



**2.**  
Understand impacts to accounts



**3.**  
Make a claim for funeral expenses



**4.**  
Confirm your relationship to the estate



**5.**  
Release funds and close accounts

**1**

### Let us know

So we can support you through this difficult time, it's best if you contact us as soon as you can.



The easiest and quickest way to let us know is to notify us online at **www.commbank.com.au/deathnotification**. You can also upload any estate document that might be required.



**Book an appointment at your nearest branch** (and bring original or certified copies of any relevant documents, as well as your digital device e.g. smartphone or tablet, for assistance with a digital notification).



Alternatively, call our Estate Settlement Services team on **1800 686 153**, option 1 for notifications, option 2 for existing cases, Monday to Friday, 8.30am - 6:30pm (AEST) (or **+61 2 8629 0143** if calling from overseas).

After notifying us you will receive a confirmation letter within 14 days outlining immediate next steps.

**2**

### Understanding impacts to accounts

We'll act to keep your loved one's accounts safe and prevent unauthorised access. For example:



#### Accounts

Solely held accounts and cards belonging to the deceased are stopped to prevent further transactions, including recurring payments and direct debits (direct credits can still be received until the account is closed).



#### Credit Cards

Credit cards in which the deceased was the primary cardholder will be cancelled, including the additional cardholder's card (interest and fees on credit cards will stop).



#### Home Loan

We will stop all access and activity related to personal loans and home loans (interest charges will continue), we may also place stops on any available redraw.



#### Joint Accounts

Surviving joint account holders will continue to have access to their accounts (you can request to update the account title at any time).



#### Third Party Authority

We will prevent all access by an Attorney, Financial Manager or other third party.



#### Online Access

Access to NetBank and the App will be cancelled for deceased customers.

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Notification

### 3 Make a claim for funeral expenses

We can release funds to pay or reimburse immediate funeral expenses when a request is received from the person who paid for the funeral or to whom the invoice is addressed.

The person requesting must be identified, and provide either a:

- tax invoice (if you're yet to pay for the funeral)<sup>1</sup>, or
- tax receipt (if already paid)<sup>1</sup>.

Payment or reimbursement can be processed in branch, or you can send us an **Authority to Release Assets** form, along with other required documents.



The **Authorised Estate Representative(s)** (defined in step 4) can also request payment or reimbursement for funeral expenses, (may include wake/catering) or request payment for unpaid bills or expenses relating to the estate (council & water rates, electricity, strata fees and general insurances). Visit our website or contact us for further details. We are unable to make payments via BPAY.

#### Providing Estate Documents



If you notify us online, you can upload documents when you notify us or at a later time by logging on using the reference number we provide.

Death Certificates, Wills, Probates and Letters of Administration submitted online need to be certified copies. Estate expenses such as invoices and receipts don't need to be certified.

Alternatively, you can provide the estate documents in branch (originals or certified copies), or send certified copies to:



Processing Services  
Estate Settlement & Support  
PO BOX 334  
Silverwater NSW 2128  
Australia

**Please don't send original documents via post, certified copies will do.**

#### Identification Requirements



Anyone can let us know, but we can only provide account information or act on requests from an **Authorised Estate Representative(s)** who has been identified, via **one** of the below methods:

1. You are an existing CBA customer (and can provide us with a current account number)
2. Provide acceptable identification documents to staff at a CBA branch for certifying
3. Post the **Certified Copies Identification** form, along with certified copies of ID documents to: Processing Services, Estate Settlement Services, PO Box 334, Silverwater NSW 2128, Australia



#### Need additional help?

You can find more information on the process, impacts to accounts, forms and more on our website:

**[www.commbank.com.au/support/deceased-estates](http://www.commbank.com.au/support/deceased-estates)**

Alternatively, call our Estate Settlement Services team on **1800 686 153**, option 1 for notifications, option 2 for existing cases, Monday to Friday 8.30am to 6:30pm (AEST) (or **+61 2 8629 0143** if calling from overseas) (including credit card enquiries).

If you are experiencing financial difficulties as a result of this loss; contact our **Financial Assist Team** on **1300 720 814**, including home loan enquiries.

Key things to know

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### 4 Confirm your relationship to the estate

We can only share account information with an **Authorised Estate Representative** who has also met our **Identification Requirements**.

Alternatively, we can provide information to a solicitor once they have provided a letter of representation stating that they act for the estate.

Once confirmed we will send an asset letter within 14 days with details of accounts and balances. However, you don't need to wait to receive this letter if you're ready to finalise the estate – continue on to **Step 5**.



#### How do we confirm who is/are the Authorised Estate Representatives?

##### 4A. If there is a Will:

The **Authorised Estate Representative** is/are the listed executor(s) in the Will.

We need to see:

- ☐ Deceased Customer's Full Death Certificate<sup>1</sup>
- ☐ Deceased Customer's Last Will and Testament<sup>1</sup>



If you have already obtained **Grant of Probate**, you can provide that instead of the above documents (we may require this to finalise the estate – see Step 5).

##### 4B. If there is not a Will:

The **Authorised Estate Representative** is/are the immediate surviving Next-of-kin, typically in order of:

- |  |   |
|--|---|
| 1. <b>Spouse</b>   | 3. <b>Children</b> – aged 18 or older <sup>2</sup>              |
| 2. <b>De-facto/domestic partner</b> – if you were in a continuous relationship of more than 2 years at time of their passing | 4. <b>Grandchildren</b> – aged 18 or older <sup>2</sup>         |
|  | 5. <b>Parents</b>   |
|  | 6. <b>Siblings</b> <sup>3</sup> – aged 18 or older <sup>2</sup> |



If you're unsure, or your situation is not covered in the above list, please contact our Estate Settlement Services team.

We need to see:

- ☐ Deceased Customer's Full Death Certificate<sup>1</sup>
- ☐ **IF** the immediate Next-of-kin is a de facto/domestic partner »» Provide a written de facto/domestic partner statutory declaration<sup>4</sup>
- ☐ **IF** more immediate Next-of-kin in the above list have passed away »» Provide evidence of death (e.g. Death Certificate<sup>1</sup>) for those Next-of-kin<sup>5</sup>



If you have already obtained **Letters of Administration**, you can provide that instead of the above documents (we may require this to finalise the estate – see Step 5).

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### 5 Release funds and close accounts

To finalise the estate (release funds and close accounts) we need instructions from the **Authorised Estate Representative(s)**. We need to identify all Authorised Estate Representatives before we can release funds or close accounts.

Once everything is finalised, we will send a letter within 14 days confirming payments and account closure.



#### What you need to provide to finalise the estate?



You will need to obtain a **Grant of Probate or Letters Administration** if the value of an estate (balance of solely held accounts with us) is more than **\$100,000**, or we have asked for it.

#### 5A. If we have asked for a Grant of Probate or Letters of Administration:

We need to see:

- ☐ Grant of Probate **or** Letters of Administration<sup>1</sup>
- ☐ **Authority to Release Assets** form signed by **ALL** Administrators or Executors

#### 5B. If there is a Will (and we don't require Probate)

We need to see:

- ☐ All documents requested under **Step 4A**
- ☐ **Authority to Release Assets** form signed by **ALL** Executors

#### 5C. If there is not a Will (and we don't require Letters of Administration)

We need to see:

- ☐ All documents requested under **Step 4B**
- ☐ **IF** the value of the estate is **less** than **\$15,000** ➤ **Authority to Release Assets** form signed by at least **ONE** Immediate Next-of-kin
- OR
- ☐ **IF** the value of the estate is **more** than **\$15,000** ➤ **Authority to Release Assets** form signed by **ALL** Immediate Next-of-kin



All enquiries for "Estate of the late" accounts, please enquire in branch

#### Notes:

1. You can provide original or certified copies of estate documents in branch, send certified copies via mail, or upload certified copies online (by creating or updating a notification online)
2. If under 18 years old, the Authorised Estate Representative is instead the person's legal guardian (appropriate documentation may be required to prove guardianship)
3. In VIC and QLD the children of a deceased sibling are also deemed to be immediate next-of-kin with any living direct siblings of the deceased
4. We will confirm in writing what is required for the statutory declaration
5. Direct or indirect evidence required (e.g. related death certificate states that the next-of-kin is deceased)