CommonwealthBank
Commonwealth Bank of Australia
ABN 48 123 123 124

CID/File reference number

Deceased Customer Notification

We're here to help

If you have recently suffered the loss of a family member or a friend, we are here to help you through this difficult time.

If you would like any support with completing this form, please call us on **1800 686 153** between 8:30am and 5:00pm, Sydney time, Monday to Friday.

What you need to know and do

- This form will be used by the Bank to identify accounts held by our customer.
- This form should be completed by the executor or the customer's closest next-of-kin.
- Reimbursement, or payment of the funeral account, can only be paid to the person invoiced on the funeral account, the immediate next-of-kin or the Executor. Please attach or provide us with a copy of the account or receipt.
- **All** copies of documents must be certified. Please note, if you have given these documents to us previously (including your identification documents), you do not have to supply them again. Simply let us know which documents you have previously provided in the Notes section on page 3 of this form.
- Accounts belonging solely to the deceased have been stopped to prevent further transactions, such as existing periodic payments or direct debit authorities.
- If the deceased customer held credit card(s) with additional credit card holder(s), the additional card holder can no longer use their card(s). If the additional card holder would like a credit card, they will have to apply for a new credit card facility in their own name(s).
- Please return any credit, debit or CBA Travel Money cards the deceased may have held.
- Attach or provide the Bank with evidence of death (e.g. Death Certificate) and any other relevant documents you may have such as a Will.

Section 1 – Deceased customer details (this helps us match the deceased to our bank records)

Full name

Provide CBA account number(s), if known

Address

State Postcode

Date of Birth DD/MM/YYYY

Date of Death DD/MM/YYYY

Marital status

☐ Widowed ☐ Married ☐ Never Married ☐ In a de facto relationship ☐ Separated ☐ Divorced

Length of time the deceased was separated, divorced or in a de facto relationship

Section 2 – Your details (this enables us to reply to you)

Title

☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Daytime phone number ( )

Full Name

Your residential address (required in all instances for identification purposes)

State Postcode

Alternative address or PO Box (if you would rather us send correspondence there)

State Postcode

I am the: ☐ Spouse (wife/husband) ☐ Parent (mother/father) ☐ Child (over 18)

☐ Domestic Partner ☐ Sibling (brother/sister) ☐ Other

I am the: ☐ Executor ☐ Administrator ☐ Other (please specify)

☐ Select if you hold a 'Power of Attorney' for the immediate next-of-kin (a copy will be required if not already held by the Bank)

Section 2 – Your details (this enables us to reply to you) (continued)

Who would you like us to correspond with?

☐ **Option 1** For estate matters, please deal with me directly.

☐ **Option 2** Please deal directly with the estate's Solicitor/Lawyer/Executor/Administrator when contacted by them. Their details are:

Full Name

Section 3 – Will/Probate details (this helps us decide what documents will be required to finalise the estate's accounts)

Is there a Will?

☐ Yes ☐ No ☐ Unsure

Has anyone applied (or is intending to apply) for Probate?

☐ Yes ☐ No ☐ Unsure

A **Grant of Probate** is a document issued by the Supreme Court that confirms the validity of a Will, and authorises the executor(s) to act. All estates worth over $50,000 will require one.

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

☐ Yes ☐ No ☐ Unsure

Letters of Administration are documents granted by the Supreme Court, giving authority to an administrator to collect and distribute the assets of the estate, in the absence of a valid Will. All estates worth over $50,000 will require one.

Please provide us with **certified copies** of the documents if you answered **'Yes'** to any of the questions in this section.

Section 4 – Joint accounts

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

☐ Yes ☐ No

If **'Yes'** would you like us to change the names of any accounts you hold jointly with the deceased?

☐ Yes ☐ No

Please note: This authority will enable us to change the names of joint accounts held between you and the deceased only, where evidence of death has been provided. Account numbers will not change.

Section 5 – Payment and settlement details

Section 5a

☐ I acknowledge and agree to the combining of account balances

Section 5b

☐ I would like CBA to arrange payment/reimbursement of the funeral account

We require the funeral receipt or account in order to arrange payments or reimbursement.

Do you have a copy of the funeral receipt or account?

☐ Yes ☐ No If **'No'** proceed to Section 5c. **Note:** we are unable to process the payment until this is received.

In order to arrange the payment or reimbursement, please confirm if you are the:

☐ Person who has paid the funeral expenses

How would you like the Bank to pay you? ☐ Account BSB Account number

☐ Bank Cheque Payable to

☐ Person invoiced on the funeral account

☐ Executor

☐ Immediate next-of-kin

Payment will be made directly to the funeral director if requested, otherwise a Bank Cheque will be issued and made payable in accordance with the invoice.

Section 5c

☐ I would like CBA to arrange payments of other bills on behalf of the deceased (e.g. Tax, Council Rates etc.)

Please complete should you require payments to be made on behalf of the deceased, if not proceed to Section 5d:

Payable to (only include amounts if specific payments are to be made)	'Payment from' Account details	Payment Method (cheque, account transfer [include BSB/ Account number], draft, International Money transfer)

Section 5 – Payment and settlement details (continued)

Section 5d

☐ Using the signature below as acknowledgement and agreement, I authorise the Bank to finalise/release funds held by the estate

Payable to (only include amounts if specific payments are to be made)	'Payment from' Account details	Payment Method (cheque, account transfer [include BSB/ Account number], draft, International Money transfer)

Please note: For International Money Transfer, we require the recipient's full address, account, International Bank Account Number (IBAN), Bank Identification Code (BIC), Sort Code and Currency.

I acknowledge that the information and payment instructions I have provided are correct:

Signature of Informant

Date DD/MM/YYYY

Section 6 – Your identification (this is a Government requirement)

Please note: You only need to complete this section if you:

- Would like the Bank to deal directly with you.
- Requested payment or reimbursement of a funeral account in Section 5b.

Or

- Completed Informant's authorisations to act in Section 5.

To satisfy Government Regulations it is necessary for the Bank to identify you by sighting direct evidence of your identity using **one** of the following options. (Select the option for how you wish to be identified).

☐ **Option 1** Provide one of your existing CBA account numbers:

☐ **Option 2** Provide acceptable identification details to us at a CBA branch for endorsing by branch staff.

Document type	Document number	Name on document	Place of issue	Issue date	Expiry date
				DD/MM/YYYY	DD/MM/YYYY
				DD/MM/YYYY	DD/MM/YYYY

Verification has been performed for the customer

☐ Full name, **and** ☐ Date of birth, **or** ☐ Residential Address

Bank Officer's name

Bank Officer's signature

Date DD/MM/YYYY

☐ **Option 3** Alternatively, complete a '**Certified Copies Identification'** form. You will need to provide the original and a copy of acceptable identification documents to a prescribed person who is required to complete the actions as set out in the form. (For more details on acceptable identification documents and prescribed persons, refer to Sections 4 & 5 of the Certified Copies Identification Form).

Thank you for your time in completing this form, we will write to you shortly to advise next steps.

Notes

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Deceased Customer Notification Branch Checklist

Purpose of this Branch Checklist

- This checklist has been designed to enable **Branch staff** to effectively complete all of the required steps.
- The process has been streamlined so all staff can take accountability for the process and manage it in an effective manner.
- It is important to ensure you follow these steps, as failure to do so may have a negative impact on the customer experience.
- Complete **all** of the applicable actions below.

If you have any questions, please call the Estate Settlement and Support hotline on **1800 686 153** for assistance.

Bank use only – Branch Checklist

Please obtain from the informant:	**Provided**	**Outstanding**
Any documents, such as the Death Certificate, the Will or Probate, and take a copy and certify the document (return the original). Submit the copy with this form. Alternately, the informant may provide staff with **certified copies** of the documents.	☐	☐
Probate: all estates worth over $50,000 will require one.	☐	☐
Please provide the informant with:		
A copy of the 'Your Guide to Managing Accounts after Death' brochure (ADB487) to assist them to understand what may be required to proceed further.	☐	☐

1	**List cards surrendered to branch (if applicable)**	**Record card number(s)**	**Card destroyed**	
a	Credit card		☐ Yes	
b	Debit card		☐ Yes	
c	Travel money card		☐ Yes	
2	**Product type/Client services**	**Record full name/number/amount of item if found. Otherwise, record nil.**	**Records noted**	**Cancel AFT**
a	Safe custody/Safe deposit vault		☐ Yes	☐ Yes
b	Security Investment (Commercial Bill)			
2b	**Conduct a CommSee search for accounts conducted in the sole name of the deceased**		**CIF number**	
a	**Accounts stopped**		☐ **Yes** ☐ **No** ☐ **N/A**	
b	**Fees exempted**		☐ **Yes** ☐ **No** ☐ **N/A**	
c	**Did your branch process a funeral payment?**		☐ **Yes** ☐ **No**	
d	Customer CIF number found		☐ Yes ☐ No ☐ N/A	
e	Create and send WIM to Estate Settlement and Support (see instructions below)		☐ Yes	
3	**Name of staff member conducting search**			
a	Branch name/Number			
b	Name of staff member			

Miscellaneous notes

Please Note: This form and any other documents received must be imaged onto the deceased customer's profile under one cover sheet. Once imaged, create a work item request, per the instructions below.

Creating a CommSee Work Request (from client chevron) Select Request > Category: Client Management > Request Type: Deceased > Assign To: SMT - DECEASED ESTATES > Template: Branch - New Deceased Notification.