

Please write clearly in the white spaces with capital letters or cross the boxes.

1**Details of the customer who has died**

Title	Mr	Mrs	Miss	Ms	Other (please specify)	House number/name	Postcode
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First name(s)	<input type="text"/>					Date of death	Date notified
	<input type="text"/>					<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>					Branch sort code	Main account number
	<input type="text"/>					<input type="text"/>	<input type="text"/>

2**Details of the claimant**

The claimant is the person authorised to administer the deceased's funds.

Title	Mr	Mrs	Miss	Ms	Other (please specify)	Your address (add solicitor's firm's address if applicable)
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Your first name(s)	<input type="text"/>					<input type="text"/>
Your surname	<input type="text"/>					<input type="text"/>
Your preferred contact number (including area dialling code)	<input type="text"/>					Postcode
Please provide any dates and/or times to avoid calling (e.g. date of the funeral)	<input type="text"/>					<input type="text"/>

Being the (relationship to deceased)

I request you to pay the person(s)/firm detailed in Section 4 the whole of the deposits in the account(s) of the above customer.

Personal claimants:
You are required to be identified by the Bank before the release of funds. Please present your identification at your nearest Bank of Scotland branch e.g. passport, driving licence.

Declaration from the claimant

I confirm that the details in this form are true and complete.

I request Bank of Scotland to pay the person/firm detailed in this section the whole of the deposits in the account(s) of the deceased.

In return for the Bank making the payment(s) requested by me, I promise that I will be responsible for all demands, claims, liabilities, losses, charges and expenses which the Bank may incur as a result of making the payment(s).

I accept this responsibility both in my personal capacity and as the claimant.

Signature

<input type="text"/>
Date

For bank use only

If the claimant is an existing Halifax or Bank of Scotland customer have they been identified? Yes No

If no or the claimant is **not** a Halifax or Bank of Scotland customer, identify the claimant and complete the following:

ID type and reference number

Name of staff member accepting ID

For personal accounts:

- Scan documents to the Bereavement Unit using Branch Scanning.

For Wholesale accounts:

- Sole Traders - Scan documents to Bereavement Unit using Branch Scanning.
- Everything else - Scan documents to RBB using RBB Scanning.



Who looks after your personal information

Your personal information will be held by Bank of Scotland Plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.

- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.
- from 25 May 2018 you will have the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at <http://www.bankofscotland.co.uk/securityandprivacy/privacy/> or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please contact us using <https://www.bankofscotland.co.uk/contactus/how-to-complain/complain-online/>. You can also call us on **0345 721 3141**.

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on **0345 721 3141** and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in February 2018.

PLEASE NOTE:

- For cases where the total balance of all sole accounts is **£50,000 or less**, only the signature of the primary representative is needed.
- For cases where the total balance of all sole accounts is **over £50,000**, the signatures of all executors named on the Grant of Representation are needed.

As the deceased's legal representatives I/we authorise Bank of Scotland to deal with the claimant named in Section 2 on how the deceased's funds are to be distributed. I/we also authorise Bank of Scotland to provide notification of death to any other member of Lloyds Banking Group for administration purposes.

Your signature

Date

Full name

Relationship to deceased

Your signature

Date

Full name

Relationship to deceased

Your signature

Date

Full name

Relationship to deceased

Your signature

Date

Full name

Relationship to deceased

For bank use only

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Checklist

PLEASE NOTE: If the bank is named executor in the Will you **must** phone the Estates Administration Service on 0800 056 0171

IN ALL CASES

ID for Representatives seen, copied and certified	<input type="checkbox"/>	All other relevant documentation scanned	<input type="checkbox"/>
Suitable evidence of death seen, copied and certified	<input type="checkbox"/>	Marketing material stopped	<input type="checkbox"/>
Bereavement Guide and any relevant product guides provided to all representatives	<input type="checkbox"/>	Debit/Electron/Cashpoint cards cancelled	<input type="checkbox"/>
List of regular payments reviewed and provided for the representative(s) Please advise the representative(s) that important payments such as insurances will need to be maintained and they will need to contact the provider to arrange to make payment by other means.	<input type="checkbox"/>	PBS customer notes updated	<input type="checkbox"/>
Regular payments cancelled in accordance with representatives instructions Please ensure the representative(s) are aware that important payments such as insurances will need to be maintained and they will need to contact the provider to arrange to make payment by other means.	<input type="checkbox"/>	POA or Third Party Mandate cancelled (if applicable)	<input type="checkbox"/>
Funeral bill to be paid – invoices or receipts seen, copied and scanned	<input type="checkbox"/>	Representative informed of next steps and expected time scales If the case is to be handled by the Bereavement and Power of Attorney Unit, please advise the representative that they will make contact within 4 working days of receiving the case.	<input type="checkbox"/>

Based on the value of balances and product holdings, please explain to the representative that either;

This case will be completed in branch by closing or transferring accounts and releasing funds to the representative(s) if the following apply;

- There are only sole banking and savings accounts with total balances of £50,000 or less with no debit balances and/or borrowing products held by the customer (e.g. mortgage, loan or credit card).
- All accounts and products held are in joint names and can be transferred in to the sole name of the remaining party.
- There is a mix of joint and sole banking and savings accounts and the total balances of the SOLE accounts is £50,000 or less with no debit balances and/or borrowing products held by the customer (e.g. mortgage, loan or credit card).

OR

That this case will be completed by the Bereavement and Power of Attorney Unit if the following apply;

- The total balances of any SOLE banking and savings accounts total more than £50,000
- The customer held borrowing products with the bank (e.g. mortgage, loan or credit card) or overdrawn accounts.
- The customer had any other products such as Insurances or Investments.
- The customer died abroad and a foreign death certificate is provided.
- A solicitor is acting as the claimant on the case.
- There are safe custody items other than the deceased customers Will

PLEASE NOTE:

Accounts should not be closed in branch if;

- The customer held any borrowing products (e.g. mortgage, loan or credit card)
- The customer had any debit balances on banking and savings products
- The evidence of death provided is a foreign death certificate

JOINT ACCOUNTS

Transferred joint accounts in to the sole name of the remaining customer	<input type="checkbox"/>	Cheque books amended in to the sole name of the remaining customer	<input type="checkbox"/>
Deceased customer's cards cancelled	<input type="checkbox"/>		

SOLE ACCOUNTS

Correspondence name and address amended	<input type="checkbox"/>	Input 'The Representative of... (name of the deceased customer)...' in the 'Name' field (1st line). Input 'c/o... (the claimant's name)...' or the solicitor's company name in the 'Name' field (2nd line). Input the address of the claimant or solicitor in the 'Address' field.	
If total balance of SOLE banking and savings account(s) is £50,000 or less with no debit balances or borrowing:			
Sole accounts closed and funds paid to the designated representative	<input type="checkbox"/>	011 Indicator loaded	<input type="checkbox"/>
		Please ensure that the deceased customer is removed from any joint accounts before loading the indicator	
If aggregate balance of SOLE banking and savings account(s) is more than £50,000			
Claimant informed probate will be required before payment can be made	<input type="checkbox"/>	Signatures captured for any representative named on probate	<input type="checkbox"/>

Letter of condolence sent?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Is the deceased a Guarantor or provider of Security?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Account blocked/page 6 of Personal Details in PBS updated on deceased customer file	<input type="checkbox"/>	<input type="checkbox"/>	If yes please provide Estate Settlement Unit with instructions on how to proceed (including authorisation to release balances if appropriate)		
BLRI on account (next of kin advised)?	<input type="checkbox"/>	<input type="checkbox"/>	Relationship Manager's name <input type="text"/>		
CORI on account (next of kin advised)?	<input type="checkbox"/>	<input type="checkbox"/>	Contact Telephone number (including area dialling code) <input type="text"/>		
Relationship Manager to maintain control of account?	<input type="checkbox"/>	<input type="checkbox"/>			