

# Losing a Loved One

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A simplified guide to managing  
a loved one's bank accounts



## Helping you during a difficult time

We understand that the loss of a loved one is incredibly difficult and dealing with finances may be the furthest thing from your mind. We would like to help put you at ease and make the process of finalising their account(s) as simple as possible.

This guide is designed to assist you with information about the most common documentation and information we will require to finalise the Estate.

The information contained within this document is intended to be used as a guide only. The documentary requirements may vary depending on individual circumstances.

To help make the process as easy as possible we have a dedicated Customer Support team here to help. You can contact them on 07 3135 3525 (Mon-Fri 9am-5pm AEST) or by emailing [DeceasedEstates@suncorpbank.com.au](mailto:DeceasedEstates@suncorpbank.com.au)

This guide is designed to assist you with Suncorp Bank products and services only.

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# What do I need to do?

## Step 1: Let us know

We want to make the process of notifying us of your loved one's or business associate's passing as easy as possible. You can notify us in any of the following ways:

- By phone, call Customer Support on (07) 3135 3525 (Mon-Fri, 9am-5pm AEST)
- Email Customer Support team on [DeceasedEstates@suncorpbank.com.au](mailto:DeceasedEstates@suncorpbank.com.au)
- Complete the Online Notification Form located on our banking site
- In person at your local Suncorp Bank Branch
- In writing to GPO Box 2432, BRISBANE QLD 4001
- By contacting your Relationship Manager or theirs, if this is known

When you notify us, you may be requested to complete and return our Initial Notification Form.

Proof of Death documents can be:

- Official Death Certificate (Death Certificates from foreign countries are mostly acceptable, however if they are not in English, they will need to be accompanied by an certified English translation)
- Form 9 Cause of Death Certificate
- Funeral Invoice/Notice/Receipt (*Original Only*)
- Letter from Funeral Home or Crematorium
- Grant of Probate/receipt of Application for Grant of Probate
- Letters of Administration or receipt of Application for Letters of Administration
- Certificate of Authority

Only one of the above listed documents is required for notification purposes.

## [What happens when you notify us?](#)

When you notify us, we will do a number of things to safeguard the accounts. You can expect the following:

- We will place a hold on all deposit account(s) in the sole name of the deceased. Please note different guidelines apply to business deposit accounts, depending on the relationship the deceased is to the account. This means that no funds can be withdrawn from the account and all recurring payments and direct debits will be stopped. Credit payments can continue to be paid into the account.

- We will place a hold on all Lines of Credit and Overdraft accounts. This means no funds can be withdrawn from the account and all recurring payments and direct debits will be stopped. Credit payments can continue to be paid into the account.
- We won't place a hold on any joint deposit account(s) to ensure the surviving party can continue to access the account.
- We will stop charging fees on deposit account(s) that are in the sole name of the deceased from the day you notify us. For a list of these fees please refer to the Product Information Document (Deposits) or the Lending Fees and Charges (Loans). These are available on our website.
- We will stop sending letters and correspondence to the deceased and will ensure they will not receive any marketing calls from us.
- We will remove all access to phone banking, online banking services (internet banking and app) and PayID.

*If you have provided a Proof of Death document we will also:*

- If the deposit account is in joint names we will remove the deceased person from the account to ensure that the surviving party can continue to use the account. Please be aware that this doesn't apply to Lines of Credit or Overdraft accounts – refer to Step 4 of this pack for more information about these accounts. Please note different guidelines apply to Term Deposits, business deposit accounts, depending on the relationship the deceased is to the account.
- Stop charging fees on all deposit and loan accounts that are in the sole name of the deceased from the day you provide Proof of Death.
- Refund any fees charged on any deposit or loan accounts in the sole name of the deceased since the 'date of death' listed on the Proof of Death. For a list of these fees please refer to the Product Information Document (Deposits) or the Lending Fees and Charges (Loans). These are available on our website.
- Change the name of loan accounts to be in the name of the 'Estate' and place a hold that will restrict access to cashback/redraw. This hold means that no funds can be withdrawn from the accounts and all recurring direct debits will stop. Credit payments will still be allowed.

## What we will do to help notify other areas of Suncorp Bank

When you notify us and provide Proof of Death, we will assist you by notifying other areas of Suncorp Bank if your loved one holds accounts or products with them. These teams will then contact you directly to discuss those products. This includes:

- Credit Cards (National Australia Bank Limited (NAB), is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards)

## Who we can disclose information about the accounts to

It is important to Suncorp Bank that we protect the privacy and security of your loved one's account(s). To ensure we can do this, there are only certain people that we will provide information and access to.

If there is a Will, we will provide information only to the nominated Executor in the Will. Depending on the value of the Estate we may require a Grant of Probate prior to allowing access to the accounts.

If there is no Will, we will provide access to information to either the Next of Kin, or a person named in the court-issued Letters of Administration (Administrator). Depending on the value of the Estate, we may require Letters of Administration prior to providing information about the accounts.

In many circumstances, you may have engaged a Solicitor to act on your behalf to assist with finalising the accounts and administering the Estate. We can liaise directly with your Solicitor once you have given us the appropriate authority. To do so, we require them to provide us notification in writing (or via email) that they are acting on behalf of the Estate along with their credentials.

## Step 2: Arranging the Funeral/Memorial and other Expenses

### Funeral Expenses

If there are sufficient funds available in the deceased's transaction/savings account(s), we can release funds to pay for funeral expenses (including headstones). This can be requested by the authorised party. We may require additional identification documents from you in order to meet our ID requirements.

Note: Wakes and Memorials cannot be paid out of the deceased's account.

- If funeral expenses are unpaid, we require an original invoice, so we can arrange payment directly to the funeral home/director.
- If funeral expenses have been paid, we require the original tax invoice and an official receipt, so we can reimburse the person noted on the invoice

### Other Expenses

We may also be able to assist with the release of funds from the deceased's transaction/savings account(s) to pay for expenses incurred solely by the deceased prior to their death or incurred by the Estate of the deceased. These are known as Just Debts.

If any debts are incurred jointly, the surviving party inherits the debt. Examples of approved Just Debts are:

- Funeral Expenses (including headstones).

Note: Wakes and Memorials are not classed as Just Debts and cannot be paid out of the deceased's account.

- Hospital and Medical Expenses incurred in respect to the deceased person no more than 6 months prior to the date of death.
- Debts payable to Federal, State, Local Government, Semi-Government and Public Utilities (e.g. telephone and electricity), incurred by the deceased before the date of death. It does not include debts owed to a company, business or individual.
- Rates and Insurance premiums related to assets of the deceased.  
(e.g. Home, Contents and Vehicle insurance). The rates notice and/or insurance policy must be solely in the deceased's name.
- Partially paid shares.
- Suncorp Bank Debts (Credit Cards, PayLater & Lending).
- Debts relating to the livability of property (e.g. Body Corporate).
- Fees for Probate costs can be paid only on presentation of an itemised invoice on company letterhead.

We do not pay for Solicitor/Lawyer fees associated with Estate expenses and sundries.

Where a return of an overpaid Centrelink or Veterans Affairs Pension is required, the agency will normally contact us directly to assist. Where they contact the authorised party, we can facilitate this payment as a Just Debt.

If funds are required to be released from business accounts for business related expenses, please reach out to your Relationship Manager so that these requests can be reviewed on a case by case basis. Alternatively, contact the Customer Support team for assistance.

Please contact Customer Support on 07 3135 3525 (Mon-Fri, 9am-5pm AEST) should you require more information.

### Step 3: Start the Process of Finalising the Estate

If you are unable to locate a Will, please let us know. This step will help you understand what additional documentation you might need to supply to us.

#### [Complete the Deceased Notification Form](#)

For us to finalise the deceased's accounts, we do need you to complete the Deceased Notification Form and provide us with the required documents. We will send you a copy of the form or you can access a copy off our website.

Identifying Yourself

If you are the person authorised to act on behalf of the Estate, but not a Suncorp Bank customer, we will need to identify you to proceed with providing you information about the Estate and to finalise the account(s).

Accepted documents and requirements for our identification process can be located on the Suncorp Bank Website.

Documents Required to Finalise the Estate

Total Value of Accounts	Document/s Required
Below \$10,000	<div><div>— Notification Form</div><div>— Death Certificate</div><div>— Identification Documents</div><div>— Will (if there is one)</div></div>
Between \$10,000 - \$75,000	<div><div>— Notification Form</div><div>— Death Certificate</div><div>— Identification Documents</div><div>And either:</div><div>— Will (if there is one)</div><div>— Letters of Administration (if there is no Will)</div></div>
Over \$75,000	<div><div>— Notification Form</div><div>— Death Certificate</div><div>— Identification Documents</div><div>And either:</div><div>— A Grant of Probate and a copy of the Will (if there is a Will)</div><div>— Letters of Administration (if there is no Will)</div></div>
Any loans secured by property where the title is 'Joint Tenant'	<div><div>— Notification Form</div><div>— Death Certificate</div></div>
Any loans secured by property where the title is 'Tenants in Common' or held solely in the deceased's name	<div><div>— Notification Form</div><div>— Death Certificate</div><div>— Identification Documents</div><div>And either:</div><div>— A Grant of Probate and a copy of the Will (if there is a Will)</div><div>— Letters of Administration (if there is no Will)</div></div>

If posting formal documentation, please send certified copies of any documentation in the mail, not original documents. In some cases, we may require further documentation than the requirements listed above, such as Letters of Administration or a Grant of Probate. If this is required, we will contact you directly to request this be provided.



## What we will do to assist you in preparing to finalise the Estate:

As the Executor, Administrator or in some circumstances Next of Kin authorised to act on behalf of the Estate, you will need to collect information about all the deceased's accounts, assets and liabilities so that you can begin the process of distributing them according to your loved one's wishes, or the laws in your state or territory.

To assist you to do so, upon receipt of the required documents listed above and once you have been identified, we will issue a letter to the Executor/Administrator/Next of Kin or Solicitor providing a summary of all the accounts held with Suncorp Bank. This letter will be sent within 14 business days of receiving the required documents. We can provide this information through email where we have received your consent to do so.

You can also request copies of account Statements should you require them.

## **Step 4: Finalising and Managing the Estate**

At this stage you should now understand all the deceased's accounts, loans, assets and liabilities. What happens next will vary for each Estate depending on the wishes of the deceased, and on the types of products they held.

## **What happens to the accounts?**

### Transaction and Savings accounts

Once a hold has been placed on the deceased's accounts, no funds can be withdrawn from the account and all recurring payments and direct debits from the account (e.g. utility bills, mortgage payments) will be stopped. Credit payments from external banks can continue to be paid into the account.

To assist you with managing payments on the account, we will provide you a list of all recurring payments and direct debits for each deposit account. This list will be mailed to the authorised person for the Estate. We will also assist you with handling any direct debits on the account, however, you can also contact the merchant. For any recurring payments on the account, the authorised party will need to contact the providers to make alternative arrangements (this includes cancelling the authority on any recurring payment transactions).

### Term Deposit accounts

If the Term Deposit is in the deceased's name only, the account will become part of the Estate. If funds are required for payment of a Just Debt (e.g. funeral costs or outstanding rate payments), we can release money before the Term Deposit maturity date to cover these expenses.

Should you choose to open this Term Deposit account, the new account will be subject to the Term Deposit Product Information Document and the Account Terms and Conditions. Should you require access to the funds held in the Term Deposit during this new term once the funds have been reinvested, we will be unable to waive the applicable 30 day time frame for funds to be released. For further information, please contact Customer Support on 07 3135 3525 (Mon-Fri 9am -5pm AEST).

## Accounts with flexiRates

flexiRates, like an online term deposit, allows account holders to lock away a portion of their savings aside for a nominated period to earn a little extra interest within Internet Banking or Mobile Banking.\*

The funds held within a flexiRate account becomes part of the Estate if it is linked to an eligible account in the sole name of the deceased. If you wish to request an early release of the money locked in a flexiRate account an applicable interest adjustment will apply.

\* Interest is calculated daily on the whole balance of the nominated flexiRate amount and paid at the end of the flexiRate period. flexiRate interest is fixed for the nominated flexiRate period. The maximum flexiRate period is 12 months. An interest adjustment will apply if we allow you to release your flexiRate early.

## Loan Accounts

When we mention lending account(s), we are referring to the following account types:

- Home loan
- Business loan/ Commercial loan
- Access Equity loan/ Line of Credit
- Personal loan
- Suncorp Bank Clear Options Credit Card
- Suncorp Bank PayLater

Any lending account(s) are still required to be maintained when the borrower passes away. While the loan repayments are required to be maintained by the Estate or surviving borrowers, should you/your solicitor have any concerns about meeting the minimum monthly repayments please contact **Customer Assist** on 1800 225 223 (Mon-Fri, 8.30am – 5pm AEST).

### *Some import things to know:*

- If the home or small business loan (including Lines of Credit/Access Equity Accounts) is in joint names, the surviving borrower can continue to make repayments on the loan until the term expires and the balance is repaid.
- Be aware that any **cashback or advance funds** will be unavailable while the loan remains in joint names with the deceased. We may be able to transfer the loan into the surviving joint account holder's name, provided they meet the refinancing requirements (they may need to apply for a new home loan or business loan).
- Where the Title of the property securing the loan is in the sole name of the deceased, or the deceased is listed as a 'Tenant in Common', you/your Solicitor may require Suncorp Bank's consent before you can transfer the title.
- Should the property be sold, or the loan paid out using cash you will require a 'Release Authority' from Suncorp Bank.
- If the property is to be transferred to a Beneficiary that is not currently a borrower or guarantor on the loan, the loan will either need to be repaid or closed. Alternatively, you may wish to discuss with us the option of refinancing the loan to include the beneficiary.

### *How to make repayments on Loans*

It is important to know that when we are notified of the passing of a loved one, we will place holds on the accounts. This hold will stop any existing payment arrangements that have been put in place to pay loans. Therefore, as the Executor, Administrator or surviving borrower you will need to organise for repayments to be made on any loans. You can do this through:

- Bank Transfer (one off transfer).
- Direct Debit (recurring transfer).
- BPAY.
- At your local Suncorp Bank Branch.

Where you are unsure of the repayment amount the Customer Support team will provide you with details on how to make a payment.

### *What to do if you are experiencing financial difficulty?*

Should you or your Solicitor have any concerns about meeting the minimum monthly repayments please contact **Customer Assist** on 1800 225 223 (Mon-Fri, 8.30am – 5pm AEST).

### *Relationship Managed Business loan accounts*

- If your loved one or business associate has any business loans and they have a Relationship Manager, please contact their (or your) Relationship Manager to discuss how the accounts will be managed.

We recommend that you contact their (or your) Relationship Manager if you are experiencing any difficulty making your repayments.

Let their (or your) Relationship Manager know once you are ready to either transfer the name on the title, payout and close the loan, make changes to the loan/s including removing the deceased or refinancing the loan/s.

### *Suncorp Bank Clear Options Credit Cards*

If your loved one has a Suncorp Bank Clear Options Credit Card, we will forward your notification to National Australia Bank Limited (NAB) as they are the credit provider and issuer of Suncorp Bank Clear Options Credit Cards.

Upon receiving notification of the death, they will cancel the card along with any supplementary cards on the account.

Upon receiving proof of death, all fees and interest charged since the date of death will be refunded.

NAB will contact the authorised representative separately regarding any outstanding balance that remains on the account.

## Frequently Asked Questions

Suncorp Bank is here to support you and we understand you may have questions you need answered. Below is a list of commonly asked questions:

### *Can funds be released from the deceased's account(s) prior to the finalisation of the Estate?*

Once we have been notified that an account holder has passed away, a hold will be placed on their deposit account(s). (*Note: This hold will not be applied for joint accounts unless the account is an Asset Line*). This means that no funds can be withdrawn from the account and all recurring payments and direct debits will be stopped. Credit payments can continue to be paid into the account if transferred from an external bank.

During this time withdrawals cannot be made except for approved Just Debt or Funeral payments. Please note that once the hold has been placed on the deceased's account this will prevent any transfers or credits into the account from another Suncorp Bank account. However, deposits from external banks can be made into the account(s) up until the account is closed.

Note: Once notification of the passing has been received, all Power of Attorney & Third Party signing authorities authorised on behalf of the deceased will be removed from the account.

### *What happens to scheduled direct debits or any recurring payments linked to a bank account(s) after the account holder has passed away?*

Direct debits – No debits will be permitted once the hold has been applied to the account. We will provide you a list of all recurring payments and direct debits for each deposit account(s). This list will be mailed to the authorised person for the Estate. We will also assist you with handling any direct debits on the account however, you can also contact the merchant. For any recurring payments on the account, the authorised party will need to contact the providers to make alternative arrangements (this includes cancelling the authority on any regular debit transactions).

### *Does Suncorp Bank hold safety deposit boxes?*

No, Suncorp Bank does not hold any safe custody packets, boxes or vaults.

### *What happens if the deceased held a Credit Card?*

NAB is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards. If your loved one held a Suncorp Bank Clear Options Credit Card, NAB will contact you directly after receiving notification of their passing. If you're the authorised party, you'll be advised on what the next steps are for any debt attributed to this account/s. Please call NAB Debt Management Solutions on **1800 268 077** (9am-9pm, Mon-Fri, AEST) for further information. ]

### *Do Loan repayments still need to be made?*

Yes, all loan repayments must continue until the relevant loan is fully repaid. We recommend that you seek legal guidance before you consider making any voluntary repayments while the Estate is being finalised.

Should you have any concerns about meeting the minimum monthly repayments please contact Customer Assist on 1800 225 223 (Mon-Fri, 8.30am – 5pm AEST), or your relationship manager, if applicable.

As the loan will not cease upon death, it may need to be refinanced. To discuss your options and for more information, please contact Customer Support on 07 3135 3525 (Mon-Fri, 9am -5pm AEST), or your relationship manager, if applicable.

## **Glossary**

When dealing with a deceased Estate we understand that there are a number of unfamiliar terms that may be used. Listed below are some common terms and definitions.

### *Administrator*

An Administrator is a person appointed (by an order of the Supreme Court) to administer the deceased's assets where the deceased person did not leave a valid will, that is, when they have died intestate.

### *Authorised Estate Representative*

The person(s) responsible for administering the deceased Estate. Where there is a Will, this will be the executor(s) listed. If there is not a Will, this will be the immediate Next of Kin.

### *Beneficiary/Beneficiaries*

A person who is entitled to a share in the proceeds from a deceased person's Estate.

### *Certified Copy*

A copy of an original document that has been verified as being a true copy once the original has been sighted by an authorised witness. The certified copy of the document will be signed and stamped by the authorised witness.

### *Death Certificate*

A recognised identity document that informs government agencies and financial institutions of a person's death.

### *Deceased Estate*

Property and assets (including money) of a person who has died. When a person has passed away, an appointed Executor or Administrator holds their Estate in trust pending distribution to the Beneficiaries.

### *Estate of the Late Account*

An account opened with a financial institution for the purposes of administering a deceased person's Estate. The account is usually opened by the person(s) named the Executor(s) in the deceased's Will or by the court appointed Administrator(s) (as may be applicable).

### *Executor*

The person(s) appointed in the Will who holds the Estate in trust. The Executor is responsible for administering the deceased Estate in accordance with the terms of the Will.

### *Grant of Probate*

A Grant of Probate is the Court's official recognition of a will as legally valid. Once granted, the Executor(s) of the deceased Estate have the authority to administer the Estate.

### *Intestate*

The deceased passes away without leaving a Will.

### *Letters of Administration*

Letters of Administration are granted by the Supreme Court in circumstances where the deceased person passed away without leaving a Will. Letters of Administration is evidence that the Supreme Court has granted authority to a person (called an Administrator) to collect the deceased's assets and to distribute the assets of the Estate according to the laws of intestacy.

### *Next of Kin*

The closest living relative of the deceased by blood or marriage. The Next of Kin is noted on the Death Certificate.

### *Power of Attorney*

A power of attorney allows for an individual or entity (titled the principal) to appoint another party (titled the attorney or attorneys) to make decisions for them during a certain circumstance or period of time. This can include two main variations: general, which ends when the individual loses capacity, and enduring, which continues if the individual loses capacity.

### *Tax Invoice*

An invoice showing the cost, inclusive of tax, payable on a transaction of a good or service.

### *Tax Receipt*

Proof of purchase or payment for goods or services.

### *Will*

A legal document by which a person expresses their wishes as to how their property and assets are to be distributed at death, and names one or more persons as the Executor to administer the Estate.

## Things you should know

This information does not take your personal objectives, circumstances or needs into account. Consider its appropriateness to these factors before acting on it. Read the disclosure documents for the relevant selected product, including the Terms and Conditions or Product Information Documents, before deciding or opening any account with Suncorp Bank. Fees, charges, terms and conditions apply and are available on request.

Deposit Products issued by Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL 229882 Australian Credit Licence 229882).

Suncorp Bank is only liable for the banking products or services it provides and not the products and services of the other companies.

\*National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ('NAB') is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards. Suncorp Bank (Norfina Limited ABN 66 010 831 722) promotes and distributes Suncorp Bank Clear Options Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ('Citi') and has appointed Citi to assist to administer the Credit Cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Bank Internet Banking and Telephone Banking).

### *Complaints and feedback*

If we didn't meet your expectations in any way, or to lodge a complaint with Suncorp Bank, please contact us on 13 11 75. For information on our complaint processes, or to escalate a complaint with us, visit [www.suncorpbank.com.au/contact-us/customer-relations](http://www.suncorpbank.com.au/contact-us/customer-relations); alternatively, you can lodge your complaint with the Australian Financial Complaints Authority by visiting [www.afca.org.au](http://www.afca.org.au), calling 1800 931 678, emailing [info@afca.org.au](mailto:info@afca.org.au) or sending a letter to GPO Box 3, Melbourne VI 3001

## Contact Us

There are a number of ways you can get in contact with us:

- Call Customer Support on 07 3135 3525 (Mon-Fri, 9am -5pm AEST).
- Email Customer Support on [DeceasedEstates@suncorpbank.com.au](mailto:DeceasedEstates@suncorpbank.com.au)
- Visit your nearest Suncorp Bank Branch
- Or via Post at: Deceased Estates, PO Box 2432, Brisbane QLD 4001

## Other Helpful Contacts

### Bereavement Support

#### **Beyondblue**

[www.beyondblue.org.au](http://www.beyondblue.org.au)  
1300 224 636

#### **LifeLine**

[www.lifeline.org.au](http://www.lifeline.org.au)  
13 11 14

#### **Australian Centre for Grief and Bereavement**

[www.grief.org.au](http://www.grief.org.au)  
1800 642 066

### Other Helpful Organisations & Services

#### **Australian Funeral Directors Association**

[www.afda.org.au](http://www.afda.org.au)  
03 9859 9966

#### **Services Australia (Centrelink)**

[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)  
13 23 00

#### **Births, Deaths & Marriages**

[www.australia.gov.au](http://www.australia.gov.au)



**National Relay Service**

<https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links>

Voice Relay (Speak & Listen) 1300 555 727

Teletypewriter/ Voice Calls 133 677

SMS Relay 0423 677 767

Video Relay (Auslan) 1300 149 715

**Translating and Interpreting Services (TIS National)**

<https://www.tisnational.gov.au/>

13 14 50

**Auslan Interpreting Services**

[futurenetworks@suncorpbank.com.au](mailto:futurenetworks@suncorpbank.com.au)

Future Networks will connect you with your local Branch to arrange a video conference with an interpreter

For additional resources, please visit <https://www.suncorpbank.com.au/help-support/deceased-estates/additional-resources.html>

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Contact us for more information or to change your details



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13 11 75



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