

# Resources and Information

To help you manage accounts after a loss

After a loved one passes on, settling their accounts can be a difficult responsibility. We are here to offer support. This packet provides information that may be helpful.

# Questions you may have about needed documents

## Why is the death certificate needed?

The death certificate gives us the information needed to verify the identity and legal residence of our member.

## Can I send a photocopy of the death certificate?

You can send a legible photocopy; however, depending on the circumstances, we may require a certified copy.

## Where do I get the death certificate?

A certified copy of the death certificate can generally be obtained from the funeral home as well from the local Registry of Births, Deaths, and Marriages.

## How should I provide the death certificate to DCU?

You can take the document to any DCU branch, fax it to 866.874-7820, email it to [asc-ms@dcu.org](mailto:asc-ms@dcu.org) or mail it to:

Digital Federal Credit Union  
Account Services Center  
220 Donald Lynch Blvd  
Marlborough, MA 01752-9130

## Will DCU ask for anything else?

It depends on your specific circumstances. The laws of the state of residence of the deceased provide state-specific rules for requesting and transferring the deceased member's funds, which may impose additional requirements. We'll work with you on what may be required specific to your needs.

# Other questions you might have

These are examples of typical questions, but the answers will vary depending on the type of account and the member's state of residence.

## How are accounts transferred after an account owner passes away?

The action taken will vary based on the way the account is owned. We will provide you with this detailed information when you contact us.

## How long will it take for funds to be released?

As the specifics of each account are different the time it may take to settle an account will also vary. In general, we begin to process a request as soon as we receive the necessary documents.

## Are there other products or services that may require attention?

Yes, some possibilities include:

- Direct Deposits
- Debits, loan payments, scheduled automatic withdrawals
- Individual Retirement Accounts
- Safe Deposit Products
- Trust Accounts
- Life Insurance - If you have questions about a policy, contact Affinion directly at 877.309.6576 on weekdays from 8am - 9pm, Saturdays from 9:30am - 6pm.

## Information about specific account ownerships

**Single Owner Accounts** – For individually owned accounts, the applicable transfer process (formal probate, small estate process, next of kin) generally determines when an account will be closed. Depending on the account balance, the person authorized to handle the estate may need to present the state-specific documents establishing their authority.

**Joint Accounts** – Joint accounts are owned by more than one person. Most joint accounts are established with *right of survivorship*, which means that upon the death of the primary owner, the funds in the account typically transfer to the surviving owner.

**Totten Accounts** – An account owner may name one or more beneficiaries for an account during his or her lifetime. When the account owner (trustee) passes away, the funds in the account belong to the beneficiary(ies).

## IMPORTANT NOTE: Agent named in Power of Attorney

A Power of Attorney designating another to act on behalf of the account owner (the principal) is valid only during that account owner's lifetime; the power to act ends with the account owner's death.

## Useful terms and definitions

### Administrator

The person appointed by a court to settle the estate of a deceased person.

### Letters of Administration

Court documents obtained by the person appointed by the court to settle the estate of a deceased person.

### Beneficiary

Person or persons who receive the assets of an estate after all debts are satisfied.

### Estate

The assets and liabilities left by the decedent.

### Executor/trix

Person named in the decedents will to settle the estate and approved by the court to serve as such.

### Letter Testamentary

Court documents obtained by the executor/trix confirming his/her appointment as the personal representative with authority to settle an estate.

### Probate

The process of gathering a decedent's assets, paying the creditors and any taxes owed; then distributing the remainder according to the will (testate distribution), or state law (intestate distribution), as applicable.

## Need more information?

Call us at: 800.328.8797 Mon-Fri 8 a.m. – 9 p.m.; Saturday 9 a.m. – 3 p.m. Eastern

Or visit: [www.dcu.org](http://www.dcu.org)