

Dealing with a bereavement

A guide to taking care of financial matters at a difficult time.



HSBC UK

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The death of someone close is always a difficult time.

Dealing with practical matters and making important financial decisions can seem overwhelming when you're experiencing grief. We're here to support you throughout.

Your step by step guide

The information contained in this guide covers a number of different topics, some related to financial matters, others not. It's designed to be used by the personal representative (or executor) to help deal with the estate, but also contains details of organisations and support available to anyone dealing with a bereavement.

Section 1

First steps

If you haven't already, the first step you'll need to take is to formally register the death. You may also want to locate the will, if there is one, and arrange the funeral.

Section 2

What happens next

How to notify us and other organisations of a bereavement and information on the next steps we will take and documents we'll need to see.

Section 3

Financial and emotional wellbeing

There's lots to think about when you lose someone. We have information to help you.

Section 4

Products and services

Information on what happens to different products and services held by the deceased when we are notified of the death.

(!) Useful information for you

For a full glossary of terms and answers to some of the most common queries about bereavement, visit our website: **[hsbc.co.uk/help/life-events/bereavement](https://www.hsbc.co.uk/help/life-events/bereavement)**

Section 1

First steps

There are some important steps you'll need to take when dealing with a bereavement. These are unrelated to financial matters, but you may need some of these documents when speaking to us and dealing with the estate.

Registering the death

When someone passes away, their death must be registered.

In England, Wales and Northern Ireland this needs to be done within 5 days, in Scotland you have 8 days.

You can do this at any register office, but if you use the one in the location where the person died, they can give you the documents you'll need on the same day. You can find your nearest register office online at gov.uk/register-a-death. You may need to make an appointment.

When registering, you'll need the doctor's certificate. You may also need supporting information such as a birth or marriage certificate. If in doubt, check with your local register office before you go.

The register office will then give you a death certificate.

! Useful information for you

It's a good idea to ask for extra copies of the death certificate, as some companies will need to see original documents. However, there is a small charge for this.

Locating the will

If the person who's passed away had a will, locating this as soon as possible will help when dealing with their estate.

You'll need to find the last known signed and witnessed version of the will. If you can't find a will at their home, their solicitor, bank or financial adviser may have a copy.

A will usually names one or more executors, also known as personal representatives. They are the people who will be responsible for dealing with the estate of the deceased.

We may close the accounts without seeing the will. However, we reserve the right to see it if needed.

What happens if there isn't a will?

If someone dies without making a will, or if you can't find a signed will, they are said to have died 'intestate'.

The law on who will inherit the estate depending on where the deceased lived, and in some circumstances, their religion or faith.

In England, Wales and Northern Ireland, the laws of intestacy apply, and the person who will inherit the estate is the next of kin. In Scotland, the rules are different and the rights of succession apply.

(!) Useful information for you

To find out more about what to do if there's no will, visit the government online guidance page: gov.uk/inherits-someone-dies-without-will It has a simple online tool to help you understand who can inherit the estate.

Arranging the funeral

Once the death has been registered, you can arrange a funeral.

You may already know what sort of funeral the person wanted, or there may be instructions in the will or other papers.

One important decision is how much to spend. Funerals can be expensive, and may need to be paid for immediately unless a funeral plan exists.

Once we've received formal confirmation of the death and you've given us the funeral bill, we can arrange payment from the account of the deceased. You can email a scan or photo of the bill to hsbc.bereavement@hsbc.com.

If you can't email a copy to us, you can post it to us at:

HSBC Bereavement Services
51 Saffron Road
Wigston
LE18 4AG

If the bill is an estimate, we can pay the deposit from the account of the deceased.

If you've already paid the funeral bill from your own account, we may be able to reimburse you from the account of the deceased once we receive formal confirmation of the death and proof of payment.

We can also pay for the following from the deceased customer's account:

- ◆ flowers for the funeral
- ◆ the wake
- ◆ repatriation of the deceased to the UK (if insurance is not held)

What happens if there aren't enough funds available?

If there aren't sufficient funds in the account of the deceased to cover the funeral cost, we can make a partial payment using what is available. We'll need written confirmation from the personal representatives to do this.

In some cases the government can provide help.

To find out more and see if you're eligible, please visit the government webpages below:

The National Association of Funeral Directors
nafd.org.uk

The National Society of Allied and Independent Funeral Directors
saif.org.uk

Government funeral payment support
gov.uk/funeral-payments

Other payments

Inheritance tax

We can pay inheritance tax on the behalf of the personal representatives if enough funds are available in the account of the deceased. The personal representatives applying for grant of probate will need to complete and sign form IHT 423 from HM Revenue and Customs (HMRC) and include the unique HMRC number. This is all obtained through HMRC and details can be found at

gov.uk/inheritance-tax. Once we receive the completed form IHT 423, have formal confirmation of the death and know the names of the personal representatives, we will make the payment direct to HMRC.

Payment of other bills

We are not able to make any other payments, for example travel and accommodation for funeral guests, memorial plaques or headstones, utility bills, care home fees, income tax.

Any money held with HSBC in Jersey are subject to strict government legislation and we are unable to make any payments without a Jersey Grant of Probate.



Section 2

What happens next

There are a number of steps we need to take to settle the estate and deal with any accounts held by the deceased. The first step is to notify us of the death.

Once you have notified us of the death, we'll support you through the process and inform you of the next steps you need to take as well as the documents we'll need to see.

Notifying us



We have a dedicated Bereavement Team to support you during this time. The quickest and easiest way to let them know if you've lost someone is by using our online notification form at [hsbc.co.uk/help/life-events/bereavement](https://www.hsbc.co.uk/help/life-events/bereavement).

Once you've completed this, the team will be able to review your case before they get in touch to let you know about the steps you'll need to take.



You can also call our Bereavement Support Team on **0800 085 1992** to notify us.

The team are available from **08:30 to 18:00** Monday to Friday and **09:00 to 14:00** on Saturday (excluding public holidays).



Useful information for you

For more on what happens to different products held by the deceased, please see **Section 4: Products and services**.



Useful information for you

Find your nearest branch and book an appointment online or over the telephone using our online branch finder tool at [hsbc.co.uk/branch-finder](https://www.hsbc.co.uk/branch-finder)

Immediate next steps

Once we're notified of a death, our Bereavement Support Team will get in touch with you to explain the next steps and timescales.

We'll inform all parts of HSBC UK which have a relationship with the deceased. We'll freeze any sole accounts to stop withdrawals, but we'll still allow money to be paid in.

For sole accounts, we're legally obliged to cancel any standing orders or Direct Debits, including utility bills, mortgage or loan payments and home insurance.

If any of these payments need to continue, you'll need to contact the companies concerned to arrange new payments through a different account.

Any joint accounts will convert into the names of the remaining account holders once we receive formal confirmation of the death. We'll let the remaining account holders know about this change.

We'll also stop any marketing messages from being sent. However, you may still receive some because these are prepared several weeks in advance.

We try to prevent this happening, but if you do receive anything, please accept our sincere apologies.

We'll also let you know about any documents we may need.

Letting other organisations know

As well as telling friends and family of the death, there will be a number of organisations you'll need to inform, such as other banks, building societies and utility companies.

You can use the government's Tell us once service to inform most government departments at the same time. **gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once**

You can also use the Death Notification Service to notify financial institutions at the same time.

deathnotificationservice.co.uk

! Useful information for you

We'll need to see a few documents to close any sole accounts held by the deceased, including:

- ◆ formal confirmation of the death, such as an original or certified copy of the death certificate or coroner's certificate. In some cases, we may be able to get this digitally without needing to see the certificate
- ◆ completed closure form, the personal representative who signs the closure form takes responsibility to distribute the balance from the accounts of the deceased
- ◆ proof of identity and address verification for the personal representatives. We can do this digitally or we'll need to see documents. You can find a list of accepted documents on our website **hsbc.co.uk/help/life-events/bereavement**

In some cases, we'll let you know if we also need to see:

- ◆ an original or certified copy of the grant or probate or letters of administration
- ◆ an original or certified copy of the will

We reserve the right to ask for any further documents if needed

As a personal representative, you can decide whether you want to deal with the estate yourself, or appoint a solicitor or specialist probate service to do some or all of it for you.



Probate

Probate is a general term used to describe the process you may need to go through to apply for the legal right to deal with an estate. The process involves applying to the Probate Registry, who formally confirm if a will is valid. Once they are satisfied, they'll issue a legal document called the Grant of Probate.

If there is no will they'll check that you are legally allowed to deal with the estate, and once satisfied they'll issue a legal document called the Grant of Letters of Administration.

If you live in Scotland you apply via the Sheriff's Court, and both the Grant of Probate and Grant of Letters of Administration are known as 'Confirmation'.

Once the personal representative has received Probate, they'll need to show the legal document to banks, building societies and other organisations to prove that they have authority to deal with any assets the deceased owned.

Is Probate required?

Probate is not needed where all the assets of the deceased are held jointly with another person, and where they pass automatically to the joint owner.

In some other cases, Probate may not be required. Our bereavement support team will make sure you're updated throughout, and they'll let you know if probate is required. Decisions will not be made solely on the value of the estate.

How to apply for probate

To apply for Probate yourself, you'll need to complete some application forms and send them to your local Probate Registry Office. You can download these from gov.uk/applying-for-probate or you can order them from the Probate and Inheritance Tax Help on **0300 123 1072**.

Co-op Legal Services Ltd – Probate & Estate Management

At HSBC UK we do not offer Probate services, but we have a relationship with Co-op Legal Services who do offer these services.

Co-op Legal Services are probate specialists, and a winner of the British Wills and Probate Awards for best provider of probate services. They are regulated by the Solicitors Regulation Authority which provides additional safeguards for their customers.

Their services include:

- ◆ Grant of Probate only service: A fixed price solution for clients who wish to administer the estate but need assistance with extracting the Grant of Probate
- ◆ Fixed fee Probate Complete Service: Full responsibility for getting Grant of Probate and dealing with the Legal, Tax (excluding VAT), Property and Estate Administration affairs for a fixed fee. No up-front costs to pay
- ◆ Probate advice and support: Free initial advice call to help you understand immediate next steps required including explanation of Probate, estate administration and legal responsibilities and the options available to you

For further details on how Co-op Legal Services can support you, please call

0161 256 9384

or visit: co-oplegalservices.co.uk/

Other providers also offer this service.

Overseas Residents

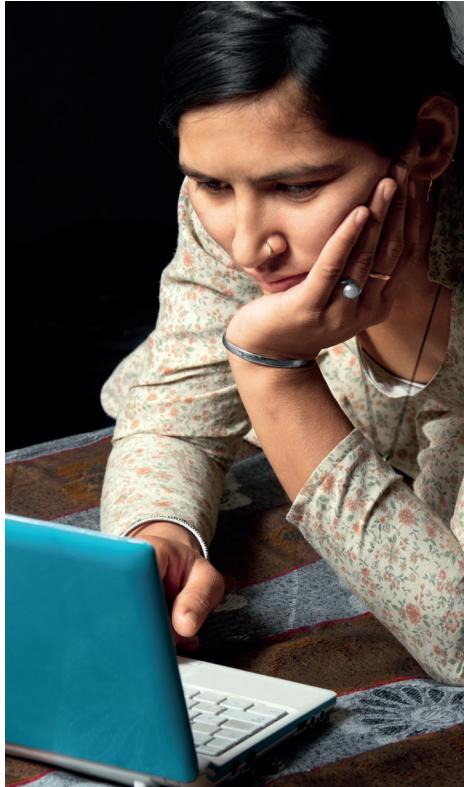
Due to the differing probate and inheritance laws which may apply, where funds within all HSBC accounts exceed £10,000, we may require Grant of Probate issued by the Probate Registry of England and Wales. For amounts less than this we'll require sight of any original documents issued by the appropriate court in the country where the deceased was domiciled.

Accounts held with HSBC in the Channel Islands and Isle of Man

These are Crown dependent states that have their own Inheritance and Probate regulations and we'll usually require Probate documents issued by the respective Probate Court.

For accounts held with HSBC in Guernsey and Isle of Man, we're able to apply the same closure requirements as those for UK and overseas customers. However, for accounts held with HSBC in Jersey, more stringent probate restrictions are applied by the Jersey Probate Court. If our customer was a Jersey resident, we can only release money once Jersey Probate has been issued. If the customer lived outside of Jersey, Jersey Probate will be required for all amounts over £10,000.

Where the deceased customer also held account or investments in the UK, we may also require Probate documents issued by the Probate Court of England and Wales.





Executor accounts

When someone passes away, it is the responsibility of the personal representatives to deal with the deceased's estate. This can include the collection of money from different accounts and service providers, the sale of assets and payment of any debts outstanding, before distributing the remaining funds to the beneficiaries of the estate.

One or more of the personal representatives are able to open an executor account through HSBC UK. This account allows funds from the deceased's estate to be collected in one single account, separate to the personal representative's personal finances.

Please note: it is not a requirement to have an executor account in order to administer the estate.

If multiple executors are named in the will, any one of the executors are able to open an Executor Bank Account. We do not require all executors to be present. If any additional executors wish to be added to the account at a later date, they have the right to do so.

To apply for an Executors Bank Account, the personal representatives must be:

- ◆ A minimum of 18 years old
- ◆ Named in the will as an executor
- ◆ Authorised to act jointly and severally

To open the account we will require:

- ◆ Formal confirmation of the death
- ◆ Identification and address verification for the personal representatives opening the account
- ◆ An original or certified copy of the will, Grant of Probate or Letters of Administration

If there is no will, we can only open the account when Letters of Administration have been issued.

In order to open an executor account, the executor(s) who will be named on the account need to book an appointment in branch.



Useful information for you

Find your nearest branch and book an appointment online or over the telephone using our branch finder tool **hsbc.co.uk/branch-finder**

Section 3

Financial and emotional wellbeing

Coping with bereavement can be challenging, and dealing with financial matters isn't always straightforward.

Support we can offer

As well as our specialist Bereavement Support Team, we have a number of resources available to help you with financial matters:



Banking basics

hsbc.co.uk/content/dam/hsbc/gb/pdf/banking-basics.pdf

Our Banking Basics guide explains some of our accounts and services, and how to complete transactions in HSBC UK branches.



Financial fitness

hsbc.co.uk/guides

When life changes happen, it's important to understand where you are financially and have a plan to manage your money.



Money worries

hsbc.co.uk/help/money-worries

From time to time, especially when circumstances change, many of us find ourselves financially stretched. Often things can get back to normal, but if you don't act as soon as you know there's a problem, things could get worse. We're here to help you find the right solution to your financial difficulties.



External support and advice

You may be entitled to receive extra help and benefits – particularly if it is your partner who has died. The rules can be complicated but your local Jobcentre Plus office or Citizens Advice will give you all the information you need.

Useful information for you

These links will allow you to access other websites, please read their terms and conditions. HSBC Bank plc is not responsible for non-HSBC websites.

Co-op Legal Services

co-oplegalservices.co.uk

Co-op Legal Services can help with estate administration and grant of probate service. You can also get advice on what's involved in these processes.

The Probate Service

gov.uk/applying-for-probate

Guidance specifically on dealing with probate and tax, you can also download documents on this website.

HM Revenue & Customs (HMRC)

gov.uk/topic/personal-tax/inheritance-tax

Gives practical advice relating to managing an estate with implications such as tax, trusts and benefits.

Directgov.uk

gov.uk/browse/births-deaths-marriages/death

The official government website giving wide-ranging advice on everything from registering the death and arranging the funeral to dealing with the estate.

Citizens Advice

citizensadvice.org.uk/family/death-and-wills/wills

Free legal information and advice on a wide range of topics including what to do if a will has not been made.

The Bereavement Register

thebereavementregister.org.uk

This service can help reduce the amount of direct mail being sent to the address of a person who's died.

National Association of Funeral Directors

nafd.org.uk

Association of independent funeral directors offering guidance on the process of arranging a funeral.

Department for Work and Pensions

gov.uk/government/organisations/department-for-work-pensions

Information and advice on a wide range of topics including benefits and grants. The DWP has a number of booklets that you may find useful: What to do after a death in England and Wales and What to do after a death in Scotland. You can find copies at all local register offices, your local Citizens Advice or local Jobcentre Plus office.

Age UK

ageuk.org.uk/information-advice/money-legal/legal-issues/what-to-do-when-someone-dies

Information and advice about dealing with bereavement and how to cope with grief.

Emotional support and wellbeing

Grief is natural, but it can be challenging. There are a number of organisations who can support you when you are dealing with the loss of a loved one.

Cruse Bereavement Care

cruse.org.uk

Gives you the opportunity to understand and cope with grief and provide support to other bereaved people.

Samaritans

samaritans.org

A completely confidential service available via email and telephone for anyone in any type of emotional distress.

Child Bereavement UK

childbereavementuk.org

A charity which gives information, training and specialised support to those affected when a baby or child dies.

War Widows Association of Great Britain

warwidows.org.uk

A volunteer group aiming to improve the conditions of war widows and their dependants in Great Britain.



Section 4

Products and services



Sole current accounts

Once we're notified of a death, we'll freeze all sole current accounts held by the deceased.

This is because we have a legal obligation to protect these accounts against theft, fraud and financial crime.

Freezing the accounts prevents money from being withdrawn, which includes cancelling all standing orders and Direct Debits. You are still able to pay money into the account.

Any debit cards, telephone banking and online banking will also be cancelled automatically.

Interest, fees and charges may be applied after you have let us know that the account holder has died. If this happens, we'll refund them from the date of death when we close the account.

Once we've seen the necessary identification and paperwork, we can normally release funds held in HSBC UK current accounts within 10 working days.

Useful information for you

Any third party mandates, appointments of guardian, deputy, receiver and power of attorney are cancelled when we're notified of a death.

Once we've received notification of death, we'll let you know about any documents we may need. Details of the documents we'll need to see can be **found on page 8**.



Joint current accounts

Once we've received formal confirmation of the death, we'll transfer any joint accounts into the names of the remaining account holder(s), unless there are any disputes over the estate.

We'll let the remaining account holder(s) know about this change.

The account can still be used and the account number will stay the same. New cheque and paying in books will be ordered as needed.

Any debit cards, telephone banking or online banking in the name of the deceased customer will be cancelled automatically.

Any standing orders or Direct Debits will continue to be paid, unless the remaining account holder(s) request otherwise.

Useful information for you

For Jade and Premier customers with a relationship manager, we will inform them of the death.



Savings accounts

Fixed Rate Savings accounts

If the deceased customer had a fixed rate savings account, this account will remain open until it reaches maturity, or until we receive instructions to close the account from the personal representative.

If the account reaches maturity before we receive any instructions to close the account, we'll transfer the total value of the savings and any interest earned into an account in the deceased customer's sole name.

If requested by the personal representative, we can close all other accounts held by the deceased but leave the fixed rate savings account until maturity.

Trustee or beneficiary account

If the deceased customer held an account solely in their name for the benefit of a third party (e.g. a child or organisation) this won't form part of the deceased estate. However, it's the responsibility of the personal representative to deal with the closure of the account and pass the funds to the beneficiary.

Credit interest

Where applicable, credit interest will continue to be paid gross. Where the account attracts a special or bonus rate of interest, we won't charge any penalties and any bonus rate of interest will be applied if the account is closed early.

ISAs

For deaths on or before 5 April 2018, the tax benefits of an ISA will end from the date of death.

For deaths on or after 6 April 2018, the ISA will be designated a 'continuing account of a deceased investor' and will remain so until the earliest of one of the following:

- ◆ The completion of the administration of the estate
- ◆ The closure of the account
- ◆ The 3rd anniversary of the death of the account investor

Additional Permitted Subscription (APS)

Where the ISA holder dies on or after 3 December 2014, the surviving spouse or civil partner can claim an additional allowance equal to the value of the funds in the deceased's ISA. This is known as an Additional Permitted Subscription (APS) and became effective on 5 April 2015.

The deceased's ISA is not transferred directly to their spouse or civil partner's ISA. The allowance is available to the surviving spouse or civil partner as a one-off additional ISA subscription. This does not affect the spouse or civil partner's own annual ISA allowance and must be used within the permitted period.

The surviving spouse or civil partner is entitled to the APS even if the ISA assets are left to someone else in the will or are used to meet expenses from the estate. Anyone other than the surviving spouse or civil partner is not entitled to the APS, even if they have received the assets from the deceased customers ISAs.

An APS allowance may be used with HSBC or transferred to another ISA provider, but this can only be done once.

Useful information for you

You can find the both the APS declaration form and the leaflet on our website **hsbc.co.uk/help/life-events/bereavement**

All other savings accounts will follow the same process as current accounts **see page 15**.



Investments

Sole

Once we've received formal confirmation of the death, we'll provide the personal representatives with a breakdown of the HSBC investments held and their valuation on the date of death. We'll also provide them with our requirements to close the accounts, and the relevant forms for completion and return, including any identification we may need to see.

Investments can be sold or it may be possible to transfer them to someone else. Sometimes, investments can't be transferred – if this applies we'll make it clear in the forms provided.

If we receive any dividends after the investments have been sold or transferred, we'll forward these on to the personal representative in accordance with their closure instructions.

Joint

Any HSBC investments products held in joint names will be transferred to the remaining party. However, we may need to ask for more information before we can complete the transfer, we may also request identification and address verification. Our Investments Team will contact the remaining party with our requirements.

Premier Investment Management Service (PIMS)

Sole

Once we've received formal confirmation of the death, we'll stop managing the investment portfolio, and no further management charges will be applied. Any charges which relate directly to the individual funds in the portfolio will continue. This means the value of the assets held in the portfolio may go up or down in line with market changes. We'll continue to collect any dividend and interest payments until we receive Grant of Probate and closure instructions.

Joint

Once we've received formal confirmation of the death, any joint investments in the portfolio will be transferred into the sole name of the remaining party. The remaining portfolio in the sole name will continue to be managed, unless we're instructed otherwise. If the portfolio includes an ISA in the name of the deceased, this will be removed and will be subject to the same conditions as 'Sole' above.

Management fees and fees related to individual funds will continue to be charged. If this is not possible due to the value of the remaining portfolio, we'll discuss this with the remaining party.

Flexible Retirement Account

After we've been notified of the death, we'll stop collecting contributions and paying benefits. We will contact the personal representatives to let them know.

Once we've received formal confirmation of the death, we'll sell all investments and hold the proceeds in a Cash account so that the value of the pension fund is no longer affected by market changes.

When the pension was set up, an Expression of Wish Form would have been completed, nominating the beneficiaries who the deceased would like to receive the benefits on their death. The Trustees will take this into account when deciding who the benefits should be paid to, but the form is not binding. The Retirement Services Team may ask the representatives for information to assist the Trustees in deciding who will receive the death benefits.

The Trustees refers to HSBC Trust Company Limited. They will use all the information to decide who will receive the benefits. The Retirement Services Team will then contact the beneficiaries to inform them.



Mortgages

Once you notify us of a death, we'll update the mortgage details of the deceased.

If they hold a life Insurance policy with us, with the intention to use it to repay their mortgage upon their death, we'll automatically arrange for a claim to be made on behalf of their estate. For us to do this, the policy and these conditions must still be in effect. Once the claim has been settled, we'll arrange for the money to be paid directly into the mortgage account. We'll then advise their personal representative(s) on the next steps.

Single-named mortgage

If the deceased has a single-named **residential** mortgage with us, then the mortgage will be frozen and interest will no longer accrue from the date of death. This will be subject to periodic reviews.

If the deceased has a single named **Buy to Let** mortgage, then the account won't be frozen and the interest will continue to accrue.

If they don't have life insurance, or it's not enough to repay the borrowing, their personal representative(s) will need to arrange for the mortgage to be repaid from the remaining estate assets or the eventual sale of their property.

Joint mortgage

If the deceased has a joint mortgage, either residential or buy to let with us, then the account won't be frozen and interest will continue to accrue.

If they don't have life insurance, or it's not enough to repay the borrowing, we may be able to change the loan into the name(s) of the other joint borrower(s) once we have the relevant information and the request has been discussed with a member of our mortgage team.

In all cases, a member of our mortgage team will contact their personal representative or the joint borrower(s) approximately 6 weeks after we've been notified of the death. They'll provide guidance on the next steps and the options available. If the personal representative needs more information or guidance before this, please contact a member of the Bereavement Support Team who will arrange for our Mortgage Team to call at a time which is mutually convenient.



Useful information for you

No early repayment penalties will be applied when paying off the mortgage of a deceased customer.



Personal loans

Sole

Once we're notified of a death, we'll freeze any personal loans held by the deceased customer. Interest, fees and charges may be applied after you have let us know that the account holder has died. If this happens, we'll refund them from the date of death when we close the account.

The outstanding balance of the loan will need to be repaid from the deceased's estate.

If the deceased customer held loan protection cover with us, HSBC Life will contact you separately about this product. If loan protection cover is held outside HSBC, the personal representative will need to make contact with the relevant insurer as soon as possible to discuss whether an insurance claim can be made to repay the outstanding balance.

Joint

For joint loans, the remaining account holder can continue to make the usual repayments or repay the loan in full.



Credit cards

All credit cards in the deceased customers name will be cancelled as soon as we're notified of a death.

Any cards held by a secondary cardholder on the deceased customer's account will also be cancelled. This agreement ceases upon the death of the primary cardholder.

We will cancel any regular payments or subscriptions on the credit card. If the personal representative requires details of any of these payments or statements, they can request this from us.

Interest, fees and charges may be applied after you have let us know that the account holder has died. If this happens, we'll refund them from the date of death when we close the account. The balance will remain outstanding and will need to be repaid from the deceased's estate.

If any credit card repayment protection insurance was taken out, the personal representative of the estate will need to make contact with the relevant insurer as soon as possible to discuss whether an insurance claim can be made to repay the outstanding balance.



Life insurance and investment bonds

If the deceased customer held any life insurance policies with HSBC or investment bonds, they may be payable to a third party (where they are written into a trust) or to the deceased customer's estate.

Once we are notified of a customer's death, a dedicated claims adviser will deal with the claim and contact the appropriate person to discuss the next steps and confirm our requirements.

They may also request further information to help them assess the claim. If the claim is accepted they will arrange for the settlement to be made immediately.

However, if the claim is payable to the deceased's estate, and we require Grant of Probate or Letters of Administration this may take longer.





HSBC services

Items held as security

We'll provide details of any items we hold in security for a loan or mortgage.

Any charge over these items won't be released until all borrowing has been repaid.

If they need to be sent to a solicitor for inspection, we'll require a form of undertaking. If you need any further information, please contact the Bereavement Support Team.

Items held in safe keeping

If the deceased held any safe keeping, including wills, we'll give details of these items to the personal representatives and let them know the steps they need to take to retrieve them.



Accounts in debt

The personal representative is not personally liable for the debt. However, they are legally responsible for ensuring all outstanding debts are settled from the estate before making any payments to beneficiaries.

If the deceased customer held enough money in any of their accounts we may set it off against any amount they owe to us, so that it reduces or repays the amount owed.

We'll do this if we think it is reasonable to do so, taking into account any other testamentary or legal claims which may arise.

When we contact the personal representative to confirm our closure requirements, we will also provide any necessary forms which need to be completed if the overall balance of the deceased's accounts (excluding mortgages and investment products) is in debt. Once these forms have been completed, we will review the information and provide the personal representative with the next steps.

If you require any help or guidance in completing these forms, dealing with the debts, or you are unsure if the value of the estate will be able to repay the borrowing in full, the personal representative should contact the Bereavement Support Team as soon as possible.



Bereavement Support Team

0345 850 0088

The Bereavement Support Team are available to help from **08:30-18:00** Monday to Friday and **09:00-14:00** on Saturdays, excluding public holidays.

If the borrowing is secured, the debt must be repaid from the estate before any security can be released. If the borrowing is not repaid the bank can if necessary, enforce its security and sell the asset(s) to repay the borrowing.

Amounts owed to us and due for payment include, for example, amounts owed under a loan, credit card, mortgage or overdraft. 'We' and 'us', for these purposes, includes first direct and any HSBC Group Company worldwide.

Accessibility

To find out more about our accessible services please visit **[hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility)** or ask at any of our branches.

If you'd like this in another format such as large print, Braille or audio, please contact us.

A textphone service is available for customers with hearing and/or speech impairments. If you use your own textphone you can call us on **03457 125 563 (+44 207 088 2077 from outside the UK)**.

BSL Video Relay Service is also available (Monday-Friday 8am-6pm, excluding Bank and Public Holidays) at **[hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility)**.

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