

Dealing with the finances of someone who has died

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We at PTSB appreciate that this is a difficult time for you and your family. We understand how hard it is to deal with a bereavement.

This document is a general guide to dealing with the accounts and products that were held by someone who has died. Our Bereavement Services team will help you throughout, their contact details are on page 7.

If you have decided to engage a solicitor, they will need to write to tell us that they are acting for the estate of the person who has died. We will correspond directly with the solicitor after that.

This guide does not contain any legal, financial or taxation advice. We recommend that you seek legal, tax and other professional advice before making any decisions about the accounts of the person who has died.

We mention several websites in this guide in addition to our own. We are not responsible for the content of these other websites.

We hope this guide is helpful.

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About this guide

In this guide, we tell you how best to contact us and what documents we will need. Our dedicated Bereavement Services team will help you to deal with our late customer's financial affairs.

What you need to do

When someone dies, there are usually three stages to dealing with bank accounts and other financial products held with PTSB.

1. Gather the required documents.
2. Contact us to let us know who has died.
3. Access the financial information and funds of a person who has died.

Each of these stages is explained in detail in this guide.

Glossary help

We include a glossary of terms on page 19. As you read this guide, you will see words highlighted in **bolded orange text**. These words or descriptions are explained in the glossary.

Gather the required documents

Before we can note the death of one of our customers or give you any information about their accounts or financial products, we will need certain documents. Many of these documents need to be certified. **Certified copies** are copies of original documents that have been stamped and signed ('certified') by one or more of the people listed below:

- A member of An Garda Síochána
- Commissioner of Oaths
- Embassy or consular staff
- **Peace Commissioners**
- Doctor
- **Notaries public** (usually solicitors)
- Practising solicitors
- Practising chartered and certified public accountants
- Staff member of a regulated financial or credit institution

Here is a detailed list of the documents we will need.

1. Proof of death

We will need:

- a certified copy of the **death certificate**, or
- a certified copy of the coroner's interim certificate of fact of death.

If these are not available yet and you have received a death notification form from the hospital or doctor, we can accept a certified copy of this. This will allow us to amend our records. But before we can make payments from an account, amend it or close it, we will need a certified copy of the full death certificate or interim certificate of the fact of death.

2. Personal details of the person who died

To locate all the accounts of our customer who has died, we will need the person's:

- full name and any other names they were known by
- address at the time they died and any previous addresses
- date of birth
- bank account number(s), if they are available.

The easiest way to provide this to us is to fill out our Bereavement Notification form. You can find this form in your local branch or on the Bereavement Section of our website. This can be found by typing "bereavement" into the search bar and selecting the first option.

3. The will of the person who has died, if there is one

If the person who has died left a **will**, we need a certified copy of it for our records. Where the person who has died has left a will, we will only be able to deal with the named **executors of the will** or a solicitor appointed on their behalf.

If the person who has died has put their will in safe custody in the branch, then please contact us so we can check this for you.

Please see page 14 for more information on safe custody. Our contact details are on page 7 of this guide.

If the person who has died did not leave a will, we will need confirmation of this in writing along with confirmation of the person(s) who will administer their estate. This should be their **next of kin** as set out in the Succession Act 1965.

Succession Act 1965

This is the law that set outs how an estate will be distributed where there is no valid will or where a will has been set aside by the courts. A will can be set aside by the courts if there is unethical behaviour. There can be many reasons why this might happen, for example if there is a fraudulent signature on a will or the person who wrote the will was under undue influence when they wrote their will.

The order in which the estate is distributed in these cases is set out in the Succession Act 1965.

If the person who has died is survived by:

- a. a spouse or civil partner but no children (or grandchildren): the spouse or civil partner gets the entire estate;
- b. a spouse or civil partner and children: the spouse or civil partner gets two-thirds of the estate, and the remaining one-third is divided equally among the children. If one of the children has died, their share goes to their children;
- c. children but no spouse or civil partner: the estate is divided equally among the children (or their children if they have died);
- d. parents, but no spouse, civil partner or children: the estate is divided equally between the parents or given entirely to one parent if only one is living;
- e. brothers and sisters only: the estate is shared equally among them, with the children of a brother or sister who has died taking their share;
- f. nieces and nephews only: the estate is divided equally among surviving nieces and nephews;
- g. other relatives only: the estate is divided equally between the nearest equal relations;
- h. no relatives: the estate goes to the State.

4. Proof of identity (ID) and address

If you are the **executor** or person entitled to administer the **estate of the person who has died**, we will require a certified copy of your proof of identity and a certified copy of your proof of address. We will need this for all executors or **administrators**.

We won't need these if you are an existing customer of PTSB and your identification is up to date. We need this information to meet our legal duty and obligations under the law against anti-money laundering and other crimes.

a. Proof of identity

If you are not a customer of PTSB, we can accept one of the following documents to prove your identity. The document you give us must be a certified copy of your:

- passport (includes Irish passport card)
- Irish government travel document applicable to Non-EU nationals
- Irish, UK or EU driving licence
- temporary residence certificate (TRC) for asylum seekers or refugees
- Irish residence permit (Stamp 4) for asylum seekers or refugees

b. Proof of address

We can accept one of the following documents to verify your address. The document you send us must be a certified copy of your:

- utility bill: electricity, gas, phone (landline or broadband), waste collection or TV cable company.
- correspondence from regulated financial institutions: banks, building societies, credit unions or An Post savings.
- insurance documents: car, household or health insurance.
- correspondence from government departments or government bodies.

You should make sure that the certified copy of the document you send us to verify your address meets the following conditions:

- Any correspondence should be dated within the last six months. In the case of correspondence about insurance, this timeframe is extended to the last 12 months.
- Documents must be issued to you at your current and permanent residential address.
- Documents must be issued in your country of residence.
- Your first and last name should be clearly visible.
- Bills should clearly show your account number.
- Insurance documents should clearly show your policy number.
- Electronic correspondence (for instance e-bills, e-statements and e-tax credit certificates) can be accepted if they include your name, address, logo of the company and evidence of an existing relationship between you and the company.

Contact us to let us know who has died

Once you have gathered the correct documentation, there are a few ways to contact us to let us know someone has died.

Visit your local branch

You can speak to a member of staff at your local PTSB branch. They will be happy to help.

A member of branch staff will copy and certify any original documents and give them back to you.

Write to us

You can write to us at the address below:

Bereavement Services
PTSB
56/59 St Stephen's Green
Dublin 2
D02 H489

You can also contact us by email at bereavementservices@ptsb.ie.

Phone our Bereavement Services helpline

You can phone our Bereavement Services helpline at (01) 212 4077.

Lines are open from 9.00 am to 5.00 pm Monday to Friday (excluding bank and public holidays).

Calls will be recorded for quality, training and regulatory purposes.

What happens next?

When you tell us someone has died and provide the required documents, we will put a stop on their accounts. This will stop payments to and from:

- all account(s) in their sole name (except mortgages)
- deposit account(s) held in joint names

This includes standing orders, direct debits and payments to the account. After this, we will write to the **next of kin** of the person who has died or the **executor** or solicitor acting for the estate.

Is post still arriving for the person who has died?

In some circumstances, post might still arrive for the person who has died. This may be letters we need to send to meet our legal and regulatory obligations or planned mailings we could not stop in time. If this happens, please accept our apologies in advance and contact our Bereavement Services team.

Access funds of the person who has died

What is involved in accessing the money of the person who has died?

If there are funds in the account of the person who has died, we can only release them after our requirements have been met. The time it takes to release any funds varies. For example, if we need a **grant of representation**, this process will take longer. Your solicitor or the **probate** office can advise you on how long this will take. If the person who has died had a mortgage and there is an assigned life assurance policy and the life assurance company requires a grant of representation or medical reports, this process will take longer.

Don't worry as we will work with the **personal representative** to make this process as efficient as we can. We will tell you about releasing funds for funeral expenses and from specific accounts as well as information about credit cards, loans, mortgages and life assurance.

In all cases, to release funds we will need the documents mentioned on pages 2-6 of this guide as well as any additional documents we mention below.

a. Releasing funds to pay for funeral expenses and repatriation

If there are enough funds in the sole account or accounts of the person who has died, we can release money to cover certain funeral costs or for repatriation (bringing a body home from overseas for burial or cremation). We can do this before the formal administration of the estate is complete. However, we cannot release money for costs associated with a headstone or catering.

We need the following documents to release these funds:

1. a written request from the **executor(s)** or solicitor or, where there is no will, by the nominated **next of kin**; and
2. an itemised invoice from the funeral directors on their headed paper.

b. Releasing funds from sole accounts

In general, this depends on how much money is in the accounts. However, if a **grant of representation (grant of probate or letters of administration)** is being taken out for the estate, we must see a certified copy of this before we can release the funds. This applies regardless of the balance.

If the total balance is less than €5,000

If the total balance in the accounts is less than €5,000, we assess the release of funds on a case-by-case basis.

If the total balance is between €5,000 and €30,000

If the total balance in the accounts is between €5,000 and €30,000, you need to complete a **Small Balance Claim Form (SBCF)** before we can release the funds and close the account(s). You can find this form in your local branch or on the Bereavement Section of our website. This can be found by typing "bereavement" into the search bar and selecting the first option.

If the person who has died has left a valid will, the **executor** should fill out the SBCF.

If the person who has died did not leave a valid will, their **next of kin** should fill out the SBCF.

If you send us a grant of representation, you do not need to fill out a Small Balance Claim Form.

When you have completed the form, please return it to your local PTSB branch or post the form to us using the address on the form.

If the total balance is €30,000 or above

If the total balance for all PTSB accounts is €30,000 or above at the date of death, we will need a grant of representation before we can release the funds and close the account(s).

c. Amending joint accounts

A joint account is an account in the name of two or more people.

Current accounts

Joint accounts can generally be transferred into the sole name of the surviving account holder when we receive the documents outlined on pages 2-6 of this guide. In some cases, we may be notified that the surviving account holder was only put on the account for convenience and that the funds should form part of the **estate of the person who has died**. We assess this on a case-by-case basis.

Deposit accounts

If the total balance for all deposit account(s) held between the person who has died and another party is below €50,000, then the person who has died can be removed from the account when we get the documents outlined on pages 2-6 of this guide.

If the total balance for all deposit accounts between the person who has died and their spouse is above €50,000, we will require a certified copy of the state marriage certificate or a civil partnership certificate before we can remove the name of the person who has died from the account.

You can find out where to get a copy of a marriage certificate in the Useful Contacts section on page 15 of this guide.

If the total balance for all deposit accounts between the person who has died and someone other than their spouse or civil partner is above €50,000, the Revenue Commissioners require the surviving party to get a certificate of clearance for **inheritance tax** (form IT8).

We need a certified copy of the form IT8 before we can remove the name of person who has died from the account.

You can find further information about IT8 tax clearance certificates on www.revenue.ie.

Credit cards, loans, overdrafts and mortgages

Credit cards

Credit cards are frozen once we receive proof of death.

When the primary credit-card holder has died, the 'authorised user' facility ends. If you were named as an 'authorised user' of a credit card of someone who has died, you should contact your local branch to find out if you are eligible to apply for a new card.

If there is a balance owing on the credit card, we will use funds from any sole account held in the name of the person who has died to clear the balance due.

If there are not enough funds held in the accounts of the person who has died, we will write to the personal representative or solicitor to let them know the balance due. The balance due must be paid from the **estate of the person who has died**.

Term loan or an overdraft

If there is a balance due on a term loan or an overdraft, we will use funds from sole accounts held in the name of the person who has died to clear the balance due.

If there is not enough in any sole account in the name of the person who has died, we will write to the personal representative or solicitor to let them know the balance due. The balance due must be paid from the estate of the person who has died.

What happens if there is money owing on a term loan or an overdraft in the name of the person who has died and another person?

The person who has died will be removed from the term loan account and the remaining account holder(s) must pay off any debt in line with the payment arrangement in place. This arrangement usually extends over a period of time.

Mortgage

If the person who has died has a mortgage, you will need to provide us with a certified copy of the **death certificate**. Our Bereavement Services section will contact you to discuss the next steps based on the specifics of the mortgage held by the person who died.

Business and other accounts

Non-personal accounts

If the person who has died is a signatory on a business account, how it is processed will depend on what type of business it is. In all cases, as with personal accounts, we will need a certified copy of the death certificate before we can proceed.

Limited company accounts

If the person who has died is a signatory on a limited company account, we need a **resolution letter** from the directors of the company and a copy of meeting minutes requesting that the person who has died be removed from the account(s). A limited company account must always have at least two signatories, so if another signatory needs to be added this must be done in line with the normal procedures in the branch. These accounts would not form part of the **estate of the person who has died**.

Sole trader accounts

If the person who has died is a signatory on a sole trader account, we must establish if the person who has died is the sole trader or an authorised signatory. If the person who has died is the sole trader, the account will be closed and the funds will form part of their estate. If they are an authorised signatory, we will remove their name from the account and the funds will remain in the business.

Society, club and charity accounts

If the person who has died is a signatory on a society, club or charity account, we will require a copy of the meeting minutes requesting that the person who has died be removed from the account(s). These accounts would not form part of the estate of the person who has died.

Trust accounts

If the person who has died is a trustee, the funds will be given to the **beneficiary** of the trust if they are over 18 years of age. If the beneficiary is not over 18 years of age, their parent or guardian will be appointed as a new trustee.

Safe custody

This is where we store items for customers. (We don't offer this facility anymore.) You can ask us to search to see if the person who has died had any items in safe custody with us. We do not know the contents of the safe custody item. We cannot release any items in safe custody until we get all required documentation, including a **grant of representation**, if applicable. The **executor** or **administrator** may come to the branch to view the safe custody items. They will need to bring:

- a certified copy of the will, if applicable, to confirm they are the executor;
- proof of their identity;
- proof of their address; and
- the original safe custody receipt, if available.

If the original will is in safe custody, we will release it to the executor or administrator.

Useful Contacts

To get a Death Certificate or information about same please contact either:

Registrar of Births, Marriages and Deaths,

General Register Office
Registrar of Births, Deaths and Marriages
General Register Office
Government Offices
Convent Road
Roscommon

Visit: www.gov.ie/gro

or

your local civil registration office on the following website:
www.civilregistrationservice.ie

Births, Marriages and Deaths Certificates

HSE Civil Registration Service
Joyce House
8 to 10 Lombard Street East
Dublin 2
D02 Y729

Tel: 01 863 8200

Department of Social Protection

This is a department of the Government of Ireland which has responsibility for administering Ireland's welfare system. You may need to contact them about income support and other social services.

Social Welfare Services
College Road
Sligo

Tel: 071 915 7100

Visit: www.gov.ie/welfareandwork

You can get information about taxation and the estate of person who has died from:

National CAT Information Unit
Central Revenue Information Office
Cathedral Street
Dublin 1
D01 DC78

Tel: 01 738 3673
Visit: www.revenue.ie

Grants of Representation

You can apply for Grants of **Probate** and **Letters of Administration** through the Probate Office or the District Probate Registry

Dublin Probate Office
Personal Application Section
1st Floor, 15/24 Phoenix Street North
Smithfield
Dublin 7
D07 X028

Tel: 01 888 6174 /6728
Email: probatepersonalapplications@courts.ie
Visit: www.courts.ie

The Law Society of Ireland has published a useful guide on the administration of estates

Visit: www.lawsociety.ie

Other supports and websites

Citizens Information

This site provides information on public services and on the entitlements of citizens in Ireland. They also have a free booklet for people affected by bereavement (2021).

Visit: www.citizensinformation.ie

Citizens Information Phone Service (CIPS) is a nationwide service.

Tel: 0818 07 4000

or

Contact your local Citizens Information Centre

Money Advice and Budgeting Service (MABS)

The Money Advice and Budgeting Service is a free and confidential service for people who are having problems with money management and debt.

Visit: www.mabs.ie

Samaritans

Samaritans provide confidential emotional support for anyone who is struggling to cope or needs someone to listen without judgement or pressure.

Email: Contact jo@samaritans.ie

Freephone: 116 123 anytime

Visit: samaritans.org

The Irish Hospice Foundation (IHF) Bereavement Support Line

The IHF provide a confidential space for people to speak about their experience or to ask questions about the death of someone.

Freephone: 1800 807 077 10am to 1pm, Monday to Friday

Visit: hospicefoundation.ie

Barnardos Helpline

Barnardos provide bereavement information and support for children and families.

Phone: 01 473 2110 10am to 12pm, Monday to Thursday

Visit: barnardos.ie

Counselling services

Talk to your GP about counselling services.

If you are over 18 years of age and have a medical card, they can refer you for free counselling through Counselling in Primary Care (CIPC).

You can also access counselling privately.

You can find qualified counsellors who specialise in bereavement, loss and grief on a fee-paying basis through:

The Irish Association for Counselling and Psychotherapy (IACP)

The Irish Association of Humanistic and Integrative Psychotherapy

The Psychological Society of Ireland (PSI)

Pieta

Pieta provides free individual counselling, therapy and support for people who have been bereaved by suicide and for people who are thinking about suicide.

Freephone 1800 247 247 anytime

Visit: pieta.ie

Glossary

This is an A – Z list of terms we used in this guide and highlighted in orange bolded text. Some of terms below are legal terms. To understand a term such as '**Administrator**' you may have to read other terms such as 'next of kin' and 'estate'. If you need any help with these words, please contact us.

Administrator

This is a person appointed by the Probate Office of the High Court, through a Letters of Administration, to deal with the estate of the person who has died did not leave a valid will. The person entitled to act as administrator is usually the next of kin. There may be more than one administrator appointed.

Beneficiary

A person who is left something in a will or inherits something from a person who has died.

Certificate of balance

A list of all the account(s) and balances held by the person who has died at the date of death.

Certificate of Clearance (Form IT8)

This is a Certificate that you can get from the Revenue Commissioners. Where the total balance for all deposit accounts between the deceased and someone other than their spouse is above €50,000 the surviving account holder is required to complete this form. Once the Revenue Commissioners has reviewed the form, they will send a letter that authorises us to remove the person who has died from these account(s). We require a certified copy of this letter.

You can find further information about IT8 Tax Clearance Certificates is available on the website of the Revenue Commissioners (www.revenue.ie).

Certified copies

Certified copies are copies of original documents that have been stamp and signed ('certified') by an authorised person. The list of authorised people is on page 2.

Death certificate

This sets out the date, place and cause of death. A death certificate is issued by the Registrar of Births, Death and Marriages.

Estate of the person who has died

This is the sole property and assets (bank accounts, life policies, or other property) of the person who has died.

Executor

The person who has died will have named a person in their will who is to carry out their instructions on death. There may be more than one executor. Their job is to:

- apply for a grant of probate;
- pay for funeral expenses of the person who has died;
- pay any outstanding debts and distribute the assets in line with the will of the person who has died; and
- ensure any inheritance tax due is settled.

Grant of representation

This is a document granted under seal (confidentially) by the High Court. It gives authority to a named person (or people) to deal with a person who has died person's estate. The most common types of grant of representation are:

- grants of probate; and
- grants of letters of administration.

Grant of probate

When a person dies leaving a valid will and an executor has been appointed, the High Court issues a grant of probate to the executor. The assets of the person who has died are then dealt with by the executor according to the terms of the will.

Indemnity form

An indemnity form is where you agree to indemnify us (protect PTSB) from any loss if somebody else makes a claim to the funds held in the accounts of the person who has died. Our Indemnity form is called a Small Balance Claim Form.

Inheritance tax

Inheritance tax is a tax which may need to be paid by a beneficiary – a person who receives an inheritance.

Contact your solicitor or the Office of the Revenue Commissioners if you have any questions about inheritance tax.

Letters of administration

This is an official order issued by the Probate Office of the High Court. It appoints an administrator for the estate of the person who has died and there is no valid will. Where no valid will exists. This is usually the next of kin as set out under the Succession Act 1965.

Next of kin

This the closest living relative or relatives of the person who has died.

Notaries Public

This is a public officer who serves the public in non-contentious matters such as authenticating documents and witnessing and proving signatures to documents. In general, only solicitors are appointed as notary public.

You can find a list of notaries on the website of the Faculty of Notaries Public in Ireland (www.notarypublic.ie)

Peace Commissioners

Peace Commissioners are appointed by the Minister for Justice under Section 88 of the Courts of Justice Act 1924. The Department of Justice has a list of Peace Commissioners.

Probate

This is a formal legal process. The Probate Office of the High Court authorises a person to deal with the estate of the person who has died. The authority is given in the form of a document called a grant of representation. You can find details of how to contact the Probate Office on page 16 of this guide.

Resolution Letter

A company document which confirms that the members of that company have agreed an action or decision for the Company.

Small balance claim form (SBCF)

This is an indemnity form that is completed where the total value of funds held with PTSB is less than €30,000. An indemnity form is where you agree to indemnify us (protect PTSB from any loss) if somebody else makes a claim to the funds held in the accounts of the person who has died. If the person who has died has left a will, this indemnity form must be completed by the executors. If the person who has died has not left a will, this indemnity form must be completed by all of their next of kin.

Will

A valid will is a legal document detailing how a person wishes their estate to be distributed upon their death. It specifies the person (or people) the person who has died wants to carry out the will's instructions.

Call us on +353 1 212 4077 or +353 21 601 3902

Drop into any PTSB branch

Or visit [ptsb.ie](https://www.ptsb.ie)

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