

Helping you to work through finances during bereavement



**Bank of
Ireland**

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This material is designed to help you plan your dealings with Bank of Ireland Group concerning accounts and products of a deceased person held with that group. This material is not legal, financial or taxation advice. Succession law and the taxation of inheritances are complex areas that require specialised, professional advice. We strongly recommend you get the advice of a solicitor or accountant on how the estate of the deceased should be managed. We try to make sure this material is useful, accurate and up to date. However, we do not accept any liability for legal, taxation or other information in this material that is not accurate or up to date.

We're here to help you

We understand that coping with bereavement is one of the most difficult times you'll face. When a family member, friend or someone close to you dies, it's naturally a very upsetting time.

As well as dealing with the emotional upset, you may also be faced with having to sort out their financial affairs. We will do our best to help you through this process.

In this booklet, you'll find information on the practical actions you need to take, together with information on other resources that may also be helpful to you in coping under difficult circumstances.

We have a dedicated **Bereavement Support Unit**, who will provide you with helpful and practical information that you might need, and you can call us on the relevant number below.

1800 800 656 (from within the Republic of Ireland)

00353 1 4606333 (from outside the Republic of Ireland)

Our lines are open from 9.30am to 4.30pm Monday to Friday

(excluding bank and public holidays). Calls may be recorded for monitoring, training or quality purposes.

Or you can write to us at the:

**Bank of Ireland
Bereavement Support Unit
PO Box 365
Dublin 18**

Before you get in touch with us

Before you get in touch with us, you will need to have some personal information about the person who has died. This will help us find out what accounts and products they held with Bank of Ireland. We will need their **name; address; date of birth; and date of death.**

You can choose how you wish to notify us: please turn to the “Pick the best option to notify us” section on page 6.

Who gets information about the deceased’s accounts and products?

Once we have found out who is the correct person to get the deceased’s account information and have checked their identity, we will send them a statement of balance and details of all accounts and products that were held by the deceased with us.

If a solicitor is managing the estate of the deceased customer and you would prefer us to send the account information to them, please give us their name and contact details when you are notifying us and we will do that.

What documentation we will need before we provide account information?

Before we provide any information, there are a number of documents that we will need:

- ✓ A certified copy of proof of death (for example, death certificate / coroner’s certificate / interim certificate of fact of death)
- ✓ If there is a will: a copy of the will naming the executor(s) to confirm who is entitled to deal with the estate
- ✓ A certified copy proof of identity and proof of address for the executor / administrator / next of kin who is authorised to deal with the estate of the deceased if they are not a Bank of Ireland customer. In some circumstances, we may require an up to date proof of identity and proof of address for an existing Bank of Ireland customer. We need this information so we can meet our legal duty under the law against money laundering and other crimes (please refer to page 25 to find out what documents we need for this).

You may not know how to get certified copies of original documentation (e.g. death certificate).

This is what you need to do:

1. Photocopy the original document.
2. Bring the original and photocopy to someone who can certify the copy is correct.
3. The following people can certify the copy is correct: accountant, barrister, solicitor, bank or building society official, commissioner of oaths, notary public, justice of the peace, FCA-registered broker or introducer, or attorney-at-law. If you wish, one of our branch staff can certify the copy for you.

Pick the best option to notify us

On the telephone

You can contact our dedicated Bereavement Support team on:

Freephone ROI - **1800 800656**

Outside ROI - **00353 1 4606333**



Lines are open from 9.30am to 4.30pm Monday to Friday (excluding bank and public holidays) and we will take all the relevant information from you. Calls may be recorded for monitoring, training or quality purposes.

Complete the Online Notification form

We have an online bereavement notification form and you can complete this form by going to <https://form.bankofireland.com/bereavement-notification-form> on the Bank of Ireland bereavement support website.



We will be in contact once we get the notification form completed by you and we will then send you information on the next steps.

Visit a Branch

If you prefer to speak with somebody in person, please visit a Bank of Ireland branch. We are here to offer you our full support. There is some documentation you may be able to bring when you visit the branch:



- proof of death of the deceased (e.g. death certificate)
- a copy of the will (if there is a will)
- proof of your identification, e.g. passport or driving licence and proof of address, e.g. utility bill addressed to you at home

Write to us

If you would like to write to our dedicated Bereavement Support team to notify us about your loss, you can print and complete the Bereavement Notification form which is available on the Bank of Ireland bereavement support website and also available from any Bank of Ireland branch.



Please post the completed form to:

Bereavement Support Unit
Bank of Ireland
PO Box 365
Dublin 18
Ireland

About our forms and the documentation we need

We have forms that you can use to allow us help you if you need to release money from an account of the deceased person with us. These forms are available on our Bank of Ireland bereavement support website and in any Bank of Ireland branch. We will also send you these forms when we write to you once you notify us that a person has died.

Before you read on it may be useful for you to refer to pages 21 to 23, where we have explained some legal and technical words and phrases.

We have also provided a checklist of our documentation requirements on page 24.

Here are some examples of situations that may apply to you.

Is the combined balance of the accounts held in Bank of Ireland at date of death up to €35,000?

If the net value of the accounts in Bank of Ireland, in the Republic of Ireland is up to €35,000, we generally release the money without a Grant of Probate or Grant of Administration.

We will ask you to fill in Form BSU_3.1. It is completed by the administrator(s) / executor(s) to ask us to release money from the account of a deceased person and close the account.

Form BSU_3.1 includes an indemnity (agreement to compensate Bank of Ireland) from the people who sign it to protect Bank of Ireland in some circumstances. We recommend you get advice from a solicitor before signing Form BSU_3.1.

What happens if someone who is tax resident outside the Republic of Ireland is to inherit money or assets worth more than €20,000?

You cannot use Form BSU_3.1 in such cases even if the net value of the money held in Bank of Ireland at date of death is not more than €35,000.

You should appoint a solicitor who practices in the Republic of Ireland to advise you and to take out a Grant of Probate or Administration. Under tax law, you must appoint a solicitor if someone who is tax resident outside the Republic of Ireland is to inherit money or assets worth more than €20,000; and where there is no executor or administrator who is tax resident in the Republic of Ireland. Even if there is an executor or administrator who resides in the Republic of Ireland, we strongly recommend you appoint a solicitor to advise as there is a risk that the executor or administrator will be obliged under tax law to pay inheritance tax that is owing by someone who resides outside the Republic of Ireland who inherits money or assets worth more than €20,000.

Is the combined balance of the accounts held in Bank of Ireland at date of death more than €35,000?

If the net value of the accounts in Bank of Ireland, in the Republic of Ireland is more than €35,000, we will need a Grant of Probate (if there is a will) or Grant of Administration (if there is no will). You or your solicitor can apply for a Grant of Probate / Administration through the Probate Office of the High Court.

We will also ask you to fill in Form BSU_4.1 once you send us the Grant of Probate or Administration. It is completed by the administrator(s) / executor(s) to ask us to release money from the account of a deceased person and close their accounts.

Releasing money to pay for funeral expenses

To pay funeral expenses from the account of a deceased person in Bank of Ireland, we will need some documents from you. The documents we need will depend on the type of payment you want us to make.

Releasing money to pay the funeral director

We need the following:

- A certified copy of proof of death (for example, death certificate / coroner's certificate / interim certificate of fact of death)
- A filled-in Form BSU_1.1 which you use to ask us to release money from the account of a deceased person to pay the Funeral Directors

Releasing money to pay funeral related expenses

You can also pay expenses relating to the funeral like refreshments, flowers or memorial cards, from the account(s) of a deceased person. The amount of money we release to pay funeral related expenses when added to the amount of money released to pay to the funeral director can be up to €25,000.

We will need the following documents:

- A certified copy of proof of death (for example, death certificate / coroner's certificate / interim certificate of fact of death)
- A copy of the will (if there is a will)
- A filled-in Form BSU_2.1 which you use to ask us to release money from the account of a deceased person to pay for expenses related to their funeral. If there is a will that names executors, they sign the Form BSU_2.1. If there is no will (or there is a will but no living executors are named in it), the next of kin sign Form BSU_2.1 instead.
- For each person who signs Form BSU_2.1 who is not a Bank of Ireland customer, they will need to provide a certified copy of their proof of identity and their proof of address (please refer to page 25 to find out what documents they need for this).
- If you are an existing Bank of Ireland customer, you will need to tell us your Bank of Ireland account number so we can identify you. (In some circumstances, we may require an up to date proof of identity and proof of address for an existing Bank of Ireland customer).

What happens after you notify us?

What you can expect after you notify us that a customer has died?

After you get in touch with us, we will begin to search our bank systems for accounts and products that we have in the deceased customer's name or in the name of the deceased and others.

What happens to accounts in the deceased customer's name alone i.e. sole current and savings accounts?

We take steps to block the account(s) of the deceased person where it is in their name only. We also place a block on any debit card(s) on the account(s).

What happens to accounts in the deceased customer's name and others i.e. joint accounts?

Joint accounts are accounts in the name of a deceased person and another person (or other people). In most cases where the deceased had a joint account the surviving account holder is automatically entitled to all of the money in the account.

If the surviving account holder is entitled to the money in the joint account, the account will continue to operate as normal. For example, we will process payments from the account to meet mortgage loan repayments, direct debits and standing orders. We will change the name of the account to the name of the living account holder (or names of the living account holders), once we receive a certified copy of proof of death.

In some cases, however, the surviving account holder will not become automatically entitled to the account on the death of the deceased person. For example, there may be a document that shows the deceased's share of the account is owned by their estate even after their death. In such cases, the share of the account will form part of the estate of the deceased person.

What happens to joint savings/deposit accounts with over €50,000 where the account holders are not a married couple or civil partners?

If there are one or more savings/deposit accounts held in the joint names of people who are not a married couple or are not registered civil partners and the money in the accounts on the death of one of the account holders adds up to a total of more than €50,000, we will:

- make sure no more money is paid from the account(s); and
- need an Original Letter of Consent from Revenue Commissioners (IT8 Form) before we remove the name of the person who has died from the savings / deposit account(s).

We strongly recommend you get independent legal or taxation advice from a solicitor or accountant in those circumstances. The Revenue Commissioners may be able to help you. Here are their contact details: Office of the Revenue Commissioners, Capital Acquisitions Tax Unit. Telephone: 01-7383636

What happens with direct debits and standing orders?

Direct debits and standing orders on accounts in the name of the

deceased only: If the account is in the name of the deceased person only, we will stop the payment of money to and from the account after we are notified of the death. This means standing orders and direct debits will no longer be paid from the account(s). You will need to contact all direct debit originators on the deceased's account. Direct debit originators are the people and organisations who are paid direct debit payments from someone's bank account. If any direct debits are set up on the account(s) of the deceased, you may need to make new arrangements with the direct debit originators to make sure they continue to be paid.

Direct debits and standing orders on accounts in the name of the

deceased and others: If the account is in joint names and an account holder dies, in most cases the surviving account holder(s) can continue to operate the account. Standing orders and direct debits will continue as before. It is important to remember that any remaining joint account holder(s) will still be responsible for the account.

What happens to credit cards?

We take steps to stop any credit card working if it belongs to the deceased person. This includes any credit card(s) held by additional cardholder(s) on the credit card account.

What if an additional credit card holder on a deceased's account needs their own credit card?

If the additional cardholder needs a credit card for their own use, they should apply for one in their own name.

What happens if there is money owing on the credit card account that is in the name of the deceased?

- We will use any money that is in an account in the sole name of the deceased person to repay what is owed on the credit card or as much of it as possible.
- Where a credit card is protected by insurance we will complete the insurance claim.
- Under succession law, the resources of the estate of the deceased are used to repay any money still owing by the deceased including any on a credit card account.
- We will write to the people who are entitled to get account information to let them know about the credit card account.

What happens to loans/overdrafts?

We will take steps to block the loan or overdraft account(s) after we are notified of the death. This means, that the estate of the deceased will continue to owe the money on the loan or overdraft.

What happens if there is money owing on a loan or overdraft account in the name of the deceased?

- We will use any money that is in an account in the sole name of the deceased person to repay what is owed on the loan account or as much of it as possible. We will do the same with any money owing on an overdraft, with your agreement if needed.
- Under succession law, the resources of the estate of the deceased are used to repay any money owing by the deceased including any overdraft or loan.
- We will write to the people who are entitled to get account information to let them know about the loan or overdraft account.

What happens if we are owed money on a loan or overdraft that is on the account in the name of the deceased and another person (or people)?

The other person (or people) will be responsible for the money that is owing. We generally will change the records on the account so that they only refer to the living person (or people). However, in exceptional cases where we are concerned that the money owing under a loan or overdraft is not going to be repaid by them, we can ask for it to be paid from the estate of the deceased.

What happens with a mortgage loan from Bank of Ireland or Bank of Ireland Mortgage Bank u.c.?

If we find out that the deceased was a mortgage loan customer of Bank of Ireland or Bank of Ireland Mortgage Bank u.c., we will notify the mortgage department on your behalf. They will then be in contact with you on next steps. Interest will continue to be added to the mortgage loan.

If the person who died had Mortgage Protection Insurance/Life Assurance, you should contact the insurance provider. Money claimed under a Mortgage Protection Insurance/Life Assurance policy may repay some or all of the mortgage loan.

If the mortgage loan is in the name of the deceased and another person (or other people) who is (or are) still alive, they will need to continue to make regular mortgage loan repayments until the mortgage is paid off (remember, it may be possible to repay some or all of the mortgage loan through a Mortgage Protection Insurance/Life Assurance policy).

If anyone is concerned that they are unable to meet their regular repayments; they should let our mortgage department know by contacting them on 01-6113333.

What happens with a Bank of Ireland Life / New Ireland Life product?

If we find out that the deceased held a Bank of Ireland Life or New Ireland Life product, we will contact Bank of Ireland Life or New Ireland Life on your behalf. They will then be in contact with you and will advise of the next steps.

Alternatively, if you prefer to contact Bank of Ireland Life or New Ireland Life yourself, you can call 01-5239813 or email, claim@bankofirelandlife.ie or claim@newireland.ie.

What happens with a Bank of Ireland Finance account?

If we find out that the deceased held a Bank of Ireland Finance product (e.g. Hire Purchase on a car), we will contact Bank of Ireland Finance on your behalf. They will then be in contact with you and will advise of the next steps.

Alternatively, if you prefer to contact Bank of Ireland Finance yourself you can call 0818 66 44 66.

What happens with a Bank of Ireland Private Banking product?

If we find out that the deceased held a Bank of Ireland Private Banking Product, we will contact Bank of Ireland Private Banking on your behalf. They will then be in contact with you and will advise of the next steps.

Alternatively, if you prefer to contact Private Banking yourself you can call 0818 365 121

What happens with a Bank of Ireland Global Markets account (e.g. foreign currency account)?

If we find out that the deceased had a Global Market account, we will contact Bank of Ireland Global Markets on your behalf. They will then be in contact with you and will advise of the next steps.

Global Markets require a Grant of Probate /Administration to close an account when the total value of the estate in the Republic of Ireland exceeds:

- €35,000; or
- US\$30,000; or
- GB£20,000

Please also read the paragraph above under the heading, **“What happens to joint savings/deposit accounts with over €50,000 where the account holders are not a married couple or civil partners?”**

If those are the circumstances, you will need to get an IT8 Form from the Revenue Commissioners.

What happens if a customer has items in safe keeping or safe custody with the Bank of Ireland?

In the past Bank of Ireland provided a service to keep items securely. This is called keeping items in safe custody or safe keeping. We complete a search to find out if the person who has died held any items in safe custody. We will not usually know the contents of the safe custody packet.

We cannot release any items in safe custody until you get a Grant of Probate or Grant of Administration. However, the executor or administrator may visit the branch to view the items in safe custody. If the original will is in safe custody, it will be handed to the executor. The executor will have to provide proof of identity to the branch.

What happens if the deceased had a business account with us as a Sole Trader account?

As the account is only in the name of the deceased person, we take steps to block the account(s) of the deceased person. We also place a block on any debit card on the account(s). This means standing orders and direct debits will no longer be paid from the account(s).

If the Sole Trader business is to continue to operate or if you have any questions, please contact the Bereavement Support Unit on **1800 800 656** from within the Republic of Ireland or on **00353 1 4606333** from outside the Republic of Ireland.

What happens to a Partnership account?

Partnership accounts are business accounts in the name of a deceased person and another person (or other people) who operated a business together in their own names or in the name of a partnership. In most cases where the deceased had a partnership account, the account will continue to operate as normal. For example, we will process payments from the account to meet loan repayments, direct debits and standing orders.

If you have any questions, please contact the Bereavement Support Unit on **1800 800 656** from within the Republic of Ireland or on **00353 1 4606333** from outside the Republic of Ireland.

What happens to a Clubs & Societies account?

The accounts of clubs and societies may only require account mandate changes to reflect a change to the authorised signatories of an account. Please contact the account holding branch.

What happens to a Limited Company account?

The accounts of a Limited Company may only require account mandate changes to reflect a change to the authorised signatories of an account. Please contact the account holding branch.

Some frequently asked questions

Where can I get the Death Certificate?

A death can be registered in the office of any Registrar of Births, Marriages and Death, irrespective of where the death occurs. The staff of the hospital (if the death occurred in a hospital) or of your local health centre, will be able to tell you where you can register the death. You are usually able to get a Death Certificate at the time you register the death.

What is an estate?

An estate is made up of the assets and liabilities of the person who has died. These can be passed on to the beneficiaries following their death. Assets can include:

- bank accounts
- stocks and shares
- land
- livestock
- jewellery
- a car

Do I need a solicitor?

Only you can decide how much advice and support you will need. This will depend on the size of the estate and the type of assets owned by the deceased person, such as property or investments. It also depends on the number of beneficiaries named in the will. In general, larger and more complex estates may need more professional support.

Tax law sometimes makes it obligatory for you to retain a solicitor if someone who lives outside the Republic of Ireland is to inherit €20,000 or more (see section **“What happens if someone who is tax resident outside the Republic of Ireland is to inherit money or assets worth more than €20,000?”**).

How long will it take to settle the deceased's finances?

Each estate is unique, so the time needed to finalise the accounts can vary considerably. It depends on the complexity and number of accounts a customer held, whether probate is required, and how quickly we can obtain all the information and documentation we need.

How do I pay estate expenses?

The executors or administrators should look after any expenses that do not relate to the funeral when managing the estate of a deceased person, for example, nursing home fees and household bills. It might be helpful to open an executor's or administrator's bank account to assist with managing the affairs of a deceased person. You can do this at any Bank of Ireland branch.

What does an executor do?

The executor(s) administer the will. They are charged with locating the will, applying for probate, collecting all assets, paying any outstanding debts and distributing the assets in accordance with the instructions left by the person who has died. There may be one or more executors.

What if there is no will?

If someone dies without a valid will, they are considered to have died intestate and an administrator must be appointed to look after the estate. In this situation, the estate will usually pass to the next of kin, in line with the Succession Act 1965. In these circumstances, you may want to get advice from a solicitor.

What is Probate?

Probate is the legal process where the Probate Office certifies that the will is genuine and allows the executor to deal with the estate. If there was no Will, then the process is called Administration.

What do I do if Bank of Ireland is still sending correspondence to the person who has died?

If you continue to receive mail in the deceased customer's name, please contact the Bereavement Support Unit on 1800 800 656 from within the Republic of Ireland or on 003531 4606333 from outside the Republic of Ireland. Sometimes there are laws and regulations in place that oblige us to continue sending certain documents, such as mortgage statements, to the address of the deceased person until the estate is fully administered. If you have any questions about mortgage loans in particular, you can call 01 6113333.

Dealing with financial difficulties

At this difficult time you may also find yourself with a reduced income and struggling to meet your day to day expenses and financial commitments.

There are lots of organisations that can provide confidential, impartial and free help and advice. See page 19 for details of some organisations.

You should talk to your creditors (those you owe money to) as soon as possible. That makes sense whether you are in arrears or are up to date with your payments but finding that they are causing you difficulties. The sooner you talk to your creditors, the better.

It is only through making contact, that the creditor can help and mutually suitable arrangements can be reached.

If you are a customer of ours (Bank of Ireland), we can provide help in a positive and respectful manner. For Bank of Ireland accounts, please contact your local branch as soon as you recognise you are having difficulties.

If your difficulty relates to a mortgage loan, please call the mortgage department on 01-611 3333.



Useful contacts

Registrars of Births, Deaths and Marriages

You should contact a Registrar of Births, Deaths and Marriages to get a death certificate.

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

www.civilregistrationservice.ie

Child Benefit Section

Social Welfare Services Office,
St. Oliver Plunkett Road,
Letterkenny,
Co. Donegal.

www.welfare.ie

Tel: **(074) 916 4496**

Pensions Authority (previously the Pensions Board)

The Pensions Authority (previously the Pensions Board) regulates occupational and personal pension schemes in Ireland, and can offer advice on the pension of a person who has died.

Pensions Authority,
Verschoyle House,
28-30 Lower Mount Street,
Dublin 2.

www.pensionsauthority.ie
info@pensionsauthority.ie

Tel: **(01) 613 1900**

The Probate Office

The Probate Office issues grants of probate and letters of administration. There are also 14 District Probate Registries.

The Probate Office,
1st Floor,
Phoenix House,
15-24 Phoenix St. North
Smithfield,
Dublin 7.

www.courts.ie

Tel: **(01) 888 6174 / 6728**

Fax: **(01) 873 0306**

Revenue Commissioners

Revenue services are provided from regional offices. You may need to tell them about anything you have received in a will.

Revenue Commissioners,
National Capital Acquisitions Tax
Information Unit,
1st Floor,
Central Revenue Information,
Cathedral Street,
Dublin 1,
D01 DC78

www.revenue.ie

Tel: **(01) 738 3673**

Department of Employment Affairs and Social Protection

- The Department of Employment Affairs and Social Protection is a department of the Government of Ireland, tasked with administering Ireland's welfare system. It oversees the provision of income support and other social services.
- Information Services provide a central information point for members of the public.

Social Welfare Services,
College Road,
Sligo.

www.gov.ie

Tel: **(071) 915 7100**

Citizens Information Board (CIB)

Your local citizen's information office will help you find out about financial, taxation, legal and social welfare issues following a death.

www.citizensinformation.ie

Samaritans

Samaritans provide confidential emotional support; you can ring their helpline anytime.

www.samaritans.org

Free call: **116 123**

Email: **jo@samaritans.ie**

Barnardos

Barnardos offer a bereavement counselling service for children and young people who have lost someone close to them such as a parent or a sibling.

www.barnardos.ie

Tel: **(01) 453 0355**

Fax: **(01) 453 0300**

Email: **info@barnardos.ie**

The Irish Hospice Foundation

IHF is a national charity dedicated to all matters relating to dying, death and bereavement in Ireland. Their vision is that no one will face death or bereavement without the care and support they need.

Tel: **01 679 3188**

<https://hospicefoundation.ie/>

The Irish Association of Counselling and Psychotherapy

To find an accredited counsellor or Psychotherapist, ask your family doctor or contact the Irish Association of Counselling and Psychotherapy.

www.iacp.ie

Tel: **(01) 230 3536**

Email: **iacp@iacp.ie**

Anam Cara

Anam Cara is a national voluntary organisation, offering online and face to face support services to bereaved parents following the death of a child regardless of age or circumstances of their death.

www.anamcara.ie

Tel: **(01) 404 5378**

or 085 2888888

Email: **info@anamcara.ie**

Welfare Officer with the Health Service Executive (HSE)

Contact your local welfare officer through your HSE Health Centre.

www.hse.ie

Money Advice and Budgeting Service (MABS)

The Money Advice and Budgeting Service is a free, confidential service for people in debt or who are at risk of getting into debt.

www.mabs.ie

Some legal terms explained

Administrator

A person appointed by the Probate Office to handle the estate of someone who has died without leaving a valid will (that is, someone who has died intestate) or who has left a will but there are no living executors mentioned in it. The people who are entitled to act as administrator is set out in the Succession Act 1965 and, generally speaking, are the spouse and next of kin of the deceased. More than one administrator may be appointed to deal with the estate.

Asset

Any property, money or possessions that belonged to the deceased person.

Beneficiary

A person who is left something in a will or who has property held for them by trustees or executors.

Capital acquisitions tax

Is a tax that someone who receives a gift or inheritance may have to pay. When it applies to inheritances it is sometimes called "inheritance tax". See below for more about inheritance tax.

Certified copy

Certified copies are copies of original documents (e.g. passport or death certificate) certified as being true copies by lawyers or some other professionals.

Codicil

This is a written amendment or addition to a will. It must be signed and witnessed in the same way that a will is.

Death certificate

An official document showing the information registered when someone dies, including the date, place and cause of death.

Deed of Assignment (of Life Policy)

A deed of assignment of life policy is a legal document under which a life-insurance policy can be transferred (assigned) from the current owner to another person or organisation. For example, when taking out a mortgage, you may assign your life insurance policy by way of security to your mortgage lender to pay off your mortgage if you die.

Estate

The property and assets belonging to a person who has died is called their estate.

Executor

A person named in a will to carry out the wishes in it. There may be more than one executor, and their duties will typically include making sure that any inheritance tax is paid and applying for a grant of probate.

Grant de Bonis Non

A de bonis non grant is a special type of grant of administration to deal with estates that have not been completely administered. It may be needed where a personal representative has extracted a previous grant of representation but does not or cannot fully administer the estate, for example where the personal representative dies.

Grant of administration

An official order issued from the Probate Office appointing an administrator over the estate of a person who has died without leaving a valid will.

This is sometimes called "Letters of administration" or "Grant of letters of administration."

Grant of administration with will annexed

If the deceased left a will but did not appoint an executor or if the named executor is unable to carry out the duty then the grant of probate is called "Grant of administration with will annexed."

This is sometimes called "Letters of administration with will annexed" or "Grant of letters of administration with will annexed."

Grant of probate

This is the document in which the Probate Office accepts the will as valid and confirms who the executors are. If there is a valid will, you or your solicitor apply to the Probate Office for a Grant of Probate.

Grant of representation

This term means either the grant of probate or grant of administration.

Inheritance tax (also called capital acquisitions tax)

Inheritance tax is a tax that may need to be paid, depending on the relationship between the person who has died and the person receiving the inheritance and the threshold that applies to the nature of that relationship.

The threshold is the maximum total value of all the gifts or inheritances that a person can receive from relations of a particular class before tax has to be paid. For example, the threshold for all gifts and inheritances from aunts and uncles is lower than the threshold for all gifts and inheritances from parents.

The date when an inheritance is taken may vary depending on the type of inheritance. For example, some inheritances are considered to be taken at the date of death, and others are considered to be taken on the date the grant of probate or letters of administration are issued. You should consult the Revenue Commissioners or your solicitor to find out what the relevant date is.

Intestate

A person dies intestate if they do not leave a valid will.

Legacy/bequest/devise

A gift contained in a will.

Next of kin

A person's closest living relative or relatives. This is usually their spouse (husband, wife or civil partner) or any children, or their spouse and children together. If the person who has died has no husband, wife, civil partner or children, their parents, brothers and sisters may be their next of kin.

Personal representative

This general term refers to either an administrator or executor.

Probate

Probate is the legal process where the Probate Office certifies that the will is genuine and allows the executor to deal with the estate.

Statement of balance

A list of accounts and account balances held by the person who has died.

Will

A will is a legal document setting out details of how a person wants their estate to be distributed after their death. It specifies the person or people (executors) he or she wants to carry out the will's instructions. There are strict rules on how a will is to be signed and witnessed and the Probate Office will not accept as a valid will a document that does not follow these rules.

Documentation Requirements Checklist

| | Tick here | To provide account information | To remove deceased name from joint account(s) | For paying funeral director expenses from account(s) of the deceased | For paying other funeral expenses (example: florist, catering) | To close the account(s) and pay the balance (if the net value of the money held in Bank of Ireland at date of death is up to €35,000) (See below) ¹ | To close the account(s) and pay the balance (if the net value of the money held in Bank of Ireland at date of death is more than €35,000) (See below) ¹ |
|--|--------------------------|--------------------------------|---|--|--|--|--|
| Documents that you may need to provide | | | | | | | |
| A certified copy of the death certificate / proof of death | <input type="checkbox"/> | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| A copy of the will naming the executors (if there was a will) | <input type="checkbox"/> | ✓ | | | ✓ | ✓ | |
| A certified copy of proof of your identity and address (if you are not a Bank of Ireland customer) | <input type="checkbox"/> | ✓ | | | ✓ | ✓ | ✓ |
| A certified copy of the Grant of Probate or Grant of Administration extracted in the Republic of Ireland, where the net value of the money held in Bank of Ireland at date of death is worth more than €35,000 | <input type="checkbox"/> | | | | | | ✓ |
| Original letter of clearance from Revenue Commissioners (form IT8) ² | <input type="checkbox"/> | | ✓ | | | | |
| Letter from joint account holder(s) where they are waiving their rights to the money in the joint account(s) ³ | <input type="checkbox"/> | | | | | ✓ | ✓ |
| Bank forms that you may need to complete | | | | | | | |
| A filled-in 'Payment authorisation form for funeral director expenses' - Form BSU_1.1 | <input type="checkbox"/> | | | ✓ | | | |
| A filled in 'Form you use to release money from the account of a deceased person to pay for expenses related to their funeral' - Form BSU_2.1 | <input type="checkbox"/> | | | | ✓ | | |
| A filled in 'Form you use to release money from the account of a deceased person where net value of the money held in Bank of Ireland at date of death is up to €35,000 - Form BSU_3.1 | <input type="checkbox"/> | | | | | ✓ | |
| A filled-in 'Payment authorisation form for executors/administrators' - Form BSU_4.1 | <input type="checkbox"/> | | | | | | ✓ |
| Sole Trader Account(s) | | | | | | | |
| If the deceased held a sole trader account and the business is to continue to trade, you will need to speak with a member of our team on 1800 800656 to discuss the options. | | | | | | | |
| ¹ If a beneficiary resides outside the Republic of Ireland and is to receive money or assets worth more than €20,000 you should (and under tax law sometimes must) appoint a solicitor to take out a Grant of Probate/Administration. | | | | | | | |
| ² Under tax law you need a form IT8 if the deceased had on date of death over €50,000 in a savings/deposit account or accounts that were owned jointly with another person (or people). An IT8 is not needed for accounts in the joint name of the deceased and their spouse or civil partner. | | | | | | | |
| ³ Where some or all of the money in a joint account belongs to the deceased's estate (e.g. it did not pass on his or her death to the surviving account holder) we will require an unconditional acknowledgment from any surviving account holder that they have no right over the money in the joint account, or the share of it, that is owned by the estate of the deceased. | | | | | | | |

Proof of Identity and Address requirements

There are certain documents that we can accept as either proof of your identity or address. We will need to see an original or a certified copy of the document.

Documents we can accept from someone to prove their identity (ID) and to verify their address

To prove your identity, we can accept any one of these:

- Current passport
- Current passport travel card (from EU/EEA countries only)
- Current Irish Driving Licence (full or provisional)
- Current full UK Driving Licence (card version only with photograph and date of birth)

Acceptable documents for face-to-face identification (for example when you visit a branch):

- Current National ID card (from EU/EEA countries only with photography and date of birth)

Unfortunately, it is against the law for us to use Public Service Card issued by Department of Social Protection to prove your identity.

Please make sure

- ✓ All above ID's are in date when you show them to us
- ✓ We can read any document, for example, we may have difficulty reading or copying a document that is worn or damaged

To prove your address, we accept any one of these:

The following documents must not be more than 6 months old:

- Current original / electronic household utility bill (gas, electric, household charge, home broadband and home phone)
- Current original Revenue Commissioners documents, tax credits, pin verification and balance statement (P45 + P60 is not acceptable)
- Original / Electronic statement from a bank or financial institution
- CAO letter confirmation of course acceptance and statement of application correspondence
- Property tax documents

- Current original letter from Department of Social Welfare relating to a social welfare claim, benefit or pension
- Naturalisation and Immigration Service Letter confirming someone's legal status as per Geneva Convention

The following documents must not be more than 12 months old:

- Current original motor tax
- Current original health or home insurance
- Current Thom's Directory or street directory / telephone directory
- Current National Electoral Register

Remember:

You can use e-statements from a bank or financial institution as long as they include the logo of the bank or institution.

Has everything been taken care of?

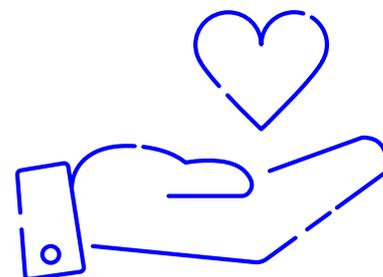
We have provided some examples below of other contacts that you may need to consider when looking after the personal affairs of the person who has died.

| Other Service providers that may need to be contacted? | Service provider name and contact details | Contact name and date contacted |
|---|---|--|
| Rent / Landlord | | |
| Gas / Oil utility | | |
| Electricity provider | | |
| Water rates | | |
| Internet provider | | |
| Phone landline | | |
| Mobile phone | | |
| Satellite or cable TV | | |
| TV Licence | | |
| Continuous Authority payments, e.g. Netflix, Magazines, Health Supplements etc. | | |
| Other | | |
| Other financial institutions | Financial institution name / other and contact details | Contact name and date contacted |
| Building Society | | |
| Post office | | |
| Credit union | | |
| Store cards | | |
| Other Bank(s) | | |

| Insurance policies | Service provider name and contact details | Contact name and date contacted |
|---|--|--|
| Life assurance | | |
| Credit card insurance | | |
| Personal loan insurance | | |
| Building and contents insurance (home) | | |
| Car insurance | | |
| Health insurance | | |
| Income protection insurance | | |
| Travel Insurance | | |
| Investments | Service provider name and contact details | Contact name and date contacted |
| Investment products | | |
| Personal Pensions | | |
| Other organisations | Service provider name and contact details | Contact name and date contacted |
| Revenue Commissioners | | |
| Property Tax | | |
| Motor Taxation Office | | |
| Passport Office | | |
| Train or Bus Saver tickets | | |
| Social Welfare Benefits | | |
| Gym or sports clubs | | |
| Other clubs | | |
| Library membership | | |
| Social Media profiles – Facebook/ LinkedIn/Emails etc | | |
| Other | | |
| Other | | |

Giving to charity, easy steps to donate

There are many worthy charities that rely on your generosity in order to carry out their valuable and much needed work. In Bank of Ireland we often find that people would like to send money to a Charity in the safest way possible.



Bank of Ireland works with a small number of flagship charity partners. Through these partnerships, we aim to make a genuine difference to the important work of these diverse charities.

Bank of Ireland also works with a UK flagship charity.

Sometimes, and in particular where there is a small balance held in the account of the person who has died, people wish to donate the money to our flagship charities or to a charity of their choosing. If requested, we will try to facilitate this payment.

