

Bereavement guide



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A guide for Personal Representatives, Joint Holders and Beneficiaries of a deceased account holder.

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We're here to help

We understand that dealing with the loss of a loved one is an incredibly difficult time.

This guide has been created to support Executors/Administrators, Joint Account Holders, and Beneficiaries by outlining the steps you may need to take and what to expect next.

While we are here to assist you throughout this process, there are certain legal and procedural requirements that must be fulfilled before we can proceed. These are explained in more detail within this guide.

We also recognise that managing financial affairs during such a time can feel overwhelming. Although Lloyds Wealth (ACD), is not authorised to provide financial advice directly, we can connect you with an adviser from our sister company, Lloyds Wealth. Their advisers can provide advice and support throughout your journey, helping you make informed decisions about your future.

If you would like to speak with a financial adviser, you can book an appointment via our Lloyds Wealth (ACD) referral page: www.lloydswealth.com/referrer/acd/ or call Lloyds Wealth directly on **0808 109 2071**. To help the Lloyds Wealth support team assist you as quickly and accurately as possible, please let us know that you're an existing client of Lloyds Wealth (ACD).

There are no hidden fees or charges, and you'll only pay if you choose to go ahead with the recommendations in your personalised financial plan.

We know this is a challenging time, and we're committed to offering the resources and support you may need. While we cannot provide legal, tax, or financial advice ourselves we've included details of resources that you may find useful:

For financial advice

Lloyds Wealth

Call: **0808 109 2071**

The team are available Monday to Friday, 9am-5pm, excluding bank holidays.

Calls may be monitored and recorded and call costs may vary depending on your service provider.

Email: contact@lloydswealth.com

The team will get back to you as soon as they can.

Email is not a secure method of communication, so please do not include personal information in any emails you send to us.

For practical help

Age UK

Call: **0800 678 1602**, free to call 8am-7pm, 365 days a year

[**ageuk.org.uk**](https://www.ageuk.org.uk)

MoneyHelper

This site provides free and impartial money advice, set up by the Government.

[**moneyhelper.org.uk/en**](https://www.moneyhelper.org.uk/en)

The Probate Service

This site give guidance on dealing with probate and inheritance tax.

[**theprobateservice.org**](https://www.theprobateservice.org)

HM Revenue & Customs (HMRC)

Call: **0300 123 1071**, to reach the deceased estate helpline. Lines open Monday to Friday, 9am to 5pm. Closed bank holidays. This site gives advice on managing an estate with any implications such as tax, trusts, benefits and others.

[**hmrc.gov.uk**](https://www.hmrc.gov.uk)

Directgov

This site provides help with bereavement through financial support, practical steps after a death, and links to emotional support services. It also offers resources for children dealing with loss.

[**direct.gov.uk**](https://www.direct.gov.uk)

Citizens Advice Bureau

This site gives free legal advice and information on many topics including, what to do if a Will has not been made.

[**citizensadvice.org.uk/**](https://www.citizensadvice.org.uk/)

The Bereavement Register

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

[**thebereavementregister.org.uk**](https://www.thebereavementregister.org.uk)

The Bereavement Advice Centre

Call: **0800 634 9494**

This site has information on dealing with the affairs of someone who has died, including the emotional aspects of bereavement. They also have a free detailed guide about Probate on their website.

bereavementadvice.org

Lost Accounts

A free service to help find any missing or lost accounts.

mylostaccount.org.uk

The General Register Office

They hold records of deaths and you can contact them with general enquiries or to ask about an application you have already submitted: PO Box 2, Southport, PR8 2JD, or; New Register House, 3 West Register Street, Edinburgh, EH1 3YT (Scotland)

gro.gov.uk/gro/content/

For emotional support

Grief Encounter

Call: **0808 802 0111**, Monday to Friday, 9am to 9pm

They provide support for bereaved children and their families to help with the pain caused by the death of someone close.

griefencounter.org.uk

Cruse Bereavement Care

Call: **0808 808 1677**

This site can help you understand and cope with grief and also provide support to other bereaved people.

www.cruse.org.uk

Child Bereavement Trust

Call: **0800 028 8840**

This site provides information, training and specialized support when a child dies or when a child is bereaved.

helpline@childbereavementuk.org

childbereavementuk.org

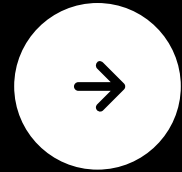
Which process to follow

This guide outlines each process to help make this as straightforward as possible for you. If at any point you have questions or would like some guidance on how to complete forms etc. Please contact us on **0344 822 8910**.

Joint Holder Process

This process should be followed where one or more account holders survived the deceased account holder.

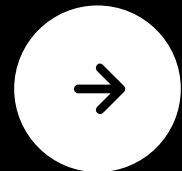
→ **Go to page 7**



Small Estates Process

This is an option for accounts with less than £30,000 in total with Lloyds Wealth (ACD).

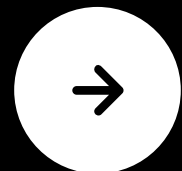
→ **Go to page 9**



Grant of Probate Process

This process is required for accounts that do not qualify for either the joint account holder or Small Estates process.

→ **Go to page 11**



Joint Account Holder process

A step-by-step guide

This process will remove the name of the deceased account holder and the account will continue in the name(s) of the remaining holder(s).

1 Identify any accounts the deceased held with us

As a first step you will need to identify any accounts the deceased held with us. Account numbers can be found on statements or in previous correspondence. The number you are looking for is 6 digits and starts with the number 1. For example: 123635.

2 Notify us of the death of the account holder

You can notify us by telephone or by post. Once we've been informed, we'll place a note on the account to confirm we've received notification of the death. We'll then pause all correspondence while we wait for the necessary documents.

- For telephone, please call us on: **(0)344 822 8910**.
- For post, please send us a letter to: **Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN**.

3 Send us the death certificate alongside a covering letter and any other required documentation

- As a first step, you will need to obtain the original death certificate.
- Once you have this, you will need to send the original death certificate to us by post at the following address: Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN. We will return the certificate to the sender by close of business on the next working day after we receive it, using Royal Mail recorded delivery.
- Along with sending us the original death certificate, please include a covering letter letting us know what you would like to do about any bank accounts linked to the investment. This can simply be a typed or handwritten message from you, explaining what you'd like us to do with the account.

You can:

- Keep the bank account details as they are – no changes will be made.
- Designate a different bank account. If you choose this option, we'll need to verify the new account to ensure the details are correct. The easiest way to do this is to send us an original bank statement, no more than 3 months old, or an original paying in slip.
- Include with the above any other documentation we may have previously requested from you e.g. verification documents, you can find more details on this on page 15.

Joint Account Holder process continued

A step-by-step guide

4 Review the document and your instruction

- We will let you know if we need anything else before we proceed
- or we will update our records

Please wait for confirmation from us that we have everything we need and that the deceased client's name has been removed from the account.

5 Once we have completed the updates on our side, we will send confirmation to you

If you hold a joint account, no further action is needed. Please disregard the instructions on pages 9–14, as they apply only to Small Estates and Grant of Probate cases.

Checklist: Documents required

- Original death certificate - please enclose the original document.
- Covering letter - include a letter outlining your instructions regarding what you would like us to do with the account.
- Additional documentation - if applicable, include any other relevant documents (e.g. a bank statement if you wish to designate a different bank account).

Please note: If you need help with any definitions, please refer to the glossary on page 18.

Small Estates process

A step-by-step guide

This process is to be used when the account(s) is worth less than £30,000 in total value.

1 Identify any accounts the deceased held with us

As a first step you will need to identify any accounts the deceased held with us. Account numbers can be found on statements or in previous correspondence. The number you are looking for is 6 digits and starts with the number 1. For example: 123635.

2 Notify us of the death of the account holder

You can notify us by telephone or by post. Once we've been informed, we'll place a note on the account to confirm we've received notification of the death. We'll then pause all correspondence while we wait for the necessary documents.

- For telephone, please call us on: **(0)344 822 8910**.
- For post, please send us a letter to: **Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN**.

3 Send us the death certificate alongside a covering letter and any other required documentation

- As a first step, you will need to obtain the original death certificate.
- Once you have this, you will need to send the original death certificate to us by post at the following address: Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN. We will return the certificate to the sender by close of business on the next working day after we receive it, using Royal Mail recorded delivery.
- Along with sending us the original death certificate, you will need to complete and send us a Lloyds Wealth (ACD) Small Estates Form. This can be found on our website on our ACD Direct Investor Hub under the bereavement section www.wloydswealth.com/what-we-do/Lloyds-Wealth-funds/acd-direct-investor/bereavement/. If you are unable to print this form, we can send a form directly to you, simply call us on **+44 (0)344 822 8910**.
- All sections of the Small Estates Form must be completed including the declaration. This **MUST** have a witness signature included, copies must be certified and dated by an independent professional or regulated person subject to the money laundering regulations, and include the signature, name and position of the person signing.
- Include with the above any other documentation we may have previously requested from you e.g. verification documents, you can find more details on this on page 15.

Small Estates process continued

A step-by-step guide

4 We will then review the documents let you know if we need anything else before we proceed or update our records

Please wait for confirmation from us that we have everything we need and that you can manage the account as the Executors.

5 We will send confirmation to you

6 Once this has been completed, you can review your options Please see page 14

Checklist: Documents required

- Original death certificate - please enclose the original document.
- Completed Small Estates Form - please enclose a fully completed, signed and witnessed document.
- Additional documentation - attach any other relevant documents that may support the claim or are requested.

Please note: If you need help with any definitions, please refer to the glossary on page 18.

Grant of Probate process

A step-by-step guide

This process is to be used when the value of the estate is over £30,000 in total value.

When we mention a Grant of Probate, we also mean similar documents like Letters of Administration, Confirmation (used in Scotland), or equivalent papers from other countries that have been officially recognised in England.

1 Identify any accounts the deceased held with us

As a first step you will need to Identify any accounts the deceased held with us. Account numbers can be found on statements or in previous correspondence. The number you are looking for is 6 digits and starts with the number 1. For example: 123635.

2 Notify us of the death of the account holder

You can notify us by telephone or by post. Once we've been informed, we'll place a note on the account to confirm we've received notification of the death. We'll then pause all correspondence while we wait for the necessary documents.

- For telephone, please call us on: **(0)344 822 8910**.
- For post, please send us a letter to: **Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN**.

3 Send us the death certificate alongside the Grant of Probate document and any other required documentation

- As a first step, you will need to obtain the original death certificate.
- Once you have this, you will need to send the original death certificate to us by post at the following address: Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN. We will return the certificate to the sender by close of business on the next working day after we receive it, using Royal Mail recorded delivery.
- Along with sending us the original death certificate, we will need either of the following:
 - If there is a Will, the Executors must obtain a Grant of Probate. We can accept an original or certified copy.
 - If there is not a valid Will or the Executor(s) are unfit/unwilling to continue, the next of kin must obtain a Letter of Administration. We can accept an original or certified copy. Include with the above any other documentation we may have previously requested from you e.g. verification documents, you can find more details on this on page 15.

Grant of Probate process continued

A step-by-step guide

- 4** We will then review the documents and let you know if we need anything else before we proceed or will update our records

Please wait for confirmation from us that we have everything we need and that you can manage the account as the Executors

- 5** We will send confirmation to you

- 6** Once this has been complete, you can review the options for your next steps. Please see these on page 14

Checklist: Documents required

- Original death certificate - please enclose the original document
- Grant of Probate document or Letter of Administration - please enclose the appropriate document
- Additional documentation - attach any other relevant documents that may support the claim or are requested

Please note: If you need help with any definitions, please refer to the glossary on page 18.

What happens next?

Once we have received all of the relevant documentation for the Small Estates or Grant of Probate processes we'll do the following:



Update the account and send a valuation at the date of death to person who notified us.



Keep the account invested as it is, but stop any active Direct Debits.



Once the Personal Representatives have been added we will reissue any income cheques as requested.

Please note: We do not issue payment for accumulation share classes as these retain all income. The value of any income generated on accumulation shares is reflected in the share price.



Future of the account, what comes next?

Once the previous steps have been completed, you choose one of the following options:

- Stock transfer the shares held
- Sell the remaining holding

Each option is explained in more detail in the following sections.

1 Stock transfer the shares held, to one or more Beneficiaries

1. If the Beneficiaries already have an account with us: Please complete our Stock Transfer Form, available on our website under the [www.loydswealth.com/what-we-do/Lloyds Wealth-funds/acd-direct-investor/bereavement/](http://www.loydswealth.com/what-we-do/Lloyds-Wealth-funds/acd-direct-investor/bereavement/). This form must be signed by all Executors/Administrators.

If you're unable to print the form, we're happy to send you a copy by post. Just give us a call on **+44 (0)344 822 8910**.

2. If the Beneficiaries do not have an account with us, we'll need a completed:

- Stock Transfer Form signed by all Executors/Administrators
- Application Form for a General Investment Account (GIA)

Please note: A separate application form and stock transfer form is required for each beneficiary. Both forms are available on our website under the [www.loydswealth.com/what-we-do/Lloyds Wealth-funds/acd-direct-investor/bereavement/](http://www.loydswealth.com/what-we-do/Lloyds-Wealth-funds/acd-direct-investor/bereavement/). If you're unable to print them, we're happy to send copies by post. Just call us on +44 (0)344 822 8910.

Once we receive all completed and signed forms, we'll transfer the stock to the new holder(s) within 5 working days, provided the instructions are acceptable.

2 Sell remaining holding

To do this you will need to complete our Withdrawal Form for Executor(s)/Personal Representative(s). You can find this form on our website, under the bereavement section [www.loydswealth.com/what-we-do/Lloyds Wealth-funds/acd-direct-investor/bereavement/](http://www.loydswealth.com/what-we-do/Lloyds-Wealth-funds/acd-direct-investor/bereavement/). This will need to be signed by all Executors/Personal Representatives.

If you're unable to print the form, we're happy to send you a copy by post. Just give us a call on **+44 (0)344 822 8910**.

Please make sure you include the bank details the proceeds should be paid to on the form, we will attempt to verify them electronically but if this is not successful, we will need documentary evidence to verify them. See page 16 for details of what we can accept to verify a bank account.

We will sell the account at the next available valuation point following receipt of an acceptable instruction and will send a contact note the following business day. We will release the proceeds in 3 working days providing all verification checks have been completed.

Verification of your identity

To comply with anti-money laundering regulations, we are required to verify the identity of all Investors, and Personal Representatives.

We should be able to verify Personal Representatives electronically within our system if we have access to their full name, date of birth, and home address. If electronic verification is unsuccessful, we will contact the individual directly to request documentary evidence confirming their identity and permanent residential address.

Documents you can provide to verify your identity

- Current signed passport
- Current signed UK/EEA photo-card driving licence (full or provisional), or blue disabled driver's pass
- Current full UK driving licence (old paper version). Provisional licences are not accepted
- Recent evidence of entitlement to state or local authority funded benefit, including housing benefit and council tax benefit or state pension (dated within the last year)
- Most recent HM Revenue and Customs tax coding notification, assessment or statement – NOT P45 or P60
- Shotgun or firearm licence
- Residence permit issued by the Home Office
- National identity card
- Self-employed registration cards for individuals and partnerships in the construction industry: CIS3 (partner); CIS4 (P); CIS4 (T); CIS5; CIS6

Documents you can provide to verify your address

- Local authority tax bill (valid for current year)
- Current signed UK/EEA photo-card driving licence (full or provisional)
- Current full UK driving licence (old version), provisional licences are not acceptable
- Solicitor's letter confirming house purchase or land registry confirmation
- Local council rent card or tenancy agreement
- Recent evidence of entitlement to a state or local authority funded benefit, including housing benefit and council tax benefit or state pension (dated within the last year)
- Utility bill, no older than 3 months (not printed from the internet) or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms
- Most recent HM Revenue and Customs tax coding notification, assessment or statement, if not used in list 1 – NOT P45 or P60
- Northern Ireland voter's card
- Recent system-generated or signed documentation, (can be a printed version) from a regulated financial sector firm indicating that an account/investment/insurance relationship exists, and which includes the account holder's address

Who can certify these documents?

- Solicitor/Lawyer
- Legal Executive
- Barrister
- Bank Official
- Notary Public
- Judge
- Servicing Agent on account
- Post Office
- Stock Broker

What documents are required to verify a bank account?

An original bank statement (can be a printed version), no more than 3 months old, or an original paying in slip

Get in touch

If you have any questions, please contact us using the below details:

Call us: **(0)344 822 8910**

Telephone lines are open Monday to Friday, 9am–5:30pm, excluding bank holidays.

Email: **lloydswealth@uk.sscinc.com**

Lloyds Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN.

If you're looking for any of the following forms:

- Small Estates Form
- Stock Transfer Form
- Application Form for a General Investment Account (GIA)
- Application Form for an Individual Savings Account (ISA)

These forms are available under the Bereavement section on the ACD Direct Investor Hub:

www.lloydswealth.com/what-we-do/Lloyds-Wealth-funds/acd-direct-investor/bereavement/.

Alternatively you can contact us by any of the methods above to request paper copies or we can arrange to send these to you by email if you would prefer.

Please note: While we are able to send forms via email, we do not consider email a secure method of communication. Therefore, we kindly ask that you do not include any personal information in emails you send to us.

Other contact details

If the deceased's account number begins with FW, it refers to Fusion Wealth—a platform used for advised products offered by our sister company, Lloyds Wealth (Lloyds Wealth). These accounts are managed separately from the direct investments held with Lloyds Wealth (ACD).

If you need assistance with these products, please contact a regional hub using the phone numbers below:

Bristol

0117 457 6978

Cambridge and East Anglia

01223 739790

Cardiff

029 2105 5398

London

0207 031 6057

Midlands

0121 393 4582

North West & North Wales

0161 513 2989

Oxford

01865 502156

Scotland & Northern Ireland

0131 376 1815

South East

01483 357746

South West

01392 304902

Yorkshire & North East

0113 486 2917

The team are available Monday to Friday, 9am–5pm, excluding bank holidays.

Calls may be monitored and recorded and call costs may vary depending on your service provider.

Glossary of key terms

Understanding Lloyds Wealth and Lloyds Wealth (ACD)

Within Lloyds Wealth Holdings, there are two distinct entities:

Lloyds Wealth

Lloyds Wealth provides personalised financial advice through a nationwide team of over 300 advisers. They work closely with clients to develop tailored financial plans aimed at achieving their unique goals. This may include investing in one of our Lloyds Wealth funds to help grow and protect wealth.

Lloyds Wealth (ACD)

Lloyds Wealth (ACD) is responsible for managing and overseeing the Lloyds Wealth Funds. The deceased client invested directly with us and did not receive financial advice on their investment. It's important to note that Lloyds Wealth and Lloyds Wealth (ACD) operate independently and maintain separate client records.

Personal representative

An individual legally authorised to manage the estate of someone who has passed away. This may include Executors or Administrators.

Joint account holder

A person who shares ownership of an account with another individual. In the event of one holder's passing, the surviving holder usually retains control of the account.

Beneficiaries

Individuals or organisations entitled to receive assets or funds from an estate or account.

Executors

Individuals named in a Will who are responsible for carrying out the wishes of the deceased and managing their estate.

ISA (Individual Savings Account)

A tax-efficient savings or investment account available to UK residents.

Assets

Items of value owned by a person, such as money, investments, property, or possessions.

Valuation

An official statement showing the current value of an account or investment, often used for probate or financial planning.

Probate

The legal process of proving and registering a Will, and managing the estate of someone who has passed away.

Grant of Probate

An official document issued by the court that confirms the Executor's authority to manage and distribute the deceased's estate.

Withdrawal form

A document used to request the removal of funds from an account.

Letter of administration

A legal document issued by the court that gives someone the authority to manage and distribute the estate of a person who died without a valid Will.



[LloydsWealth.com](https://www.LloydsWealth.com)

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio

Calls can be monitored and recorded and call costs may vary depending on your service provider

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