

## What happens to a mortgage held jointly?

If the mortgage was held jointly, we'll change it to the name of the remaining borrower once we receive the Death Certificate.

If the mortgage was taken out as 'tenants in common', we'll change the name to the remaining borrower and the executor or administrator on receipt of the Death Certificate and Grant of Probate or Letters of Administration. We'll contact you to talk you through the next steps at this point.

If you think you might struggle to maintain the mortgage payments, please talk to us as soon as possible so we can discuss your options and find a way to support you.

## What happens to a mortgage in sole name?

We'll need to speak to the executor or administrator of the estate if the mortgage was in sole name.

Once we've registered the death, we'll give you time to arrange a Grant of Probate or Letters of Administration and for the mortgage account to be repaid. The account can be repaid through the sale of the property, remortgage by the estate beneficiary, liquid proceeds from the estate or another method.

We may be able to change the mortgage to interest only to reduce the monthly payments, which should continue being made on behalf of the estate wherever possible.

We'd ask you to keep in touch to update us on progress and so we can help with any concerns you have throughout the process.

### Emotional support is always available

Dealing with a bereavement can be difficult. Services that are free to access are available if you need to talk to someone, including Cruse Bereavement Care (call 0808 808 1677 or visit [www.cruse.org.uk](http://www.cruse.org.uk)) and the Samaritans (call 116 123 or visit [www.samaritans.org](http://www.samaritans.org)).

### Other useful services

The Government's 'Tell us once' service lets you tell all the relevant departments when someone dies, including HMRC, DWP and the DVLA. You can find out more by visiting [www.gov.uk](http://www.gov.uk).

## Get in touch



### In branch

We have 8 branches across the region in Barrowford, Burnley, Clitheroe, Colne, Garstang, Lytham, Nelson and Poulton and our friendly teams are happy to help with any questions you have.



### Online

You can find more information about our services on our website, [www.themarsden.co.uk](http://www.themarsden.co.uk)



### By phone

Our team are based at our Principal Office and are available to speak to by phone on 01282 525253

If you'd like a copy of this leaflet in large print, braille or audio, please send an email to [info@themarsden.co.uk](mailto:info@themarsden.co.uk) or call us on 01282 525253 and we'll be happy to assist.

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE**

Marsden Building Society acts as an introducer to Accord Legal Services LTD (Registration No 08334845). Accord are members of the Institute of Professional Will Writers and STEP accredited. Registered address: Accord Legal Services LTD, 51A Ormskirk St, St Helens, Merseyside WA10 2SY.

Marsden Building Society is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 206050. Principal Office, 6-20 Russell Street, Nelson, Lancashire BB9 7NJ.

\*Calls will be recorded and may be monitored. FP192366-004

## Guidance



## Bereavement guide

How to tell us about a death, dealing with accounts and more...



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We're sorry to hear about your loss and want to make dealing with your loved one's finances as straightforward as possible.

## You can tell us about a death online, in branch or by phone

The easiest way to tell us about a death is by using the Death Notification Service. This is a free, online service which allows you to notify a number of financial organisations about a loved one's death at the same time.

Visit [www.deathnotificationsservice.co.uk](http://www.deathnotificationsservice.co.uk) and follow the simple steps to submit a notification. We'll get in touch within 10 working days of receiving the notification to let you know what the next steps are and any documentation we'll need to see.

If you'd prefer to tell us about a death in person, please visit your closest branch or call our Bereavement Line on 01282 525253\*.

## Registering a death

If you've told us about a death, but haven't registered it yet, you'll need to do so. You can find a register office by visiting [www.gov.uk/register-offices](http://www.gov.uk/register-offices). There's also a guide to registering a death available, which you may find useful - [www.gov.uk/register-a-death](http://www.gov.uk/register-a-death).

Once you've registered a death, you'll be given a Death Certificate.

Copies of the Death Certificate can be certified by a professional or regulated person like a solicitor, doctor or teacher. The copy must say, "This is a true copy of the original document" and it must be signed and dated with the person's name printed under the signature. The occupation, address and telephone number of the person certifying the copies must also be included.

## Documentation we'll need to see

We'll need to see the original, or a certified copy of the Death Certificate, along with account numbers.

We'll also need to see the Will to provide you with account information. If there isn't a Will, we'll need the next of kin to complete a simple form confirming they're entitled to receive information about the account(s). We may need to see identification before we can do this.

Once we've seen Grant of Probate, we'll update our records with details of the executor(s), or, if there isn't a Will, we'll update our records with the details of the administrator(s) when we receive Letters of Administration.



## Helpful information

### What's the difference between an executor and an administrator?

The role of executor and administrator are similar, however they're appointed in different ways.

Executors are named in the Will and receive a Grant of Probate to show they're authorised to deal with the estate. If there isn't a Will, next of kin can apply to court to be appointed as administrators. Administrators receive Letters of Administration to show they're authorised to deal with the estate. Both are sometimes referred to as 'personal representatives'.

There's a charge for applying for Grant of Probate or Letters of Administration and applications can take up to 8 weeks to process, depending on the complexity of the financial affairs. You can find out more by visiting [www.gov.uk/applying-for-probate](http://www.gov.uk/applying-for-probate). Alternatively, we can refer you to our partner, Accord Legal, who may be able to offer advice.

### What does intestacy mean?

When someone dies without a valid Will, there are strict inheritance laws, referred to as Rules of Intestacy. You can find out more about intestacy by visiting the 'Death and Bereavement' section of [www.gov.uk](http://www.gov.uk).

## What happens to savings accounts held jointly?

If a savings account was held jointly, it will automatically transfer to the remaining account holder under the same terms and conditions.

## What happens to savings accounts in sole name?

If the combined balance of sole savings accounts is less than £15,000, we can close them when we receive a Personal Indemnity Form.

The form needs to be completed and signed in front of a solicitor, and returned to us with a copy of the Will, if there is one. Only one person needs to complete and sign the form. This person will then be responsible for distributing the money.

Withdrawals from the account, which may reduce the balance below £15,000, can be made.

These include withdrawals for:

- A cheque payable to a Funeral Director for funeral expenses. We'll need to see a copy of the invoice to authorise the withdrawal.
- A cheque payable to HM Revenue & Customs or the Probate Registry. We'll need to see documentation about outstanding tax liabilities to authorise the withdrawal. We're unable to provide any advice about tax liabilities, so you may wish to seek independent advice about this.

If the balance is over £15,000 following any allowable deductions, the money can't be released until we see the Grant of Probate or Letters of Administration.

## Payments in and out of savings accounts

As soon as we're notified of a death, any sole savings accounts will be frozen and external payments, such as standing orders, will be cancelled. You may need to speak to the recipients of these payments to make alternative arrangements if they still need to be paid.

Although we can still accept payments in to both sole and joint accounts, we'd recommend these are cancelled as soon as possible, as you may be responsible for any payments made incorrectly, such as pension payments.

Accounts will continue to accrue interest while they remain open. Once an account is closed, any payments received will be returned to the sender.