KentReliance

Deceased notification/registration
Internal form

This form is to be completed in branch, to record the notification or registration of a deceased customer and to record the contact details of the informant.

Death Certificate, Coroners Certificate or Probate provided?	No →	Complete section **1, 4 and 6** for **NOTIFICATION**
	Yes →	Complete **ALL** Sections for **REGISTRATION**

1. Customer details

Name

Customer number

Date of death ☐☐ / ☐☐ / ☐☐☐☐

2. Customer accounts

Customer account number(s)	(S)ole (J)oint	(B)ranch (D)irect	Account Notes - if the account is joint please state the name & customer number of the remaining account holder

3. Authorised accounts

Is the customer a known authorised third party of any Accounts? (POA, COP, Operator for under 18s for examples)

No/None known ☐ Yes, account not known ☐ Yes, accounts annotated below:

Account	Account holders name

4. Informants contact details

It is important that we are able to contact you. Please ensure we have your current contact details.

Title

Forename

Middle name(s)

Surname

Date of birth / / (DD/MM/YY)

Preferred contact number

Alternative contact number

Relationship to customer

Email

Property number and/or

Property name

Street

Town

County

Postcode

5. Actions requested by informant

6. For office use - check list

Notification	Completed	N/A
Add Notification flag	☐	☐
Add contact details of informant to NCE	☐	☐
Next Steps/Requirements explained	☐	☐
Registration		
Copy, certify & scan the original or a certified copy of the death/coroners certificate/ Grant of Probate	☐	☐
Date of death entered on system (D)	☐	☐
Add Personal Representative (Preps) to Customers TITLE	☐	☐
Update NCE informant/Executor/solicitor contact details	☐	☐
Deceased removed from all JOINT accounts	☐	☐
Any authorised third parties removed, along with special codes from the customers accounts (caution required on joint accounts, establish who the third party is linked to)	☐	☐
Any V Flags Removed	☐	☐
Interest payment method changed to 01	☐	☐
DOD figures provided by branch	☐	☐
DOD figures referred to HO to be completed	☐	☐
Customer removed as third party authority from any known accounts	☐	☐
Next Steps/Requirements explained	☐	☐

Additional information

Branch

Completed by

Date / / (DD/MM/YY)

Level 1 checked by

Date / / (DD/MM/YY)

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