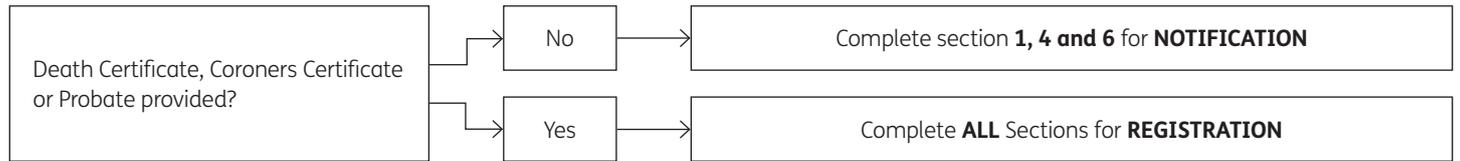


This form is to be completed in branch, to record the notification or registration of a deceased customer and to record the contact details of the informant.



## 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
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

## 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
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

## 4. Informants contact details

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

Title  Property number  and/or

Forename  Property name

Middle name(s)  Street

Surname  Town

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

Preferred contact number  Postcode

Alternative contact number

Relationship to customer

Email

## 5. Actions requested by informant

## 6. For office use - check list

Notification	Completed	N/A
Add Notification flag	<input type="checkbox"/>	<input type="checkbox"/>
Add contact details of informant to NCE	<input type="checkbox"/>	<input type="checkbox"/>
Next Steps/Requirements explained	<input type="checkbox"/>	<input type="checkbox"/>
Registration		
Copy, certify & scan the original or a certified copy of the death/coroners certificate/ Grant of Probate	<input type="checkbox"/>	<input type="checkbox"/>
Date of death entered on system (D)	<input type="checkbox"/>	<input type="checkbox"/>
Add Personal Representative (Preps) to Customers TITLE	<input type="checkbox"/>	<input type="checkbox"/>
Update NCE informant/Executor/solicitor contact details	<input type="checkbox"/>	<input type="checkbox"/>
Deceased removed from all JOINT accounts	<input type="checkbox"/>	<input type="checkbox"/>
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)	<input type="checkbox"/>	<input type="checkbox"/>
Any V Flags Removed	<input type="checkbox"/>	<input type="checkbox"/>
Interest payment method changed to 01	<input type="checkbox"/>	<input type="checkbox"/>
DOD figures provided by branch	<input type="checkbox"/>	<input type="checkbox"/>
DOD figures referred to HO to be completed	<input type="checkbox"/>	<input type="checkbox"/>
Customer removed as third party authority from any known accounts	<input type="checkbox"/>	<input type="checkbox"/>
Next Steps/Requirements explained	<input type="checkbox"/>	<input type="checkbox"/>

## Additional information

Branch

Completed by

Date  /  /  (DD/MM/YY)

Level 1 checked by

Date  /  /  (DD/MM/YY)