

Deceased Estates

Support Guide



If you've recently suffered the loss of a family member or friend, we can help you at this difficult time. Support is tailored to your individual situation and the steps outlined in this guide will help us to provide you with the best support. Depending on the situation and what documents you already have; it may take anywhere from a couple of weeks to a few months to finalise the estate, and we may also need information or instructions to be provided by multiple parties.

Our Process



1.
Let us know



2.
Understand impacts to accounts



3.
Make a claim for funeral expenses



4.
Confirm your relationship to the estate



5.
Release funds and close accounts

1

Let us know

So we can support you through this difficult time, it's best if you contact us as soon as you can.



Speak to one of our team at your local branch.



Call our Estate Settlement and Support specialist team on **1800 686 153** Monday to Friday, 8.30am - 6:30pm (AEST).

After notifying us you will receive a confirmation letter within 14 days outlining immediate next steps.

2

Understanding impacts to accounts

We'll act to keep your loved one's accounts safe and prevent unauthorised access. For example:



Accounts

Solely held accounts and cards belonging to the deceased are stopped to prevent further transactions, including recurring payments and direct debits (direct credits can still be received until the account is closed).



Credit Cards

Credit cards in which the deceased was the primary cardholder will be cancelled, including the additional cardholder's card (interest and fees on credit cards will stop).



Home Loan

We will stop all access and activity related to personal loans and home loans (interest charges will continue), we may also place stops on any available redraw.



Joint Accounts

Surviving joint account holders will continue to have access to their accounts (you can request to update the account title at any time).



Online Access

NetBank and other account accesses for the deceased customer will be cancelled.

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Notification

3 Make a claim for funeral expenses

We can release funds to pay or reimburse immediate funeral expenses when a request is received from the person who paid for the funeral or to whom the invoice is addressed.

The person requesting must be identified, and provide either a:

- tax invoice (if you're yet to pay for the funeral)¹, or
- tax receipt (if already paid)¹.

Payment or reimbursement can be processed in branch, or you can send us an **Authority to Release Assets** form, along with other required documents.



The **Authorised Estate Representative(s)** (defined in step 4) can also request payment or reimbursement for funeral expenses, or request payment for unpaid bills or expenses relating to the estate (e.g. strata fees). Visit our website or contact us for further details.

Providing Documents

We'll need to see originals or certified copies of relevant estate documents. You can either provide these to branch, or send certified copies to:



Processing Services
Estate Settlement & Support
PO BOX 334
Silverwater NSW 2128
Australia

Please don't send original documents via Mail. Certified copies will do.

Identification Requirements



Anyone can let us know, but we can only provide account information or act on requests from **Authorised Estate Representative(s)** who has been identified, via **one** of the below methods:

1. You are an existing CBA customer (and can provide us with a current account number)
2. Provide acceptable identification documents to staff at a CBA branch for certifying
3. Provide a **Certified Copies Identification** form, along with certified copies of ID documents

Key things to know



Need additional help?

You can find more information on the process, impacts to accounts, forms and more on our website: **www.commbank.com.au/support/deceased-estates**

Alternatively, call our Estate Settlement and Support specialist team on **1800 686 153**, Monday to Friday 8.30am to 6:30pm (AEST).

If you are experiencing financial difficulties as a result of this loss; contact our **Financial Assist Team** on **1300 720 814**.

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4 Confirm your relationship to the estate

We can only share account information with an **Authorised Estate Representative** who has also met our **Identification Requirements**.

Alternatively, we can provide information to a solicitor once they have provided a letter of representation stating that they act for the estate.

Once confirmed we will send an asset letter within 14 days with details of accounts and balances. However, you don't need to wait to receive this letter if you're ready to finalise the estate – continue on to **Step 5**.



How do we confirm who is/are the Authorised Estate Representatives?

4A. If there is a Will:

The **Authorised Estate Representative** is/are the listed executor(s) in the Will.

We need to see:

- ☐ Deceased Customer's Full Death Certificate¹
- ☐ Deceased Customer's Last Will and Testament¹



If you have already obtained **Grant of Probate**, you can provide that instead of the above documents (we may require this to finalise the estate – see Step 5).

4B. If there is not a Will:



The **Authorised Estate Representative** is/are the immediate surviving Next-of-kin, typically in order of:

1. **Spouse**
2. **De-facto/domestic partner** – if you were in a continuous relationship of more than 2 years at time of their passing
3. **Children** – aged 18 or older²
4. **Grandchildren** – aged 18 or older²
5. **Parents**
6. **Siblings**³ – aged 18 or older²



If you're unsure, or your situation is not covered in the above list, please contact our Estate Settlement and Support specialist team.

We need to see:

- ☐ Deceased Customer's Full Death Certificate¹
- ☐ **IF** the immediate Next-of-kin is a de facto/domestic partner  Provide a written de facto/domestic partner statutory declaration⁴
- ☐ **IF** more immediate Next-of-kin in the above list have passed away  Provide evidence of death (e.g Death Certificate¹) for those Next-of-kin⁵



If you have already obtained **Letters of Administration**, you can provide that instead of the above documents (we may require this to finalise the estate – see Step 5).

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5 Release funds and close accounts

To finalise the estate (release funds and close accounts) we need authority and payment instructions from the **Authorised Estate Representative(s)**, who have also met our **Identification Requirements**.

Once everything is finalised, we will send a letter within 14 days confirming payments and account closure.



What you need to provide to finalise the estate?



You will need to obtain a **Grant of Probate or Letters Administration** if the value of an estate (balance of solely held accounts with us) is more than **\$100,000**, or we have asked for it.

5A. If we have asked for a Grant of Probate or Letters of Administration:

We need to see:

- ☐ Grant of Probate **or** Letters of Administration¹
- ☐ **Authority to Release Assets** form signed by **ALL** Administrators or Executors

5B. If there is a Will (and we don't require Probate)

We need to see:

- ☐ All documents requested under **Step 4A**
- ☐ **Authority to Release Assets** form signed by **ALL** Administrators or Executors

5C. If there is not a Will (and we don't require Letters of Administration)

We need to see:

- ☐ All documents requested under **Step 4B**
- ☐ **IF** the value of the estate is **less** than **\$15,000** ➤ **Authority to Release Assets** form signed by at least **ONE** Immediate Next-of-kin
- OR**
- ☐ **IF** the value of the estate is **more** than **\$15,000** ➤ **Authority to Release Assets** form signed by **ALL** Immediate Next-of-kin

Notes:

1. You can provide original or certified copies of estate documents to branch, or send certified copies via mail
2. If under 18 years old, the Authorised Estate Representative is instead the person's legal guardian (appropriate documentation may be required to prove guardianship)
3. In VIC and QLD the children of a deceased sibling are also deemed to be immediate next-of-kin with any living direct siblings of the deceased
4. We will confirm in writing what is required for the statutory declaration
5. Direct or indirect evidence required (e.g. related death certificate states that the next-of-kin is deceased)