

# A Guide to Our *Bereavement Process*





# How we can help you when an account holder dies

At Brooks Macdonald, we know that during a time of loss, dealing with an estate can feel overwhelming.

This guide is intended to support those who are managing the estate of a Brooks Macdonald account holder who has died, and it answers the questions most frequently asked of us. It could be of assistance to next of kin, executors, beneficiaries and the client's professional adviser.

Please note that this guide only applies to the products and services offered by Brooks Macdonald. You may need to contact other product providers separately.

# How to notify us of the death of an account holder

You can notify us of the death of an account holder with or without a grant of probate, but we have different requirements for each.

A grant of probate is a legal document that gives you the authority to deal with the estate of someone who has died.

## With a grant of probate

### **Grant of probate and identity verification**

If you have a grant of probate, all we need is an original or certified copy of this document, together with the necessary identification documents for each of the executors as detailed on page 4.

## Without a grant of probate

### **Original death certificate**

If you don't have the original, we will accept a death certificate verification form or an interim death certificate.

### **Notification by phone**

You may notify us by phone, but please note that we cannot discuss the account details with you until we have received the original death certificate.

### **Identity verification**

We will need to verify your identity and that of any other executors. A full list of the documents required for this is on page 4.

Please note that valuations and other correspondence will continue to be sent to the deceased account holder's address until we have received the necessary documentation.

If you send us original documents, we will send them back to you immediately via secure post.



# What we do next once we have received the death certificate

## We'll update the relevant account(s)

The account address will be changed to that of the executors. All valuations and other correspondence will be sent to this address. If there is more than one executor, you may tell us in writing if you want only one of you to receive such information. Any regular payments out of the account(s) will cease.

## We'll return any original documents

We will also send you a valuation of the account(s) as at the date of death noted on the death certificate. Please keep this documentation safe as it may be required by HMRC or other tax authorities.

## Assets will remain fully invested

Until we have the executors' instruction, all assets will remain fully invested. Executors may decide to encash portfolios before a grant of probate has been obtained in order to remove volatility risk. However, we will not be able to distribute monies until we have received the grant of probate.

## Joint accounts held with us

If investments are held jointly, the holding(s) will be transferred to any surviving holder once we have received the original death certificate. We may need the surviving account holder to provide further details such as bank account details if these are to change. You can discuss this with the investment manager.

## Management fees

We will continue to deduct management fees as normal until the assets have been distributed by the executors. Any fees being paid to the professional adviser prior to the date of death will cease; payments can resume upon receipt of a formal instruction from the executor(s).

## Individual Savings Accounts (ISAs)

On death, where there is a surviving spouse or civil partner, an Additional Permitted Subscription (APS) allowance is available to transfer. We recommend you speak with the investment manager about the APS as certain transfer conditions will apply.

It is important to note that the transfer of this allowance is separate from the distribution of any assets within the ISA. The assets form part of the deceased account holder's estate and do not transfer automatically.

# Your questions answered

## What happens to a power of attorney and other third-party mandates?

When an account holder dies, a power of attorney and other third-party mandates are automatically cancelled by us because the giver of the power has died. The person holding the power of attorney or the third-party mandate will no longer have access to the account(s). However, if this person is also the deceased account holder's executor, valuations and correspondence will be sent to them as outlined in 'What we do next once we have received the death certificate'.

## What happens when the grant of probate has been received?

Once we've received it, we'll need an instruction with an original signature from the executors telling us how to deal with the estate. We will then be able to:

- encash the portfolio and pay the proceeds to the executors, or to a beneficiary, in cash
- transfer the assets in specie (ie transfer directly in their current form) to a beneficiary (where the beneficiary already has an account with us).



## What happens with tax payments?

Typically, tax payments are made from the deceased client's bank accounts. However, in certain situations, we can make a payment before a grant of probate has been issued. In such cases, we will need a certified copy of the will, and you will need to complete an IHT423 form, which must be signed by all executors. We will then pay the tax owed directly to HMRC.

## What happens with small estates?

Where the value of the estate held with us is under £25,000, we may not require a grant of probate, but we will need to see the original death certificate, a certified copy of the will and a signed indemnity from all the executors in addition to the necessary identity verification documents. It may not always be possible for us to act on such an instruction. Please speak with the investment manager who can discuss your requirements.

Tax treatment depends on individual circumstances and may be subject to change in the future. Brooks Macdonald does not provide tax advice, and independent professional advice should be sought.

# Your checklist and some useful points of contact

	Original death certificate	Death certificate verification form	Interim death certificate	Certified copy of deceased account holder's will	Identity verification documents as listed on page 4	Original or certified copy of the Grant of probate
	Select one of these three					
Grant of Probate <b>has not yet</b> been obtained	✓	✓	✓	✓	✓	
Small estates	✓	✓	✓	✓	✓	
Grant of Probate <b>has</b> been obtained				✓	✓	✓

HMRC bereavement helpline team: 0300 200 3300

HMRC: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Money Advice Service: [www.moneyadviceservice.org.uk/en/categories/when-someone-dies](http://www.moneyadviceservice.org.uk/en/categories/when-someone-dies)

Citizens Advice Bureau: [www.citizensadvice.org.uk/family/death-and-wills](http://www.citizensadvice.org.uk/family/death-and-wills)



# Verifying the identity of executors

One document from each column must be provided for all executors.

## Proof of identity

- Valid passport
- Valid UK photocard driving licence (full or provisional)\*\*
- Valid old-style full UK driving licence

If you are unable to provide the identification listed above, please contact the investment manager or your usual Brooks Macdonald contact.

## Proof of address

- Original bank statement (not printed from the internet)\*
- Original utility bill (not printed from the internet)\*
- Council tax demand letter or statement for current tax year
- Instrument of court appointment (such as a liquidator or grant of probate)
- Valid UK photocard driving licence (full or provisional)\*\*

\* must be dated within the last three months

\*\*cannot be used for both proof of identity and proof of address

## Glossary

### Grant of probate

A legal document that gives you the authority to deal with the estate of someone who has died. Other documents that give authority include grant of representation, letters of administration (if there is no valid will) and confirmation (Scotland).

### Personal representative

Typically, the executor or administrator of the estate

### Power of attorney and other third-party mandates

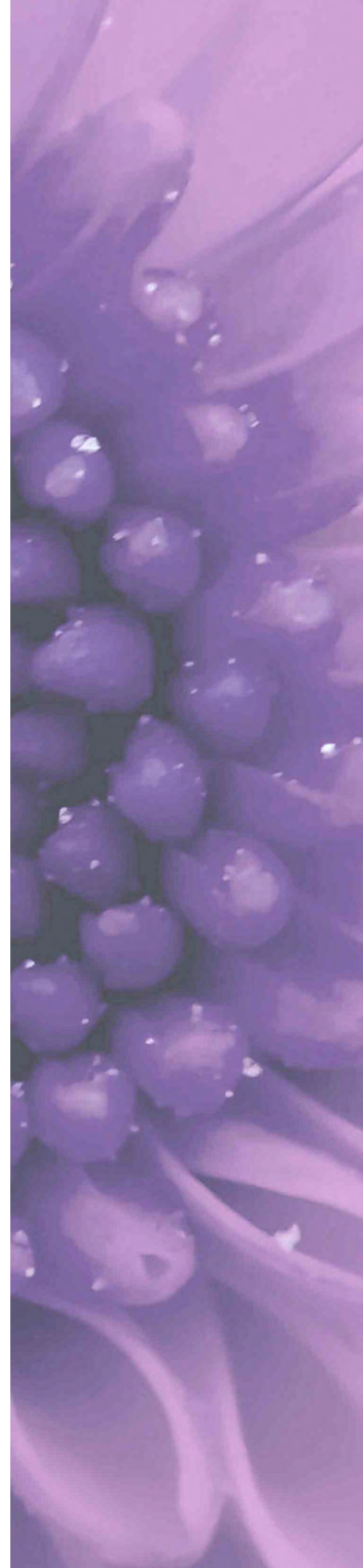
A legal contract between the client and a third party giving the third party authority to act for him/her. This arrangement ceases on death as the giver of the power has died.

### Small estate

A Brooks Macdonald account valued at less than £25,000

### Testate and intestate estates

A testate estate is where someone has died and left a valid will. An intestate estate is where someone has died without leaving a valid will.



## Important information

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