

BEREAVEMENT SERVICES

Supporting you
through bereavement

By your side



LLOYDS BANK

LLOYDS BANK INTERNATIONAL

Bereavement Services

When you lose someone close to you, it can be a very emotional time. This can make even the easiest task seem difficult. This guide is to help you through what you need to do. Our Specialist Bereavement Team are also on hand to talk you through each step and confirm what you need to do after telling us.

Our Specialist Bereavement Team can help guide you through what you need to do with a call on

01624 641 711

Lines are open 9am–5pm (UK time), Monday to Friday.

You can also email us: techbankingiom@lloydsbankinternational.com

If you need to come in and see us, just call to book a time.

Let us know once, we'll do the rest

The person who has passed away may have accounts or products you didn't know about. These could be current accounts, savings accounts, mortgages, loans, insurance and others. If they have accounts and products within Lloyds Banking Group, we can let the companies below know with just one phone call to the Bereavement Team.



There are a few companies that are part of Lloyds Banking Group that you'll still need to tell separately.

Intelligent Finance (IF): **0345 609 4343**

Black Horse: **0344 824 8888**

Lex Autolease: **0800 389 3690**

Applying for Probate to administer the Estate

Probate is a process which says who can deal with the money, property and possessions – also known as the Estate.

Probate may not be needed if the Estate passes to the surviving spouse/civil partner because it was held in a joint name. For example, a joint savings account may not need Probate.

In the Isle of Man and Guernsey, each financial institution has its own rules. This means even if you don't need to apply for Probate for money held with us, you may still need to apply if money is held by organisations other than Lloyds Banking Group.

Acting as an Executor or Administrator

Whether there is a Will or not, you may have been asked to administer the Estate, and be unsure about what you have to do. This can involve a lot of work and responsibilities, and this may go on for several months or more.

If you decide to administer the Estate yourself, you can make an appointment to open an Executor's Account in your local branch. To open this account, you'll need to bring with you the Grant of Probate and your identity documents.

If you can't administer the Estate, then you can appoint another person or pay a professional to do this for you, such as a lawyer or accountant.

Reviewing the accounts

What you need to provide

Joint accounts

For Joint accounts where one of the account holders has died, we need a copy of the death certificate. This does not need to be certified and can be emailed or posted to us.

Once received, we will change the account to a sole account in the remaining account holder's name. There will be no other changes, and the account and all regular payments will continue to operate as normal.

Sole accounts

Before we can help the Executor review the deceased person's accounts, products and services we need to check their identity. We also need to check that they have the right to be given access to this information. This means we will need some documents to be sent to us – these are shown in the table opposite.

We recommend wherever possible that you send certified copies of these documents to us rather than the originals. We can copy and certify documents in branch.

If you or the Executor are unable to visit a branch to certify your documents, then the accompanying 'confirming your identity' form lists other people who can also complete this certification.

1. Confirming the Executor's identity

We will need a certified copy of the Executor's passport or driving licence.

2. Confirming the Executor's right to access the account(s)


Location of account(s)	If the total balance of all accounts is under £50,000	If the total balance of all accounts is £50,000 or over
Jersey	<ul style="list-style-type: none">■ Jersey Grant of Probate■ Bereavement form (we will supply this to you/the Executor)■ Death certificate	<ul style="list-style-type: none">■ Jersey Grant of Probate■ Bereavement form (we will supply this to you/the Executor)■ Death certificate
Guernsey and the Isle of Man	<ul style="list-style-type: none">■ Bereavement form (we will supply this to you/the Executor)■ Will■ Death certificate	<ul style="list-style-type: none">■ Guernsey or Isle of Man Grant of Probate■ Will■ Death certificate

For Isle of Man and Guernsey Accounts, funeral and probates fees can be paid in advance of Probate being received. To arrange this, please contact us using the contact details noted in this brochure.

If you need help to understand where the account(s) is located, then please call us.

Send these documents to:

Certified copies or originals of these documents need to be sent to:

 Lloyds Bank Corporate Markets plc
Bereavement Team
Villiers House
2 Victoria Street
Douglas
Isle of Man
IM1 2LN

What happens next?

Once we receive these documents, we will get in touch with the Executor within 8 working days to talk through the next steps. We'll also tell you when we will be posting any originals back.

Reviewing the accounts

How we deal with accounts, loans, credit cards and mortgages

	Sole account	Joint account
Regular payments	<ul style="list-style-type: none">▪ We'll stop all regular payments.▪ We can give you a list of the payments being made from the account(s) held with us.▪ This will help you to decide whether you need to set up new payments. You should contact the person or original company to make or cancel future payments.	<ul style="list-style-type: none">▪ Joint accounts will be transferred to the sole remaining name and stay open. <p>Taking money out</p> <ul style="list-style-type: none">▪ If you are the remaining name on the account, you'll be able to use it as normal. <p>Regular payments</p> <ul style="list-style-type: none">▪ Standing orders and Direct Debits will continue and the remaining account holder will be given a list of payments to check.
Loans	<ul style="list-style-type: none">▪ If there is an outstanding amount on a loan, we will contact you to discuss this further.	<ul style="list-style-type: none">▪ Responsibility for the repayments passes to the other name on the loan. You can also choose to pay off the loan in full. If you need any further support you can speak to our Specialist Bereavement Team.
Credit Cards	<ul style="list-style-type: none">▪ If there is a credit card balance, the Credit Card Services team will contact you about this.▪ If you are a named cardholder on the account you won't be able to use the connected card once we are notified about the death.	<ul style="list-style-type: none">▪ If there is a named cardholder on the account, they won't be able to use the account.

Mortgages

- If the mortgage is held in a sole name, we won't collect any further payments after we have been notified about the death.
- If you would like to keep the property we can arrange an appointment with a Mortgage Arranger to talk about your options.
- If the mortgage is held in joint names, the monthly payments will continue.
- If the person left on the account needs to change or discuss the monthly payments, speak to one of our Mortgage Arrangers.
- Usually the mortgage will transfer to the name of the remaining owner. Sometimes this is more complicated, if so, we'll advise you on the next steps.

Making payments

- Mortgage payments remain due. But we appreciate some people find it hard to keep payments up to date, while trying to look after the Estate. If payments aren't made, the account will fall into arrears and the amount owed will increase. This could affect your credit rating. We'll let you know if your account is in arrears.
- If you're struggling to pay it's really important you speak to one of our Mortgage Arrangers.

Mortgage options

- You have the option to pay the mortgage off or you may wish to take out a new mortgage. You can speak to one of our Mortgage Arrangers to find out more.
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Lloyds Bank Corporate Markets plc is authorised and regulated in the UK as the non-ring fenced bank of the Lloyds Banking Group. The Jersey, Guernsey and Isle of Man Branches of Lloyds Bank Corporate Markets plc are each separately licensed as regulated deposit – takers in their respective jurisdictions.

Lloyds Bank Corporate Markets plc is independent from Lloyds Bank plc, which is authorised and regulated in the UK as the ring fenced bank of the Lloyds Banking Group. For more information on ring – fencing visit international.lloydsbank.com/ringfencing

Important Information

Lloyds Bank Corporate Markets plc. Registered Office and principal place of business: 25 Gresham Street, London EC2V 7HN. Incorporated in England and Wales with company number 10399850.

Lloyds Bank Corporate Markets plc in the UK is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 763256. Authorisation can be checked on the Financial Services Register at www.fca.org.uk

Services provided by the Jersey, Guernsey and Isle of Man branches of Lloyds Bank Corporate Markets plc will be subject to the regulatory regime applicable in their respective jurisdiction, which will differ in some or all respects from that of the UK. Further information about the regulatory status of the Jersey, Guernsey and Isle of Man Branches of Lloyds Bank Corporate Markets plc, is set out below.

The Jersey Branch of Lloyds Bank Corporate Markets plc, principal place of business 9 Broad Street, St Helier, Jersey JE2 3RR, is licensed by the Jersey Financial Services Commission to carry on deposit-taking business under the Banking Business (Jersey) Law 1991 and general insurance mediation business under the Financial Services (Jersey) Law 1998 and has also notified the Jersey Financial Services Commission that it carries on money service business. Lloyds Bank Corporate Markets plc, Jersey Branch, subscribes to the Jersey Code of Practice for Consumer Lending.

The Guernsey Branch of Lloyds Bank Corporate Markets plc, principal place of business 1 Smith Street, St Peter Port, Guernsey GY1 2JN, is licensed by the Guernsey Financial Services Commission to carry on a deposit-taking business under the Banking Supervision (Bailiwick of Guernsey) Law 2020; as an insurance intermediary under the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law, 2002 (as amended); to undertake credit business under the Lending, Credit and Finance (Bailiwick of Guernsey) Law, 2022, Part II; and is also registered with the Guernsey Financial Services Commission as a money service provider.

The Isle of Man Branch of Lloyds Bank Corporate Markets plc, principal place of business, Villiers House, 2 Victoria Street, Douglas, Isle of Man IM1 2LN, is licensed by the Isle of Man Financial Services Authority to conduct deposit-taking and is also registered as an insurance intermediary in respect of general business.

Lloyds Bank International and Lloyds Bank International Private Banking are the registered business names of Lloyds Bank Corporate Markets plc in Jersey and the Isle of Man.


Legislation or regulations in your home jurisdiction may prohibit you from entering into such a transaction with us. We reserve the right to make final determination on whether you are eligible for any products or services.

Residents or Nationals of certain jurisdictions may be subject to exchange controls and should seek independent advice before entering into any transactions with us.


The information contained within this brochure is correct at time of going to press and is for general information purposes only.


Information correct as of June 2023.

Further support

 If you have a Relationship Manager, then please call your dedicated contact.

You can also speak to, or email our Specialist Bereavement Team direct. They are available 9am–5pm, UK time.

 Call us on 01624 641711

 Email us on
techbankingIOM@
LloydsBankInternational.com

We may monitor or record telephone calls to check we carried out your instructions correctly and to help us improve the quality of our service. Calls are charged according to the telephone service provider's published tariff.

Messages sent by email may not be secure and may be intercepted by third parties. Please do not use email to send us communications which contain confidential information as we require these communications to be in writing. If you disregard this warning, you agree that you do so at your own risk and that you will not hold the Bank responsible for any loss that you suffer as a result.

If you would like to register a complaint, please follow the steps shown in our “How to Complain” leaflet, which can be provided on request or from any branch of Lloyds Bank Corporate Markets plc in Jersey, Guernsey and the Isle of Man.

Complaints involving the Jersey and Guernsey branches of Lloyds Bank Corporate Markets plc that it cannot settle should be referred to the Channel Islands Financial Ombudsman.

Complaints involving the Isle of Man branch of Lloyds Bank Corporate Markets plc that it cannot settle should be referred to the Financial Services Ombudsman Scheme for the Isle of Man.



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