

Estate Administration Service

Expertise with understanding.

A guide to the different stages of estate administration and how we will keep you in the picture.



LLOYDS BANK

Administering an Estate

Taking the weight off your shoulders

Administering an Estate when someone dies can be daunting. We understand the stress you may find yourself under and we take care of more than just financial matters. We can provide help with every detail – from securing property and having heirlooms valued, to re-homing pets.

As experts with over 100 years of experience in Estate administration, we are able to handle all the processes and paperwork involved. You can trust us to manage complex issues sensitively, impartially and professionally.

Our Estate Administration Service is available to everyone, not just existing customers. We will always be here for anyone associated with the Estate to contact us, both now and in the future. The total gross value of the Estate should be over £80,000. This may include cash, valuables, investments or property.

Where the Bank is appointed Executor in a Will, you will need to contact us immediately regardless of the value of the Estate due to our legal responsibilities.

We explain our fees clearly, from the outset of the process. You will not pay anything upfront as any fees will be paid from the Estate.

A summary of our Fees and Terms & Conditions is available to download from our website lloydsbank.com/estates-administration If you wish to receive the full Fees and Terms and Conditions booklet, it is available by post on request.

Taking care of it all

We will work with you and any Co-executors to administer the Estate and will try to anticipate your needs at every stage of the process.

We deal with financial, legal, tax and personal matters:

- Paying funeral costs
- Valuing and safeguarding all Estate assets
- Securing and insuring any Estate property and arranging the sale of that property if required
- Organising and completing all associated paperwork
- Re-homing pets
- Applying for the Grant of Representation (Confirmation in Scotland)
- Collecting, selling and transferring assets
- Calculating and paying the correct amount of tax, working with HM Revenue & Customs (HMRC)
- Finalising any Income Tax liability and obtaining any repayment due
- Managing and settling any Estate debts including loans, mortgages and utility bills
- Distributing funds and preparing a clear and detailed Estate Administration Report.



A truly comprehensive service

When acting as Executor or Administrator
we deal with Estates of all complexities

Our service is the same whether we are the appointed Executor under the terms of a Will, are acting in place of an Executor who does not feel able to act, or where someone has died without leaving a Will (the latter is not applicable in Scotland).

Once appointed, we are legally responsible for administering the Estate because we obtain the Grant of Representation (proof of legal authority to deal with the Estate) in the name of Lloyds Bank plc.

Getting started

Our first step is to talk to you by telephone to discuss your options and next steps. You do not need to visit a branch.

We will then arrange a meeting with a Bereavement Manager for you, either in person, by telephone or via a simple video link. There is no charge for this meeting, which is without obligation.

Your Bereavement Manager will explain our service in depth and ask you for any relevant paperwork. At the end of this brochure, you will find a checklist of the type of documents we will need.

Working with you

It may take several days for us to gather all the Estate paperwork (including the Will, details of any assets and relevant property deeds, banking information, statements and insurance policies) and to identify and contact all potential Beneficiaries.

We will update you regularly throughout the Estate administration process. You will also be given the direct contact details of the two named specialists looking after your case.

Our customer focused service is provided by post with telephone support. You will also have access to our online customer hub which features case tracking and secure messaging. Just ask us for more details.

The stages of the Estate Administration Service

We cannot predict exactly how long it will take to administer the Estate. A straightforward Estate administration can typically take up to a year. For a more complex Estate with intricate tax issues or involving the sale of a property, the process may take longer.

On the following pages you will find a guide to the various stages of the Estate administration process, with approximate timescales. Timescales are indicative only and not all will apply to every Estate and some may overlap with each other.

The timescales shown are a step-by-step guide, but however long the process takes, you can rely on us to handle everything. Your dedicated Estate Officer will contact you regularly and we will keep you updated every step of the way.

There are some differences between the laws of England & Wales and Scotland. Our experts can discuss how this affects the administration of the Estate with you.



Other ways we can help

Whether you have existing support or not, we are here to help you. We can arrange for you to talk to an adviser for further information on banking, will writing, tax, trusts and investments.

1

First steps – Day 1

Following our initial call or visit, and once we have received all the Estate paperwork, you will receive a letter of introduction from your Estates Team. This will contain the names and direct telephone number of the Estate Manager and Estate Officer administering the Estate.

We will also write to all the companies, organisations and government agencies involved in the administration process to determine the full extent and value of the Estate assets and liabilities.

Additionally, we will write to all Beneficiaries to outline their position within 10 to 15 working days.

3

Inheritance Tax calculation – 2–6 months (from day 1)

We will submit an account of all assets (including joint and nominated assets) and any relevant gifts and liabilities to HMRC. At this point, the initial amount of Inheritance Tax (IHT) is paid (excluding IHT on any assets, which can be paid in instalments).

By law, we need to obtain a receipt from HMRC before we can apply for the Grant of Representation, regardless of whether tax is payable on the Estate.

We are reliant on HMRC to provide us with the receipt and delays may occur at this stage.

2

Initial activities – 1–2 months (from day 1)

Dealing with property

If there is a property to be sold or transferred, we will arrange any necessary valuations and where appropriate appoint an Estate Agent. We will also instruct appropriate conveyancing professionals and will notify you, any Co-executors and other Beneficiaries of offers received on the property where relevant.

In Scotland, we will not be able to place a property on the market until Confirmation has been issued (stage 4).

Other activities

At this stage, we may need to identify further Beneficiaries. We will discuss some of the bequests and the distribution of other Estate assets such as cars and other personal effects with you. If you want us to consider transferring assets to you, you should let us know at this point.

In England and Wales only:

We will place Statutory Notices to identify creditors unless we are acting as Administrator. If this is the case these notices cannot be advertised until the Grant of Representation has been issued, which can delay distributions (stage 6).

4

Obtaining the Grant of Representation (Confirmation in Scotland) – 2–6 months (from day 1)

For Estates in England and Wales we can now apply for the Grant of Representation and submit the Will and other relevant documents to the Probate Court.

In Scotland we will apply for Confirmation and present the necessary paperwork to the Sheriff Court.

You will receive details of the Estate assets and liabilities, together with an estimate of your likely inheritance. At that point, we can arrange for you to talk to an adviser for further information on services like banking, savings, tax and investments.

5

Collecting assets and settling liabilities – 5–6 months (from day 1)

Once we have obtained the Grant of Representation (Confirmation in Scotland) we will send copies to the companies involved in the Estate administration to collect monies due to the Estate and settle all liabilities.

In Scotland, we will be able to instruct the appropriate professionals to deal with the sale of any property.

Day 1

1–2 months (from day 1)

2–6 months (from day 1)

5–6 months (from day 1)

6

**Distributions –
5–6 months (from day 1)**

Provided we are satisfied that all potential claims have been settled, we will pay any legacies and make interim distributions to the Beneficiaries, keeping an appropriate reserve.

Where a property is to be transferred, we will arrange this and ensure that it is valued and registered with the Land Registry if necessary.

In Scotland, this will be no sooner than six months from the date of death.

If any claims are made against the Estate, this can delay the administration. We will discuss this with you.

9

**Dealing with overseas assets –
At least 12 months (from day 1)**

If the Estate contains overseas assets, where possible we will deal with the legal formalities in the country in question and instruct the appropriate professionals. This can be a complex process and is likely to delay completion of the Estate.

We can only deal with overseas assets once we have obtained the Grant of Representation (stage 4).

7

**Income Tax clearance –
6–7 months (from day 1)**

We will have collated all the information needed for the final income tax return, which is finalised to the date of death. Unless appropriate professionals have been separately appointed, we will handle everything involved in submitting the tax return.

10

**Completion –
9–12 months (from day 1)**

Administration Tax

The Estate will be liable for Administration Tax (income and capital gains tax) for the administration period. This can only be calculated and submitted to HMRC once we have finalised all stages of the Estate administration. We will need to calculate the tax and submit the appropriate tax returns.

Estate Administration Statement

We will send a full statement of the Estate assets and liabilities to all relevant parties, together with all final distribution payments.

We will also send appropriate tax vouchers if required.

8

**Inheritance Tax clearance –
6–9 months (from day 1)**

Once we have established all Estate assets and liabilities and finalised the income tax position to the date of death, we will submit a final account schedule to HMRC.

This specifies any amendments to the Estate assets and liabilities previously declared, enabling HMRC to calculate the final IHT bill.

We will settle the bill and receive any refunds due.

6–7 months (from day 1)

6–9 months (from day 1)

At least 12 months (from day 1)

9–12 months (from day 1)

Your role in the Estate Administration process

Whether you are an Executor or Administrator, there is no obligation to act and you can choose the level of involvement that is right for you

Your involvement in the Estate Administration

You may become involved in an Estate administration as either an Executor or Co-executor under the terms of a Will, or as an Administrator where there is no Will.

As such, you will be responsible for all stages of the Estate administration and entitled to be fully consulted and included in the decision-making process.

As the Executor or Administrator of an Estate you may be involved in:

- applying for Probate (Confirmation in Scotland)
- approving HMRC forms for IHT purposes
- making decisions on raising funds and paying legacies and distributions to Beneficiaries
- the sale of a property where this applies
- signing Building Society, insurance claim and stock transfer forms
- approving the Estate accounts

Our role in the Estate Administration Process

Lloyds Bank may be named in a Will as an Executor or Co-executor. Alternatively, you can ask us to become an Administrator where the existing Executor(s) cannot or do not wish to act or where there is no Will in place.

Where we are appointed as the Executor or Administrator of an Estate, we will deal with all of the stages above.

Choosing the level of involvement that is right for you

Whether you're an Executor or Administrator, there is no legal obligation to act in an Estate administration and you can give up all rights and responsibilities if you wish.

Less involvement:

If we are appointed with you as a Co-executor (in England or Wales), you can ask us to be the acting Executor. We can then apply for the Grant of Probate to be issued to us with 'power reserved' to you and any other named Co-executors.

You will not be responsible for the Estate administration or need to sign any documents but will remain consulted in any decisions that arise.

No involvement:

In England and Wales you can 'renounce your appointment' and in Scotland you can 'decline or resign'.

Please contact us if you want to discuss the right option for you.

Legacies to Executors

If you are a named Executor and also receive a bequest in a Will, we can discuss how your level of involvement in the Estate administration process may affect your entitlement.

Definitions

Administrator: A person who is appointed to administer an Estate who is not named as an Executor in a Will (not applicable in Scotland).

Beneficiary: A person who is entitled to benefit from the assets of an Estate.

Executor: The institution or individual appointed to administer the Estate of a deceased person.

Grant of Representation or Confirmation in Scotland: The proof of legal authority required by the person who is responsible for dealing with the Estate.

Inheritance Tax (IHT): A tax on an Estate which generally applies when someone dies.

Probate (Confirmation in Scotland) Application papers: Legal documents, such as original Wills, sworn oaths (not applicable in Scotland) or Inland Revenue Accounts that have been completed by the Executors. HMRC and the Probate Registry (Sheriff Court in Scotland) need these documents to issue the Grant of Representation (Confirmation in Scotland).

Statutory Notices: Advertisements placed in The London Gazette and local paper(s) that give notice that the personal representatives (Executors and/or administrators) of an Estate intend to distribute it (not applicable in Scotland).

Trust: A legal entity that holds your assets, before they are released to those designated to receive them.

Estate Administration Checklist

To establish the value of the Estate, we need to make an accurate list of all Estate assets and liabilities.

To do so, we may ask you to provide any of the documents shown in this checklist. We understand you may not be able to find them all and that some may not be relevant to the Estate we will administer for you.

- Original death certificates (or interim Coroner's certificate if death certificate is not yet available)
- Department of Work and Pensions notification form

Personal

- State pension details and National Insurance number
- Passport, driving licence, Blue Badge, AA/RAC card, store-cards
- Copy of any Power of Attorney, if registered
- Marriage/civil partnership certificate for the deceased and their spouse/civil partner
- Spouse/civil partner's National Insurance number
- The Grant of Representation (Confirmation in Scotland) and any other relevant information available for any predeceased spouse/civil partner (death certificate, copy of the Will, deed of variation, or relevant dates if not available)
- Full names and up-to-date addresses of any Co-executors named in the Will
- Full name, relationship to the deceased, telephone number and up-to-date address for all Beneficiaries and legatees under the Will
- Birth certificates for all Beneficiaries under the age of 18
- Details of any gifts in excess of £250 made in the past seven years (money or chattels)

Assets – Sole and Joint

- Details of all bank and building society accounts. Please also provide any statements, passbooks, cheque books, cheque book stubs/statements and cash machine and debit cards for the last seven years
- National Savings Account passbooks
- National Savings Certificates, Income Bonds and Premium Bonds
- Life or other insurance policies and bonds
- Details of any non-Lloyds Bank ISAs, etc.
- Details of any investments including stock and share certificates or statements, dividend counterfoils and any recent correspondence from Registrars
- Private and/or employer pension documents
- Details of overseas or business assets, including relevant correspondence
- Any un-cashed cheques received by the deceased or details of any outstanding claims

Income Tax

- An income tax statement or other correspondence relating to HMRC or details of the tax district and the name and address of any tax adviser/accountant

Home

- Buildings and contents insurance policies
- Current meter readings – gas, water, electricity
- Recent household bills, for example: gas, electricity, telephone and mobile phone, council tax, water rates, service charge, rent and ground rent (with any rental agreements)
- Details of any outstanding loans, mortgages and property deeds, or details of where these are held
- TV licence
- Last nursing home invoice

Motor Vehicles

- Insurance policy and current certificate of insurance
- Vehicle registration document
- Current MOT certificate
- Current mileage

Liabilities

- The funeral estimate, or the name and address of the undertaker and details of any other funeral expenses
- Credit cards and statements
- Details of any other liabilities or unpaid invoices

Find out more

Estate Administration Service Support Line **0800 056 0171**

Lines are open Monday to Friday, 9am–5pm.

Call costs may vary depending on your service provider.

Calls may be monitored or recorded.

Not all Telephone Banking services are available 24 hours a day, 7 days a week.

If you need this communication in another format, such as large print, Braille or audio CD, please contact us.

If you have a hearing or speech impairment, you can use Relay UK. Adviser service: 24/7. SignVideo services are also available if you're Deaf and use British Sign Language: lloydsbank.com/help-guidance/accessibility/signvideo

 www.lloydsbank.com/estates-administration

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 2065.

Lloyds Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under number 119278. Eligible deposits and investments with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

If you want to make a complaint, visit a branch or learn more online at: lloydsbank.com/contact-us/how-to-complain

▪ To speak to us, call: **0800 072 3572**

From abroad: **+44 173 346 2267**

Adviser service: 24/7

▪ If you have a hearing or speech impairment, use textphone:
Textphone: **0800 056 7614** or **01733 347 500**

Adviser service: 24/7

▪ You can also write to: Lloyds Bank, Customer Services BX1 1LT

We'll confirm who'll be dealing with your complaint. If we can't resolve things immediately, we'll let you know what the next steps are.

Provided you've tried to resolve things with us first, if you're still unhappy, you can ask the Financial Ombudsman Service to help. We can provide information on how to do this if you need it.

Information correct as of January 2021.

