



RAMS BEREAVEMENT BOOKLET

Practical information to help you.

Effective 16 October 2024

Version 2.1

Introduction

This Booklet has been prepared to assist those who have lost a loved one, and also the authorised representative who is acting on behalf of the Deceased Estate. We outline the steps, what documentation we need, and how we can help where the Deceased held accounts, loans or had other products or services with RAMS.

There are other issues which will need to be managed by the authorised representative which are not intended to be covered by this booklet, such as what to do as an Executor, applying for Probate, what to do with car registration in the name of the Deceased, or in fact when dealing with other financial institutions. Guidance regarding these other issues can be found from sources such as Centrelink, Public Trustee's offices in each state, and of course your own solicitor and financial advisers.

In the case of other financial institutions, you should contact them direct and ask for details of their process and requirements.

Contents

What will happen and when?	4
Talk to us	4
We'll review everything and notify you	5
Get the right documents together	5
Settling accounts and releasing funds	6
Funeral and other expenses need paying from the estate?	7
Need to make a funeral or life insurance claim?	7
Help is always at hand	8
Have any questions?	9
Legal language guide	12
People who can certify your documents	14
Whenever you need help, contact the Deceased Estates Team	16

What will happen and when?

Let us know. Get in touch with RAMS – call **13 RAMS, that's 13 7267**.

RAMS conducts a review to determine the products held with us. A Certificate of Balance that contains a list of accounts held by the Deceased with balances and accrued (but unpaid) interest as at date of death will be issued.

Receive our Bereavement Booklet and a 'Requirements letter' listing what we need to settle each account.

Use this booklet and the 'Requirements letter' to get your documents together and mail them to RAMS.

Once requirements are met, RAMS can close and settle accounts.

If you have any questions about the documentation you need to provide, we're here to help – just call RAMS on **13 RAMS, that's 13 7267**.

Talk to us

RAMS is here to make the process as easy as we can for you. We also have a specialist team, who are trained to offer you a high level of expertise. To get things moving, call us on **13 RAMS, that's 13 7267**.

Representatives who reside overseas may need to provide different information depending on their location. If this is you, please call **+61 2 9647 6967** so we can let you know what's required when dealing with RAMS.

We'll review everything and notify you

We will perform a thorough review of the accounts – then you will receive a 'Requirements letter'. This will provide you with a list of any further information we may require. Depending on the value of the Estate, we may ask for documents such as the Will, Probate, Letters of Administration or other items. Once you provide all the items listed, we can proceed with finalising the accounts.

Get the right documents together

We understand this is a difficult and stressful time, so we want to help you get all the necessary paperwork together as quickly as possible. We may need:

Identification

For certain requests – like releasing funds from the accounts of the Deceased to cover funeral expenses – the law requires that we identify you if you are not a RAMS customer.

Proof of Death

To get started with the settlement of accounts we require a certified copy of at least one of the following documents as proof of death:

- an original or certified copy of the Death Certificate; or
- an original or certified copy of a medical report; or
- an original or certified copy of a police report; or
- an original or certified copy of a Grant of Probate or Letters of Administration

Get the right documents together continued

Other items

After we have identified all accounts held we may also require:

- Letters of Administration or Probate.
- Details of who is authorised to represent the Estate, including acceptable identification documentation:
 - If it is a solicitor, you'll need to instruct them to advise RAMS in writing that this is the case.
 - If it is the Executor of the Estate, as per the Will, we will need a certified copy of the Will.
 - If an Executor has not been appointed, or there is no Will, we will need the death certificate. We may also need Letters of Administration. For information on how to apply for these, we recommend you contact your solicitor.
 - If the authorised representative resides overseas, they will need to contact
- RAMS on **+61 2 9647 6967** to discuss what's required to settle the Deceased's accounts with RAMS. They should also contact their solicitor.

You'll need to provide all documents as originals or, if photocopied, have them certified as a true copy of the original by an eligible witness. See page 14 for a list of eligible witnesses.

If you need information about obtaining the Death Certificate – or a range of other support resources – visit **centrelink.gov.au** for help.

Settling accounts and releasing funds

How it works.

When we have received everything, we need from you we'll begin the process of settling the Deceased's accounts and releasing funds as instructed by the Executor(s), Administration(s), or solicitor acting for the Estate.

Simply closing an account does not cancel any automatic direct debits connected to the account – you'll also need to call the individual organisations. Please refer to page 11 for further information on cancelling direct debits.

Funeral and other expenses need paying from the estate?

RAMS can release funds from the deceased customer's accounts to assist with paying unpaid bills or expenses from the estate such as:

- Funeral Bill (or other funeral-related bills such as a cremation bill, headstone costs, etc.) dated post Date of Death
- Government bills for the deceased (i.e. Pension Recalls & NDIS recalls)
- Australian Tax Office bills for the deceased
- Council/Water/Land Rates (in relation to property held solely in the deceased's name)
- Utilities including gas, electricity or telephone for the deceased (the account must be for a period prior to death or Date of Death must fall in the period of the account)
- Medical bills for the deceased
- Application fees for Probate/Letters of Administration

If there are not sufficient funds available in the account(s) of the Deceased to pay the funeral bill, we will make a partial payment with what money is available.

Please call us on **13 RAMS, that's 13 7267** for more information, including details of any supporting documents we may require.

Need to make a funeral or life insurance claim?

Life Insurance policies generally require some investigation and information before a claim is settled. A Life Insurance claim can take up to several months to settle if extremely complex.

- If your Life Insurance policy is held with BT, contact the BT Estate and Claims Management Team on **1300 366 426**.
- If your Life Insurance policy is held with Westpac, phone **1300 650 255**.
- If it is held with another provider you will need to contact that provider.

How to make a Home Loan Protection Insurance Claim?

If the customer holds Home Loan Protection Insurance with RAMS, you will need to contact RAMS on 1300 769 072 to lodge a claim over the phone.

Help is always at hand

There are a range of RAMS and other services that may be able to assist you at this time. You can talk to:

<p>Australian Funeral Directors Association may be able to assist in planning the funeral and selecting a funeral director of your choice.</p>	<p>afda.org.au</p>
<p>Centrelink</p> <p>The Federal Government provides a range of supportive resources including: information on where to obtain the Death Certificate; who to speak to about organising the funeral; suggestions on who to advise and the government assistance available.</p>	<p>centrelink.gov.au</p>
<p>Funeral or Life Insurance Claim?</p> <p>If you have a funeral Policy or Life insurance policy with Westpac or BT.</p>	<p>If held with BT, call 1300 366 426.</p> <p>If held with Westpac, call 1300 650 255.</p>
<p>Home Loan Protection with RAMS.</p>	<p>Contact RAMS on 1300 769 072</p>
<p>Home and contents or landlord insurance with RAMS. If you have any questions about home and contents or landlord insurance</p>	<p>Call 1300 652 334</p>
<p>RAMS staff are trained to offer a high level of expertise when it comes to dealing with settling Deceased Estates.</p>	<p>Call 13 RAMS, that's 13 7267</p> <p>If overseas call +61 2 9647 6967</p>

Have any questions?

This section may help you in getting the answers you need.

Where do I get the Death Certificate?

Each State and Territory has a government register for births, deaths and marriages. Please contact the office in your State or Territory to obtain a copy of the Death Certificate.

Do I need a Solicitor?

The decision of what advice and support you require is one that only you can make. Things that you should take into consideration are the size of the Estate, as well as the variety of assets including real estate and investments, the number of beneficiaries, their location and whether you anticipate any disputes to arise through the process.

What does an Executor do?

The Executor administers the Will. They are charged with locating the Will and following the Will's instructions for funeral requirements, collecting all assets, finalising outstanding liabilities and distributing the assets in accordance with the deceased person's instructions.

What is an Executrix?

An Executrix is the name used for a female Executor. An Executrix performs the same role as an Executor.

What if there is no Will?

If someone dies without a valid Will (Intestate), Letters of Administration may need to be obtained from the Supreme Court, appointing someone to administer the Deceased Estate. In such situations, the assets of the Deceased person are distributed in accordance with the laws of the States and Territories of Australia. Generally, that means the Estate passes to the Deceased person's Next of Kin. In this situation you should seek advice from a solicitor.

Will RAMS release funds from the Deceased customer's account(s) to pay for additional expenses associated with the funeral (e.g. the wake, flights for relatives to attend the funeral, etc.)?

RAMS will generally not release funds from the deceased customer's account(s) to pay for these additional expenses.

Have any questions? continued

What happens to a Power of Attorney upon death of the account holder?

A Power of Attorney is no longer valid once the donor has passed away. If you were appointed as an attorney by the Deceased you can no longer rely on the Power of Attorney to access bank accounts or conduct any other transactions on behalf of the Deceased.

What is Probate?

A grant of Probate is a legal document that confirms the validity of a Will, and authorises an executor (or executors) to manage the estate of a deceased person in accordance with the provisions of the deceased's Will.

Who can apply for Probate?

An Executor or Executrix under the Will can apply for Probate. This person will need to contact the Supreme Court in the State or Territory in which the Deceased's assets are held to initiate the process.

What is a Testamentary Trust?

A Testamentary Trust is a trust established by a Will. It does not come into effect until after the death of the person making the Will. At this point, specified Deceased Estate property is transferred to a Trustee who holds the assets in trust for the benefit of the beneficiaries. A Testamentary Trust may last for many years after the Deceased Estate has been fully administered. The information provided within this document does not apply to Testamentary Trusts. Additional information about Testamentary Trusts can be found on the Australian Taxation Office website at ato.gov.au

What happens to joint bank accounts?

At RAMS, we are unable to remove the name of a customer from a joint account. Where the account can be operated by either party independently, the surviving party has access to the funds. These funds can be transferred into a new account and the joint account closed. For further information call RAMS on **13 RAMS, that's 13 7267**.

The Deceased person and I have a home loan together. What happens to it?

You will need to continue paying your loan and interest will still accrue on the account until the loan is finalised. If you are unable to meet your regular loan repayments, we recommend you contact RAMS on **13 RAMS, that's 13 7267**.

Have any questions? continued

How do I cancel or change a direct debit (automatic payment)?

If the account is still open, RAMS will provide you with a list of direct debits attached to a transaction account upon your request. This is called a 'Regular Payment Summary' and will be mailed to you if you are the authorised representative of the Deceased.

If the account is already closed, we can provide you with copies of the last 12 months of statements for a transaction account. You will be required to identify which organisation(s) you need to contact – this may include gyms, telephone accounts, insurance etc.

If you are having difficulty dealing with any organisation/supplier RAMS may be able to assist in some instances. Refer to the 'RAMS Deposit Accounts Switching Made Easy' brochure available at rams.com.au/resources/forms-and-downloads

Please note that automatic payments could be made from a bank account and closing a bank account does not cancel a direct debit. You will need to contact all direct debit recipients linked to the bank account.

RAMS can provide you with 12 months of bank account statements to assist with identifying direct debits. If the account is still active, contact RAMS to obtain copies free of charge. If you are a joint account holder, depending on your existing account access, you can also obtain copies of previous statements via myRAMS and/or by calling RAMS on **13 RAMS, that's 13 7267**.

For help in writing a direct debit cancellation letter, you can visit asic.gov.au/fido and search for 'direct debit' to find sample letters and further information.

How long does it take to settle a Deceased person's finances?

Each Estate is unique, so the time it takes to finalise the accounts can vary considerably, depending on the complexity and number of accounts held. Considerations include the number and type of banking products held, whether Probate is required and the ability for us to obtain all the information required to settle the matter.

What do I do if RAMS is still sending mail to the Deceased?

It is normal to receive a final statement for any transaction account once it's been finalised, showing a nil balance. If you continue to receive mail in the Deceased's name beyond this point, please contact RAMS on **13 RAMS, that's 13 7267**.

What happens with interest charges?

Home loans will continue to accrue interest charges until the Estate is finalised and the loan is repaid or refinanced.

Legal language guide

Administrator	Person/s legally authorised by Letters of Administration to administer the estate when there is no Will (and therefore, no Executor appointed) or when there is a problem with the Executor named in the Will.
Beneficiary	A person who is left something in a Will, or a person for whose benefit property is held by Trustees or Executors.
Certificate of Balance	List of accounts held by the Deceased containing balances and accrued (but unpaid) interest amounts as at date of death.
Certificate of Death	An official certified copy of the information registered when someone passes away, including the date, place and cause of death.
Deceased Estate	Means the property and assets belonging to a customer who has died.
Executor	Person/s nominated in a deceased's Will to administer the Deceased's Estate in accordance with the terms of the Will.
Funeral Bond	A Funeral Bond allows you to set aside an amount of money to cover your funeral expenses, and, if you wish, specify how your funeral is to be conducted. If the customer had a Funeral Bond, be sure to contact the provider.
Intestate	When a person passes away without a valid Will they are said to die 'intestate'
Letters of Administration	Letters of Administration refers to an Order issued by the Supreme Court that authorises a person to administer the estate where no Will was left.

Legal language guide continued

Power of Attorney	<p>A legal document that appoints a person or people (the 'Attorney') to make legal and financial decisions on the customer's behalf should the need arise. The customer is the person who makes the Power of Attorney is known as the 'Principal'.</p>
Probate	<p>Order granted by State or Territory Supreme Courts confirming the identified Will is the true and last Will of the deceased and declaring the Executor(s) are legally authorised to deal with the estate.</p> <p>Probate is usually required when there is a large sum of money or assets involved and particularly when there are multiple beneficiaries.</p>
Tax Invoice	<p>A tax invoice is an original invoice as identified by Australian GST taxation legislation. The requirements vary depending on the total taxable sales but items the invoice must include are:</p> <ul style="list-style-type: none">• The words 'tax invoice' stated prominently.• The name of the supplier.• The ABN of the supplier.• The date of issue of the tax invoice.• The brief description of the service provided.• The total price invoiced (including GST).
Tax Receipt	<p>A tax receipt must include the same information listed under tax invoice above, and be presented in the form of a receipt or, alternatively, an invoice which has been stamped and dated as Paid.</p>
Testamentary Trust	<p>A trust established by a Will. It does not come into effect until after the death of the person making the Will. At this point, specified Deceased Estate property is administered by the Trustee for the benefit of the beneficiaries.</p>
Will	<p>A Will is a declaration by the testator (person making the Will) that names a person or persons to manage the Deceased Estate and directs how assets should be distributed after death.</p>

People who can certify your documents

Please mail a certified copy, certified by one of the witnesses outlined below to us at:

Deceased Estates Team
RAMS Financial Group Pty Limited
Locked Bag 5001
Concord West NSW 2138

People who can certify copies of your original documents include:

Within Australia

1. A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)
2. A judge of a court
3. A magistrate
4. A chief executive officer of a Commonwealth Court
5. A registrar or deputy registrar of a court
6. A Justice of the Peace
7. A notary public (for the purposes of the Statutory Declaration Regulations 1993 (Clth))
8. A police officer
9. An agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
10. A permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public
11. An Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955 (Clth))
12. A bank or building society officer with two or more continuous years of service
13. A finance company officer with two or more continuous years of service (Broker excluded)
14. An officer with, or authorised representative of, a holder of an Australian financial services licence, having two or more continuous years of service with one or more licencees

15. A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with two or more years of continuous membership
16. A Commissioner for Declarations
17. A Commissioner for Affidavit

A full list of eligible signatories can be found at ag.gov.au/stat/dec

Outside Australia

Overseas customers can use Certifiers listed above where the Certifier is an Officer who holds these within Australia. Where the Certifier does not meet the above criteria, ONLY Certifiers in category 11, 12 or 13 may be used.



Whenever you need help, contact the Deceased Estates Team

Call us on **13 RAMS, *that's* 13 7267** or if you're overseas please call **+61 2 9647 6967** (Monday to Friday 8am to 8pm and Saturday and Sunday 9am to 5pm (AEST)) Fax **1300 656 728**

Things you should know: Information current as at 26 September 2024. This information has been prepared without taking account of your objectives, financial situation or needs. Because of this you should, before acting on this information, consider its appropriateness, having regard to your objectives, financial situation and needs.

Third party information is published with permission. RAMS Financial Group Pty Limited accepts no responsibility for its accuracy or completeness. References to external websites are provided for convenience only and RAMS Financial Group Pty Limited accepts no responsibility for their accuracy and completeness.

RAMS Financial Group Pty Ltd ABN 30 105 207 538 AR 405465 Australian credit licence 388065 promotes and distributes RAMS deposit products as an authorised representative of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 ("Westpac"). Westpac is the credit provider for RAMS Home Loans and the issuer of RAMS deposit products.