



Closing NAB accounts and releasing funds for a Deceased Estate

Please complete this form in full in black or blue pen using CAPITAL LETTERS and **X** where appropriate.

What this form is for

This form is required so you can instruct NAB to close the Deceased's NAB accounts and release available funds to the estate.

Note: Where we refer to NAB in this form, it is a reference to any or all of National Australia Bank Limited; NAB's division, ubank, Mycard and NAB's subsidiary, Advantedge.

Who must complete this form

This form must be completed and signed by each person administering the estate ('estate representative'):

- All Executors/Administrators where applicable; or
- If no Executor or Administrator, the immediate Next of Kin of the Deceased (noting multiple individuals may be acting equally in this regard).

How the form must be signed

- If there is more than one of you, all of you can sign the same form. If you are unable to sign the same form, a separate form can be signed, but the entire form must be filled out and not differ from the other form.
- You may sign electronically. When we verify your identity, we will check your electronic signature using certified copies of photo ID documents (such as a passport or driver licence) or NAB signature records. If your ID documents do not match your electronic signature, we will contact you for further verification.

If you need help completing this form, call 1300 911 451 (weekdays between 8am–5pm AEST).

Documents you need to provide with the form

Please provide certified copies of the following documents with this form (if not previously provided):

- **Proof of death** such as a death certificate or a notice via the Australian Death Notification Service (deathnotification.gov.au).
- **Proof of your authority** to act for the estate
 - the Will, if there is one; or
 - if there is no Will, proof of your relationship to the Deceased. If you have siblings making a claim to an estate, a copy of the youngest sibling's birth certificate, noting all of the older siblings.

- **Grant of Probate / Letters of Administration**

A copy of the Grant of Probate / Letters of Administration if any of the following applies (or otherwise at NAB's discretion):

- the total available funds to be paid from the Deceased's NAB accounts is \$100,000.00 or more;
- an application for a Grant of Probate / Letters of Administration has been, or is intended to be, made; or
- NAB receives multiple claims to the estate.

For Victorian estates, simply provide the Application Number and Unique Identifier on your (RedCrest) electronic Grant as we can use this to find the relevant information.

For South Australian estates, provide a certified copy of the Registrar's Certificate with Grant of Probate / Letters of Administration.

For New South Wales estates, provide a certified copy of the Inventory of Property with Grant of Probate / Letters of Administration.

Irrespective of estate value, where a Grant of Probate / Letters of Administration has been issued overseas the Grant of Probate / Letters of Administration must be resealed in an Australian jurisdiction.

For overseas estate representatives seeking to release \$50,000 or more in total available funds from the Deceased's NAB accounts, you must provide a copy of the Grant of Probate / Letters of Administration obtained in Australia. A Grant of Probate / Letters of Administration obtained overseas will not be accepted unless resealed in an Australian jurisdiction.

- **Photo ID**

Current government-issued photo ID for each estate representative (except for any representative who is a NAB customer). NAB can accept certified scanned copies of photo ID by email.

Alternatively, you can contact us for phone-based identity verification. A copy of government-issued photo ID may be required for signature verification purposes.

Submitting this form

You can submit this form by emailing us at NABBereavementSupport@nab.com.au – include the DE number in the subject title.

Details you must complete

Section 1 Deceased customer details

Full Name

Date of Death

NAB Case Reference No. (if known)

Section 2 Declarations (to confirm you're acting within your powers as estate representative)

- 2.1** I am entitled to access and disburse the available funds held in the Deceased's NAB accounts in my capacity as **(please tick one only)**:
- ☐ Executor ☐ Administrator ☐ Next of Kin
- 2.2** I declare that the Deceased **(please tick one only)**:
- ☐ left a valid Will.
- ☐ did not leave a valid Will.
- 2.3** I declare that **(please tick one only)**:
- ☐ a Grant of Probate / Letters of Administration has been obtained.
- ☐ an application has been made (or is intended to be made) for a Grant of Probate / Letters of Administration.
- ☐ I do not intend to apply for a Grant of Probate / Letters of Administration.
- 2.4** I declare that (to the best of my knowledge), no other persons have applied, or intend to apply, for a Grant of Probate / Letters of Administration; and there are no other persons contesting my representation of the estate.
- ☐ **(To acknowledge you have read and agreed to Declaration 2.4, please tick the box. In the event the box is unticked, we may be unable to proceed)**

Section 3 Acknowledgements and consents of the estate representative

By signing this form, I agree and consent to the following:

- (a) NAB will only act on my instructions to release available funds from the Deceased's NAB accounts, if NAB can verify who I am, and that I am authorised as the estate representative.
- (b) NAB will combine the available funds of all accounts held with NAB, and acknowledge that all accounts will be closed once the funds are released.
- (c) NAB will use any available funds in the Deceased's NAB accounts to repay unsecured debt (such as credit cards, personal loans and overdrawn accounts) owed to NAB. (This is referred to as set-off). After that set-off, and unless NAB needs funds for set-off against secured debts (such as home loans or equipment finance), the remaining available funds will be paid by NAB in accordance with your instructions set out below.

Note: Should you wish those remaining available funds to be used towards repaying the Deceased's secured debts, please provide this instruction in the free text field in section 4 below.

- (d) I will pay all debts and other expenses of the deceased estate before distributing to the beneficiaries any of the funds received by the estate from NAB.
- (e) NAB will not be responsible for loss or damage arising out of or in relation to:
- (i) delays, errors, or omission in transmission or payment beyond NAB's control; or
- (ii) acts of default or omission of any kind by me or any third party outside NAB's control.
- (f) NAB will not be responsible for any loss, damage, cost, expenses, liability or claim suffered or incurred by NAB which relates to NAB following my instructions as set out in this form including making any payment to me and/or other estate representatives (except to the extent caused by NAB's fraud, negligence or misconduct, or that of NAB's authorised persons, officers, agents, employees or contractors).
- (g) The Deceased's NAB accounts are currently open to receive funds (e.g. tax refunds, dividends, insurance claims, superannuation disbursements) and as a result the overall balance may have increased at the date of closure. If the total available funds to be paid from the Deceased's NAB accounts exceeds \$100,000, then NAB's requirement to sight a certified copy of a Grant of Probate / Letters of Administration may apply (see above).
- (h) Accounts with zero balance will be closed, and NAB cannot reopen these accounts to accept any future deposits (e.g. tax refunds, dividends, insurance claims, superannuation disbursements).

Note: If NAB has closed the Deceased's accounts and you need to deposit funds for the estate, NAB may be able to open a separate account for the estate. This will require evidence of a Grant of Probate / Letters of Administration.

Section 4 Account details for payment of funds

Payment of any available funds

Please specify the account details into which you authorise NAB to transfer any remaining funds after payment of the Deceased's debts.

Please ensure you've provided the correct BSB and account number. Account names aren't used to process payments. An incorrect BSB or account number will result in the money being paid to the wrong account and may result in the loss of the funds.

Account name

BSB number

Account number

Receiving bank name

Payment reference/message (optional)

For international electronic bank transfers, please complete the additional details below:

SWIFT/ BIC code

IBAN

Beneficiary address (not a PO Box)

	State	Postcode

Note: A fee applies for all international estate disbursements. The estate will be finalised in Australian dollars and fees charged will be deducted during the conversion of funds.

Please provide any additional instructions in relation to the distribution of funds, including set-off against secured loans.

Section 5 Identity verification and signatures (complete this section in ALL cases)

Each estate representative must complete and sign this form.

Executor / Administrator / Next of Kin 1

Full Name (Print)

Residential / Correspondence address (not PO Box)

	State	Postcode

Select one of the below options for identity verification:

☐ I am an existing NAB Customer.
My NAB account number is

☐ I am not an existing NAB customer and have
provided a certified copy of photo ID

☐ I want my identity to be verified
electronically. My contact number is

Note: NAB requires a copy of ID documents for signature verification purposes.

I acknowledge the information I have provided is correct

Signature

Date

X

/ /

Executor / Administrator / Next of Kin 2

Full Name (Print)

Residential / Correspondence address (not PO Box)

	State	Postcode

Select one of the below options for identity verification:

☐ I am an existing NAB Customer.
My NAB account number is

☐ I am not an existing NAB customer and have
provided a certified copy of photo ID

☐ I want my identity to be verified
electronically. My contact number is

Note: NAB requires a copy of ID documents for signature verification purposes.

I acknowledge the information I have provided is correct

Signature

Date

X

/ /

Executor / Administrator / Next of Kin 3

Full Name (Print)

Residential / Correspondence address (not PO Box)

State	Postcode

Select one of the below options for identity verification:

☐ I am an existing NAB Customer.
My NAB account number is

☐ I am not an existing NAB customer and have
provided a certified copy of photo ID

☐ I want my identity to be verified
electronically. My contact number is

Note: NAB requires a copy of ID documents for signature verification purposes.

I acknowledge the information I have provided is correct

Signature

Date

Banking Code of Practice

National Australia Bank has adopted the Banking Code of Practice and relevant provisions of the Code apply to the service, if you are an individual or a small business referred to in the Code. You can obtain from NAB upon request general descriptive information concerning our banking services, including:

1. account opening procedures,
2. our obligations regarding the confidentiality of your information,
3. complaint handling procedures,
4. bank cheques,
5. informing us promptly when the estate is in financial difficulty,
6. reading the terms and conditions applying to each banking service NAB provides to you.

Privacy Declaration

You (being the Applicant) declare that where you have provided personal information about an individual (such as a beneficiary, an employer, relative, solicitor or contact person), you have made or will immediately make the individual aware of that fact and:

- that their personal information has been collected by the National Australia Bank Group organisation to which this form is addressed (Group Organisation) for the purpose of providing you with the Service the subject of this Application (including assessing your application) and managing and administering the service and protecting against fraud;
- that the National Australia Bank Group is managed, operates businesses and processes customer information internationally and across corporate entities, and accordingly, information about or relating to individuals may be provided to other National Australia Bank Group organisations, transmitted within the National Australia Bank Group between countries, and where required by law, regulation or convention, provided to governmental and regulatory authorities, both in the country where the relationship with the Group Organisation is primarily situated, and in other countries where the National Australia Bank Group may operate and the individual irrevocably consents to that occurring;
- that their personal information may be disclosed to other organisations involved in the provision, management or administration of the Services, as required by law or with their consent;
- that you may not be able to obtain the Services the subject of this Application if that individual's personal information is not provided; and
- that the individual can gain access to their personal information by contacting the Group Organisation and Group Organisation's contact details.

Complaints

NAB has available on request information about the procedures for lodging a complaint. For more details about our Internal Dispute Resolution procedures please ask for our Complaints Resolution brochure.

If you're not satisfied with our response to your complaint, or if we haven't resolved it within the required timeframe, you can make a complaint to AFCA. Keep in mind there might be a time limit for contacting them, so it's best to get in touch with them quickly or check their website for more information.

You can contact AFCA:

- on their website: www.afca.org.au
- by email: info@afca.org.au
- by phone: 1800 931 678 (free call)
- in writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001.