

Our bereavement service

How can we support you?



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We're here to help

Please accept our most sincere condolences on your recent bereavement. If you've lost a loved one, and/or you're responsible for administering an estate, we're here to help.

We recognise that this is an extremely difficult time, whatever your level of financial experience, and we want to do everything we can to ensure that the next steps are as stress-free as possible. Our goal is to support you, and to ensure that any assets held with us are transferred in accordance with our client's wishes.

This guide focuses mainly on your interactions with us following the loss of your loved one, and the information and documentation we need from you in order to move forward. However, at the end of this guide, you will find an additional section offering more general information on tackling the administrative issues involved in the loss of your loved one. You can also find out more information on our website: **wealthandasset.handelsbanken.co.uk**.

We hope that the steps outlined throughout this guide will make this process as smooth and straightforward as possible. On the coming pages, we've highlighted the three main steps that need to be completed, as well as including some information about how to access further practical and emotional support.

Your team at Handelsbanken Wealth

You'll have the backing of your Handelsbanken Wealth team throughout the process, and it's very easy to get in touch with us.

You can find contact details for your Client Director or Associate Client Director on our website: **<https://wealthandasset.handelsbanken.co.uk/about-us/our-people>**.

Or simply call us on 01892 701 803, and we'll put you in touch with the right person to help you.

The first step: Letting us know

What should you do first?

The first thing you need to do is let us know the sad news that our client has passed away. You can tell us by telephone, email or letter.

If you're not sure who to contact, our Client Support team can help you:

01892 701 803, Monday to Friday from 9am to 5pm

clientsupport.hwam@handelsbanken.co.uk

What will we do with this information?

Once we've heard from you, we will:

- Update our records
- Stop any further transactions taking place
- Stop sending any routine correspondence to our client's address, until we have received a 'Grant of Probate' confirming the will's executors or administrators



Death certificate

An official document issued by a registrar, confirming a person's date of death

Certified copy

A copy of an original document that has been seen by an authorised person and 'certified' as a genuine copy

Estate

Everything owned by a person who has died, including their investments, assets and property, minus any outstanding costs or debts

Executor

An individual or individuals who have been appointed in a person's will to administer their estate

Administrator

An individual or individuals responsible for administering the estate of a person who has died, if that person did not make a will

Grant of Probate (Certificate of Confirmation in Scotland)

A legal document issued to the executors of a person's will, confirming that they have the legal right to administer the estate

Next, we will ask you to provide us with some information and documentation:

- Your contact information including your full name, address and a telephone number (if you are happy for us to contact you by phone), and your relationship to our client
- An original death certificate
- Sight of the latest will (where there is one)

Your local Handelsbanken branch may be able to help you gather and provide some of this documentation. You can find your local branch via **handelsbanken.co.uk**.



Please send your documents and information to:

Handelsbanken Wealth

77 Mount Ephraim

Tunbridge Wells

Kent

TN4 8BS

Contact our Client Support Team on 01892 701 803 if you need assistance

What will we send to you?

We will send a valuation of your loved one's investments, as well as details on any income that has been earned since the date of their death, to the executor(s) of their will. Please note this may not be the value that is ultimately paid out to the estate, as the value of investments can change daily.

This information may be needed in order to work out if the executor(s) needs to apply for probate, and to determine if there is any inheritance tax to pay.

We will also update our records so that all future post is sent to the main executor's address.

The second step: What if you need access to funds?

Where can you find help with probate and inheritance tax issues?

During this period, you might need support from other professionals, such as solicitors or accountants.

These experts can help you to apply for probate (the legal right to deal with someone's property, money and assets after their death) and manage inheritance tax issues.

Please do not hesitate to contact us if we can help in any way.

Our Client Support team:

01892 701 803, Monday to Friday from 9am to 5pm

clientsupport.hwam@handelsbanken.co.uk

What if you need to draw funds from the estate before probate is granted?

We realise that the loss of your loved one can also come hand-in-hand with practical expenses. During the period before a Grant of Probate is issued, funds from your loved one's investments may need to be released to cover costs such as inheritance tax payments to HMRC, or funeral expenses. We can only release funds for these two purposes during the period before probate has been granted.

The estate may have sufficient funds elsewhere to cover HMRC payments or funeral expenses, but if funds need to be released from our late client's accounts for either of these purposes, we will:

- Send a Custody and Execution Agreement along with a Letter of Indemnity to the executor(s) named on the latest will (a copy of which should have already been provided)
- Ask for these documents to be signed by the executors
- Request a copy of the notification (letter) from HMRC of the amount due, or an invoice from the funeral director (including their bank details)

The third step: Choosing what you'd like to do with the assets

What happens once you have probate?

Once we have received the Grant of Probate (a legal document issued to the executor(s) of your loved one's will), we will send the executor(s):

- Our Terms of Business
- Our privacy notice
- A Custody and Execution Executor Agreement, to allow us to accept instructions from them regarding our late client's investments

This agreement will ask for the full names of each executor, their dates of birth and contact details. We will verify their identities and permanent residential addresses electronically via a credit reference agency. This will not affect their credit rating. If we are unable to verify the executors' identities based on this information, we will also ask for proof of identity and address.

We accept the following documents as proof of identity:

- Valid photo card driving licence (can be used for both identity and address)
- Valid passport
- National identity card
- Firearms or shotgun licence

We accept the following documents as proof of address:

- Valid photo card driving licence (can be used for both identity and address)
- A council tax or utility bill or a bank statement – dated in the last 3 months

The executor(s) may want to send us these documents with their completed and signed Custody and Execution Agreement, to avoid delays.

What type of account did your loved one hold?	Was this account held jointly or individually?	What are your options?
Main investment account	Jointly held between our late client and their spouse	<ul style="list-style-type: none"> ▪ Account is transferred to the client spouse or civil partner
	Held by our late client only	<ul style="list-style-type: none"> ▪ Account is closed and funds paid out to the estate or ▪ Assets are transferred to a new beneficiary's investment account
Individual Savings Account (ISA)	Held by our late client only	<ul style="list-style-type: none"> ▪ Account is closed and funds paid out to the estate or ▪ ISA allowance is transferred to spouse or civil partner under APS (Additional Permitted Subscription) or ▪ Assets are transferred to a new beneficiary's investment account
Self-invested personal pension (SIPP)	Held by our late client only	<ul style="list-style-type: none"> ▪ SIPP provider will outline all options, and we will assist you with the next steps
Offshore investment bond	Held by our late client only, or jointly held between our late client and their spouse	<ul style="list-style-type: none"> ▪ Offshore investment bond provider will outline all options, and we will assist you with the next steps.

We will send the executor(s) of our late client's will a letter detailing these options, and letting them know how to give us instructions on what they'd like to do next.

Once we have received instructions from the executor(s) of our late client's estate, we will distribute the assets accordingly.

Please note:

- We can only pay out these funds to an executor's account
- We will ring the executor to confirm their bank details, as part of our standard procedures to guard against money laundering

What if you want to keep these assets with Handelsbanken Wealth?

The beneficiaries of the estate may choose to take advice from a dedicated Client Director, and keep the funds with Handelsbanken Wealth. We can talk you through the best options for you.

The next steps: Do you need more help and support from us?

We know that this is a challenging and stressful time, and we would like to support you in any way we can.

If you would like to talk to us at any stage during the process we've outlined in this document, you can reach us through the contact details listed below.

You can also find contact details for all of our Client Directors and Associate Client Directors on our website: <https://wealthandasset.handelsbanken.co.uk/about-us/our-people>.

If you're not sure who to contact, please contact our Client Support team, who will put you in touch with the right person to help you.

Our Client Support team

clientsupport.hwam@handelsbanken.co.uk

01892 701 803, Monday to Friday from 9am to 5pm

77 Mount Ephraim, Tunbridge Wells, Kent TN4 8BS

On the final pages of this guide, you will find some general information on tackling the administrative issues involved in the loss of your loved one.

You can also find out more information, including the answers to other questions which might be on your mind, on our website: wealthandasset.handelsbanken.co.uk.

Please do not hesitate to get in touch by telephone or email if you need any additional support from your team at Handelsbanken Wealth.

Tackling the administrative issues of losing your loved one

This additional section is designed to provide you with some general information on how to work through the administrative steps of losing your loved one.

Obtaining a medical certificate

This should be done immediately, and you should be able to obtain a medical certificate from your loved one's GP or the hospital. If there is an inquest, this may take a little time.

Registering your loved one's death

This should be done within 5 days (or 8 days in Scotland) at the register office local to where your loved one has died. You can find the local register office here:

www.gov.uk/register-offices

If your loved one's death has been reported to the coroner, you will need to wait for their permission to register your loved one's death.

Obtaining a death certificate

The register office will provide you one free death certificate, but you can pay to order additional copies. This could be useful in helping you to notify more than one organisation at a time:

www.gov.uk/order-copy-birth-death-marriage-certificate#other-ways-to-apply

When you send us the original we can provide you with some 'certified copies' which some organisations will accept.

Arranging your loved one's funeral

This is usually done within two weeks of your loved one's death (except in cases where an inquest is necessary). You can check this register of approved funeral directors for help and support with funeral planning:

www.nafd.org.uk

Informing the government, local council and land registry

For residents of England, Scotland and Wales, a free government service – ‘Tell us once’ – can help to notify most government organisations (including HMRC, DVLA, passport office, and local council etc.) at the same time:

www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

For residents in Northern Ireland, the appropriate information can be found here:

www.nidirect.gov.uk/articles/who-tell-about-death

You will also need to contact HM Land Registry to update the property records if the client owned any land or property:

www.gov.uk/update-property-records-someone-dies

Notifying other relevant organisations

You will need to contact all the organisations with whom your loved one held accounts. This will include financial and insurance organisations, utility companies, TV subscriptions and licensing. It may also include landlords or social housing departments, their GP and dentist, and professional contacts such as their solicitor or accountant.

In some instances, you will need to notify these contacts and organisations directly. However, you can also use the (free) death notification service to notify some banks and insurance companies of your loved one’s death:

www.deathnotificationsservice.co.uk

Finding out more about inheritance tax

There’s lots of information about inheritance tax (including a free calculator to help you work out how much inheritance tax you might need to pay) on the UK government website:

<https://www.gov.uk/valuing-estate-of-someone-who-died>

Finding out more about probate

You can find out more about a ‘Grant of Probate’ (a legal document confirming who has right to administer the estate of someone who has died) at the website below:

<https://www.theprobateservice.org/>

Finding further help and support

GOV.UK

A helpful checklist of practical steps to take following a death

www.gov.uk/when-someone-dies

Citizens Advice

Free independent advice on a range of topics

www.citizensadvice.org.uk

The Bereavement Register

A service to reduce marketing received through the post

<https://thebereavementregister.org.uk>

National Bereavement Service

Not-for-profit organisation providing information on all aspects of bereavement

www.thenbs.org

AtaLoss

A directory of bereavement support organisations

www.ataloss.org

Samaritans

Over-the-phone support for anyone who wants to talk or is struggling to cope

www.samaritans.org

Age UK

A leading charity for older people, providing help and advice on a range of issues

www.ageuk.org.uk

Important information

Handelsbanken Wealth is a trading name of Handelsbanken Wealth & Asset Management Limited which is regulated by the Financial Conduct Authority (FCA) in the conduct of investment and protection business with firm reference number 197340, and is a wholly-owned subsidiary of Handelsbanken plc. Tax advice which does not contain any investment element is not regulated by the FCA. Professional advice should be taken before any course of action is pursued.

- Find out more about our services by contacting us on 01892 701803 or visiting our website: wealthandasset.handelsbanken.co.uk
- Read about how our investment services are regulated, and other important information: wealthandasset.handelsbanken.co.uk/important-information
- Learn more about wealth and investment concepts in our Learning Zone: wealthandasset.handelsbanken.co.uk/learning-zone/
- Understand more about the language and terminology used in the financial services industry and our own publications through our Glossary of Terms: wealthandasset.handelsbanken.co.uk/glossary-of-terms/

All commentary and data is valid, to the best of our knowledge, at the time of publication. This document is not intended to be a definitive analysis of financial or other markets and does not constitute any recommendation to buy, sell or otherwise trade in any of the investments mentioned. **The value of any investment and income from it is not guaranteed and can fall as well as rise, so your capital is at risk.**

Tax rates and legislation are subject to change. We cannot guarantee to inform you of any such changes and Handelsbanken Wealth accepts no responsibility for any inaccuracies or errors. Any levels of taxation referred to depend on individual circumstances and the value of tax reliefs are those which apply at the date of publication.

When advice on pensions, protection or other products outside an investment management relationship is required, Handelsbanken Wealth will recommend products chosen from a limited selection of providers that have been appointed on the basis of its judgment in their quality of service, investor protection, financial strength and, if relevant, their financial performance.

Registered Head Office: 25 Basinghall Street, London EC2V 5HA

Registered in England No: 4132340

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06/2026

