## DECEASED MEMBER ACCOUNTS – IMPORTANT INFORMATION FOR MEMBERS

Treadwell Credit Union extends condolences to Members who have lost a loved one. The bereavement period can be difficult at best. We would like to help reduce the burden of dealing with your loved one's finances, and to continue providing you with the highest possible level of service. Below is an outline of a few common questions and answers that will help us support you best.

### Where should I begin?

The first step is to notify us as soon as possible after the death of a loved one. Upon hearing from you, we may request the following information:

- Name and account number of the deceased
- Date of death
- Certified copy of the death certificate
- Name(s) of individual(s) who will be settling the account (joint owner on the account, beneficiary or executor of the account)
- Court paperwork identifying the executor of the estate

### Am I required to close a deceased member's account?

It truly depends on the account.  One of our Member Service Representatives can assist you with determining what the next steps are.

### People and places to contact, if applicable:

- Other financial institutions or credit companies
- File life insurance claims on loans, mortgages, and credit cards
- Stockbroker (If there are brokerage accounts to be settled)
- Agencies handling benefits such as: Social Security Administration, Railroad Retirement Board, Veterans Administration, Civil Service, Pension/Retirement plans, etc.
- Utility companies or other routine bills that may be in your loved one's name
- Insurance companies
- Department of Motor Vehicles

### Steps to take regarding accounts:

- Re-direct pre-authorized drafts and direct deposits to new accounts.
- Update beneficiary information, under survivor's account, if necessary.
- Review account history for recurring electronic withdrawals, action may need to be taken to stop future drafts.  Contact the respective companies, if necessary.
- Update official documents, as needed.