

When a loved one passes away

We're sorry for your loss and know this is a difficult time. We have a dedicated team called the Estate Care Center that will guide you through the process and help you understand what happens next with Wells Fargo accounts. Since every situation is unique, consider consulting an attorney, tax professional, or trusted advisor for assistance.

Documents you may need for account closure or changes

Below are the common documents needed to close or change accounts. Other documents may be needed depending on the state in which the accounts were opened or state of residence. The Estate Care Center team will help you understand any documents your specific situation requires.

Note: The time it takes to release funds can vary based on the specifics of the account, the complexity of the estate, and the rules of the state where the account was opened and/or where the account owner lived. In general, we will begin to process a request as soon as we receive the necessary documents and have validated the representative is entitled to act on behalf of the deceased customer.

Account Type	Account Definition/Scenario	Required Documents
Sole-owned	Accounts owned by one individual who has passed away	<ul style="list-style-type: none"> ▪ Death Certificate ▪ One of the following is required if no beneficiary is named on the account <ul style="list-style-type: none"> ○ Probate documentation, most commonly a court-issued document appointing an executor/administrator ○ Small estate affidavit in accordance with state laws ▪ Court order
Payable on Death Transfer on Death	Accounts that have beneficiaries who are designated by the owner(s) of the account to receive the balance of funds when the last owner on the account passes away	Death Certificate

Joint-owned	Accounts jointly owned with a deceased owner (most of these bank accounts carry automatic rights of survivorship, which means the joint owner will have full access to the funds)	Death Certificate is required to remove the deceased customer from the account
Trust	Accounts with arrangements to hold the assets in a trust	<ul style="list-style-type: none"> ▪ Death Certificate ▪ Certification of Trustee naming a successor trustee <p>In some circumstances, the section of the trust agreement that names the successor trustee(s) is required</p>

Other helpful items to take care of financial accounts

To discuss any accounts your loved one owned, you will need to provide the death certificate and documents listed on the previous page to identify the role you will have in handling his or her accounts. In some cases, it may also be helpful to gather some other documents to take care of transactions, such as:

- A Will
- Insurance Policies
- Birth certificates for surviving children
- Social security numbers for surviving beneficiaries
- Stock certificates
- Deeds
- Safe deposit box key
- Military discharge papers
- Attorney Representative letter
- Vehicle titles
- Marriage certificate
- Documents providing mortgaged property ownership interest (such as probated will, court order, deed transferring ownership)

How to get the process started

- Notify us at the Estate Care Center. You can send a copy of the death certificate to us using one of the following:
 - Submit the death certificate online at: wellsfargo.com/help/estate-care-center.
 - Fax a copy to: **1-866-358-1145**. Please include an account number or social security number of the deceased.
 - Make an appointment at a Wells Fargo banking location where a branch representative will assist you with the notification process. To locate a branch near you, visit online at: wellsfargo.com/locator.

- You can close or transition deposit accounts via U.S. mail using a notarized Letter of Instruction and the appropriate documents listed on the previous page. Send the documents via standard U.S. mail to the post office box listed below. To send these documents via overnight courier, please use the physical address listed below. Keep in mind overnight mail cannot be received at the post office box.

U.S. Standard Mail:

Wells Fargo Bank
Estate Care Center
Attn: EDAC MAC D1118-02D
PO Box 1245
Charlotte, NC 28201-1245

Overnight Mail:

Wells Fargo Bank
Estate Care Center
Attn: EDAC MAC D1118-02D
12301 Vance Davis Drive
Charlotte, NC 28269-7699

- Identify any mortgage accounts. Please contact the Life Events Team at **1-877-822-7864** to obtain the Successor in Interest Data form to complete and return with the additional documentation you have gathered.
- For brokerage accounts, contact the advisor on the most recent client statement or call one of the following numbers:
 - WellsTrade **1-866-662-8211**
 - Wells Fargo Advisors **1-800-603-1584**
- For Wells Fargo Private Bank accounts, contact the Relationship Manager on the most recent client statement or call **1-877-646-8560**.
- Where possible, review the deceased customer's deposit and credit accounts. In particular, look for automatic payments or charges that should be discontinued, deferred, or handled from other resources.
 - There may be a need to establish an account in the name of the estate. You'll need the original or certified copy of the appointment letter naming you as the personal representative of the estate along with any additional court-issued documents and/or Letters of testamentary such as probate court letters, and an EIN obtained from the IRS. You may wish to consult with an attorney or trusted advisor for assistance.
 - Joint deposit accounts may be retitled to remove the deceased customer.
 - If the deceased customer was actively involved in any businesses, those entities may need to be reviewed as part of the estate-settlement process.
- Identify any potential safe deposit boxes. If there is a surviving lessee (someone who currently has access to the box), they can visit the Wells Fargo branch with identification and the key to take care of any belongings held in the safe deposit box. If the lessee does not have a key, there may be a drilling fee.
 - If there is no surviving lessee, an estate representative can visit a Wells Fargo branch, and a banker can help determine what we need to grant them access to the safe deposit box.
- When a customer receives federal benefits to their account, any benefit payments received after the customer's death may be returned to the federal government prior to funds being released and deposit accounts closed. This process is called reclamation. You may contact the federal agencies for further questions regarding the reclamation process.
 - Department of Veterans Affairs (1-800-827-1000 or va.gov)
 - Social Security Administration (1-800-772-1213 or ssa.gov)
 - Office of Personnel Management (1-888-767-6738 or opm.gov)
 - Railroad Retirement Board (1-877-772-5772 or rrb.gov)

For more information:

Call us at **1-888-790-7980**, or visit **wellsfargo.com/help/estate-care-center**.

Helpful terms and definitions

Affidavit of domicile or affidavit of residence

A document that verifies where a person resided at the time of death. It may be needed to transfer ownership of property or stock into the new owner's name.

Certification of Trustee

A listing of limited information about the administrative provisions of a trust, which proves the establishment of a valid trust.

Certified copy of the death certificate

A copy of the death certificate that has been certified; typically, this document has a seal that says, "This is a true and certified copy." Instead of a seal, these certificates could feature:

- An ink or multicolored signature
- A watermark (printed on security paper)

Joint tenancy with right of survivorship

A type of account ownership where all owners have an equal right to the account's assets. When one party dies, the survivor owns all remaining assets in the account.

Letter of instruction

Any written document from a designated owner, successor, or court-appointed representative of the estate, providing specific instructions on how to distribute the remaining money in any accounts, and what to do with the accounts (such as close accounts) after disbursement.

Letters Testamentary or Letters of Administration

These are issued by the court and name a representative, typically an executor or administrator, who will manage the assets and liabilities of the estate, as designated in the will (or, if there is no will, by state law). These may also be known as:

- Letters of personal representative
- Fiduciary letters
- Certified executor documents

Payable on death (POD) – Beneficiary

A beneficiary designated by the account owner. The surviving beneficiary will receive any money left in the account upon proof of the owner's death. Sometimes these are referred to as In Trust for (ITF) accounts.

Power of Attorney (POA)

A POA is a written authorization by which a person (called the Principal) can appoint another person (called an Agent or Attorney-in-Fact) to act on their behalf on financial affairs or a legal matter. **Note:** *The POA agreement automatically terminates upon death of the principal.*

Small Estate Affidavit

In some states, this document can be used to claim or disburse money from estates of limited size, where formal probate is not required under state law. The state law will specify the asset value that qualifies as a "small estate" and requirements for the affidavit.

Tenants in common

A type of account where each owner owns a separate and distinct share of property. Unlike joint tenancy, these shares can be freely transferred to other owners, and there is no right of survivorship among owners.

Transfer on death (TOD) – Beneficiary

A feature of a non-retirement investment account that allows the owner to designate a beneficiary. When the account owner dies, the account assets are transferred directly to the beneficiary without going to probate.

Trust

A legal arrangement involving three parties: the party creating the trust (grantor), the party administering the property within the trust's terms (trustee), and the party for whom the trust is administered (beneficiary).

Uniform Transfers to Minors Act (UTMA) or Uniform Gifts to Minors Act (UGMA)

The umbrella acts under which custodial accounts for minors are set up. The custodian of the account should transfer control of the assets to a minor when he or she reaches the age specified by statute (usually between the ages of 18 and 21).

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- **Not Insured by the FDIC or Any Federal Government Agency**
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- **Subject to Investment Risks, Including Possible Loss of the Principal Amount Invested**

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