

Estate Support

What to Consider First

We understand this may be a difficult time. Navigating through financial and legal paperwork after the death of a family member can be overwhelming. We're here to help. While each situation is unique, there are general first steps you can take to make account changes for someone who has passed away.

Determine your role. If you've been named a personal representative or trustee, you will need to follow the terms of the will or trust agreement.

Arrange to receive a death certificate. The death certificate gives Third Federal the information needed to verify the identity and legal residence of our customer. A certified copy of the death certificate is generally available from the funeral director who handled the deceased's funeral arrangements, as well as from the Registry of Births, Deaths and Marriages in the applicable state/county/parish/territory.

TIP: You may need multiple certified copies of the death certificate, depending on the complexity of the estate and if the decedent conducted business with multiple institutions.

Locate the will and check for a trust. If probate is needed, you'll need to ask a probate court to appoint a representative. Consider getting help from a lawyer or trusted advisor.

Notify Third Federal. We'll ask you for the deceased customer's full legal name and Social Security Number to identify their accounts. We'll also determine your role with the estate and update your contact information. To notify us please:

- Visit your local Third Federal branch, or
- Contact Customer Care to speak with an associate.
1-844-798-7784
8:30 a.m. – 5:00 p.m. (ET) Monday through Thursday
8:30 a.m. – 6:00 p.m. (ET) Friday
8:30 a.m. – 1:30 p.m. (ET) Saturday

What Happens After We are Notified

Once we've received notification, we conduct a review of our customer's banking relationship and take action to help protect their assets at Third Federal.

Securing assets. Typically, these actions are taken once we receive notification, but prior to receiving any documentation and include, but are not limited to:

- Placing balance holds on sole-owned account(s)
- Closing debit/ATM card(s)
- Canceling standing instructions such as automatic transfers, autopay and recurring transactions – Suspending applicable fees and charges
- Deactivating Online/Mobile Banking and Personal Money Line

Federal benefit payments. Any government benefits for the deceased, such as Social Security, will stop and/or be returned to the government. To learn more about how we handle federal benefits payments, view Federal Benefit Payments in the Things To Know section on page 4.

Review of the customer's account and relationship to determine specific estate needs. We will perform a detailed review of the customer's banking relationship to accurately assess what documents, or action steps are needed to transition the accounts. We will then work with you, or the appropriate representative on what is needed for handling our customer's specific banking relationship.

What We Will Need from You

Below are the required documents we need. Please note that other documents may be required under specific circumstances.

- Certified copy of the death certificate. The death certificate gives us the information needed to verify the identity and legal residence of our customer as well as confirm the date of death.
- Other legal documents. We may require additional documents such as a last will and testament, formal trust, birth or marriage certificate, or proof of legal name change.
- Notarized Letter of Instruction completed by the entitled party (executor or person handling the decedent's affairs) and provides instruction on where the disbursed funds should be sent or transferred.

Additional documents required by state law. These are used to confirm the identity of the deceased account holder and party/parties who have authority to handle the estate.

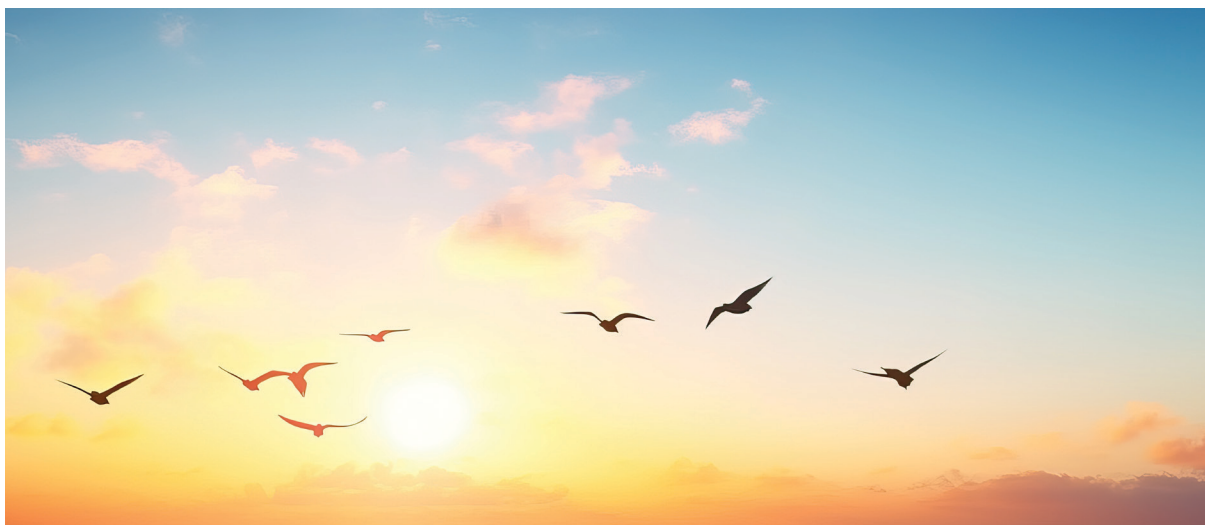
- **For formal probate:** Court-issued Letters Testamentary, Letters of Administration, or Certification of Appointment (among others), appointing an executor, personal representative or administrator. These documents are issued by the court when formal probate of an estate is required under applicable state law. You can begin this process at the county probate court where the decedent resided at the time of passing.
- **For small estates:** A properly executed small estate affidavit, in accordance with state laws where decedent was a resident. Keep in mind that some states only require a notarized small estate affidavit while other states require the affidavit be filed with the court. The requirements and availability of this process vary from state to state.

Forms we will provide to you, if necessary:

- Signature Card(s) is completed by the surviving owner(s) of a joint checking or savings account to update account signers.
- A Beneficiary Affidavit is to be completed and notarized by the named beneficiary(s) listed on an account. It provides instruction on where the disbursed funds should be sent or transferred.
- New Owner/Signer Application is needed if you elect to add a new owner to the account during title maintenance.

Account Ownership Information

ACCOUNT TYPE	WHAT THEY ARE	PART OF ESTATE PROCESS?	DOCUMENTS NEEDED
Sole Owner	Accounts without a surviving co-owner that may or may not have a designated beneficiary	Yes	<ul style="list-style-type: none"> • Certified copy of Death Certificate • Copy of government-issued identification • Executor/Appointment papers • Notarized Letter of Instruction, if applicable
Joint with rights of survivorship	Joint accounts are owned by more than one person. Most joint accounts are established with rights of survivorship, which means that any surviving owner(s) retain their ownership of the account after one owner dies.	No	<ul style="list-style-type: none"> • Certified copy of Death Certificate (needed to have the deceased customer removed from the account) • Notarized Letter of Instruction, if applicable • Passbook, if applicable
Payable on Death (POD)	An account owner may designate one or more beneficiaries for an account during his or her lifetime. When the account owner dies, the funds in the account pass to the beneficiary(ies), also known as Recipient Upon Death (RUD).	No	<ul style="list-style-type: none"> • Certified copy of Death Certificate • Copy of government-issued identification • Notarized Letter of Instruction, if applicable • If multiple RUDs exist, we require a notarized letter from each • Passbook, if applicable
Trust	Accounts with arrangements to hold assets in a trust	No	<ul style="list-style-type: none"> • Certified copy of Death Certificate • Copy of trust papers, including amendments • Copy of government-issued identification • Notarized Letter of Instruction (signed by trustee / successor trustee), if applicable



Things to Know

These items may take additional time to resolve and/or require more documentation.

Federal benefit payments: If the decedent customer was receiving federal benefit payments to their account, the account is subject to a reclamation review for paid federal benefits after date of death. These funds may be required to be returned to the issuing federal agency before any funds may be disbursed and/or deposit accounts can be closed.

Third Federal follows the reclamations process guidelines outlined by the U.S. Treasury Green Book when handling federal benefit payments. Below are the various federal agencies and their contact information for your reference:

- Social Security Administration: 800.772.1213
- Defense Finance & Accounting Service (DFAS): 888.332.7411
- U.S. Department of Veteran Affairs/Cemetery Administration: 800.827.1000
- Office of Personnel Management: 202.606.1800
- Railroad Retirement Board (RRB): 877.772.5772

NOTE: We do not proactively return non-government pension deposits. A request from the pension company and permission from the person handling the affairs must be provided in order for us to return the non-government pension.

Mortgages and Home Equity Lines of Credit (HELOC): To communicate with the Loan Servicing Department about a deceased borrower's account details, an authorized user must be added. The party requesting to be added as an authorized user, or successor in interest, may go to a local branch or send a written request to:

Third Federal Savings & Loan
Attn: Loan Services
7007 Broadway Ave.
Cleveland, OH 44105

To discuss letter requirements and/or answer any questions you may have, contact Customer Care at 1-800-844-7333.

TIP: ACH and AutoPay loan payments that have been established through a Third Federal deposit account may be stopped. Please contact Third Federal to determine the best options for keeping the loan current.

Individual Retirement Account (IRA): Distribution of funds are determined based on the existence of entitled beneficiaries and will include the option of receiving a lump sum distribution, or moving the funds into a beneficiary IRA. For traditional IRA distributions, federal taxes will be withheld unless the beneficiary opts out.

- If we are paying out to the decedent's estate, follow the state guidelines for probate or small estate (same as other deposit accounts).
- If we are paying out to a named beneficiary, we require a certified copy of the death certificate and a Third Federal Beneficiary Distribution Election Form.
- Required Minimum Distributions (RMD) may be necessary. Please consult your tax advisor for the best options for your situation.

Uniform Transfers to Minor Acts Accounts (UTMA)

- These deposit accounts are set up for minor beneficiaries with a custodian.
- When the custodian passes, a successor custodian must be appointed, even in situations where the minor is of age.
- Age of majority, rules, and regulations vary state by state.

Estate Roles and Responsibilities

Review the following definitions to better understand your potential role in the settlement of our customer's accounts:

Administrator: The person or corporation appointed by a court to settle the estate of a deceased person if no valid will can be found, or if there is a will and the named fiduciary does not serve.

Beneficiary: Person or persons who receive the assets of an estate after all debts are satisfied. Also, a person named as Payable on Death (POD) beneficiary on bank records.

Executor: Person or entity appointed by a will and/or appointed by court to administer the estate of a deceased person.

Fiduciary: A person who has been entrusted with the responsibility to manage the assets or rights of another person. A fiduciary may be referred to as an executor, administrator, or trustee, among other names.

Personal representative: The person or corporation appointed by a court to settle the estate of a deceased person if no valid will can be found, or if there is a will and the named fiduciary does not serve.

Successor trustee: A trustee who succeeds an earlier trustee, usually as provided in the trust agreement when the prior trustee is unable, or unwilling to continue.

Trustee: An individual person, or member of a board, given control or powers of administration of property in trust, with legal obligation to administer it solely for the purposes specified.

Contact Us Today

Do you have additional questions? Contact us today, and we will be happy to help.

Customer Care: 1-800-844-7333 (TDD Hearing-Impaired: 216-429-5160)

Customer Care hours (ET):

8:30 a.m. – 5:00 p.m. (ET) Monday through Thursday

8:30 a.m. – 6:00 p.m. (ET) Friday

8:30 a.m. – 1:30 p.m. (ET) Saturday



1-800-THIRD-FED
800-844-7333

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