

**Helping You Navigate  
the Banking Relationship  
After the Loss of a Loved One**

We are sincerely sorry to hear of your loss and hope this packet provides information that may help you navigate through this difficult time.

**IncredibleBank.com**  
**888-842-0221**

## Questions you may have about documents

### Why is the death certificate needed?

The death certificate allows us to verify the identity and legal residence of our customer. As we are unable to take any action on the account until this document is received, it is important to provide a copy as soon as you are able.

**NOTE:** IncredibleBank requires an original copy of the death certificate.

### Where do I get the death certificate?

You may obtain certified copies of the death certificate from:

- The funeral director who handled the deceased's funeral arrangements
- The Registry of Birth, Deaths and Marriages in the applicable state/county/parish/territory.

**NOTE:** You may need multiple certified copies of the death certificate to manage the deceased's relationship with various institutions.

### How can I deliver the death certificate to IncredibleBank?

You can take the document to any IncredibleBank location or mail it to:

IncredibleBank  
PO Box 777  
Wausau, WI 54402-0777

### Will IncredibleBank ask for anything else?

Some states have specific laws and rules for requesting and transferring the deceased customer's funds, which may impose additional requirements. We will work with you to obtain any documents needed to handle our customer's specific banking relationship.

**FOR FORMAL PROBATE:** Court-issued documents appointing an executor or administrator.

**FOR SMALL ESTATES:** A properly executed Small Estate affidavit, or court order, in accordance with state laws.

## Documents and items you might find helpful

Birth certificate  
Deeds  
Insurance policies and paperwork  
Marriage certificate

Military discharge papers  
Name change orders  
Safe deposit box key  
Social Security number

Stock certificates  
Titles (vehicle, boat, motorcycle, etc.)  
Trust paperwork  
Will



## Questions you may have about IncredibleBank products/services

These are examples of typical account-related questions, but the answers will vary depending on the type of account and the customer's state of residence. We encourage you to contact your local IncredibleBank location, or call 888.842.0221, to obtain the information specific to your circumstances.

### How are accounts transferred after an account owner passes away?

The action taken will vary based on the way the account is owned, and in some cases, whether beneficiaries have been named. See the "information about accounts" section for details.

### How long will it take for funds to be released?

The time it will take to settle an account may vary. We will begin to process a request as soon as we receive the necessary documents.

### How long should the account remain open?

A decedent's account should be closed once the necessary documents are received. If multiple checks will be forthcoming in the decedent's name, or the estate of the decedent, an estate should be created. Consult an attorney for legal advice on this matter.

### How do I contact IB Insurance Agency, Inc.?

IB Insurance will not be automatically notified if an IncredibleBank customer passes away. Please contact IB Insurance directly at 715-356-5500. Toll Free 1-888-842-0221.

### What happens to a home, personal, or business loan after death?

Once IncredibleBank receives a death certificate, a representative from our Loan Team will contact you. They will present possible options/paths based on the circumstances involved.

### IMPORTANT NOTE: Power of Attorney

A Power of Attorney, designating another to act on behalf of the account owner (the principal), is valid only during that account owner's lifetime; the power to act ends with the account owner's death. Other fiduciary-type roles may also be impacted.



# Information about accounts

## ACCOUNTS HELD IN TRUST FOR (ITF) OR PAYABLE ON DEATH (POD)

An account owner may name one or more beneficiaries for an account during his or her lifetime. When the account owner passes away, the funds in the account belong to the beneficiary(ies). The beneficiary(ies) must provide the death certificate and valid identification. Accounts with ITF or POD established are considered non-probate transfers.

## SINGLE-OWNER ACCOUNTS

Accounts that are part of smaller estates: The person authorized to sign the small estate affidavit will decide when to close the account. Estate value limits vary by state (of account owner residence).

Accounts that are part of large estates: A court-appointed estate representative will present the appropriate documents, close the account and move funds to an estate account. To do this, formal probate is typically required, and the estate representative will apply for a federal tax identification number for the estate.

## JOINT ACCOUNTS

Joint accounts are owned by more than one person and are established with right of survivorship, which means that any surviving owner becomes the owner of the account after one owner passes away. The title of the account will be updated to reflect the names of the surviving owner(s) once IncredibleBank receives a certified copy of the death certificate, updated signature card and, if required, state-specific documents.

Co-borrower accounts: Similar to joint deposit accounts, co-borrowers on credit or lending products share equal responsibility for the debt. Upon the death of one borrower, the surviving borrower(s) must continue to repay the debt.



# Helpful terms and definitions

## ADMINISTRATOR

A person legally appointed to manage and dispose of the estate of a deceased person.

## ESTATE

The assets and liabilities left by the decedent.

## FIDUCIARY

An individual entrusted with the responsibility to manage the assets or rights of another person. Also called: Guardian, Conservator, Executor or Administrator, Trustee, Representative Payee, Custodian or in some cases an Attorney-In-Fact (Agent).

## LETTER TESTAMENTARY

Court-issued document giving the executor/trix the authority to settle an estate.

## WILL

A legal document in which a person includes instructions for the distribution of his or her property and possessions after death.

## BENEFICIARY

Person(s) who receive(s) the assets of an estate after all debts are satisfied. Also, a person named in an informal trust as In Trust For (ITF) or Payable on Death (POD) beneficiary on bank records.

## EXECUTOR/TRIX

Person appointed to dispose of a decedent's estate in accordance with his or her will.

## LETTERS OF ADMINISTRATION

If there is no valid will, or no executor specified in the will, Letters of Administration may be required. They are obtained through probate court and name the administrator of the deceased's estate.

## PROBATE

The process of authenticating the deceased's will (if there is one), establishing an estate (if one is needed), and administering the estate (settling debts and then distributing assets). The probate process may vary by state.



# Government agencies you may need to contact

Social Security Administration  
**800.772.1213**

U.S. Department of Veterans Affairs/  
Cemetery Administration  
**844.698.2311**

U.S. Citizenship and Immigration Service  
**800.375.5283**

Defense Finance & Accounting Service (DFAS)  
**888.332.7411**

Office of Personnel Management  
**1.202.606.1800**

IRS (to apply for a new EIN for an estate)  
<https://sa.www4.irs.gov/modiein/individual/index.jsp>



## Credit reporting agencies

When someone passes away, his or her credit reporting is not automatically closed. Estate executors or court-appointed designees are encouraged to contact at least one of the three nationwide credit bureaus so that the deceased's credit report can be flagged appropriately. It may also be beneficial to request a copy of the deceased's credit report to gain insight to active accounts and/or liabilities.

Experian .....	<a href="http://www.experian.com">www.experian.com</a>
TransUnion .....	<a href="http://www.transunion.com">www.transunion.com</a>
Equifax .....	<a href="http://www.equifax.com">www.equifax.com</a>

## Other things to consider

- Online banking IDs and scheduled bill payments
- Direct deposits
- Debits, loan payments, or scheduled Automated Clearing House (ACH)
- Investment and Retirement accounts
- Insurance products — Life or asset protection policies
- Memberships (clubs, professional associations, unions) or Subscriptions
- Safe deposit box accounts
- Social Media & email accounts
- Credit card payments and reward programs
- ATM or Debit Cards
- Employer benefits
- Federal benefits
- Utilities and where the payments may be coming from

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