

Sorry for your loss

We have received notification of the death of our customer and wish to offer our condolences at this difficult time. We appreciate that all the practical issues following a death can be overwhelming and we wish to support you through the process of redeeming the equity release mortgage.

The passing of a loved one is devastating and stressful, even before dealing with financial matters and resolving affairs. It can be tough to even know where to start. That's why we've made this guide, it could come in handy and provide some much-needed answers during a difficult time.

How can more2life be notified?

We can be notified by email sent to servicing@more2life.co.uk or by writing to the PO Box address at the end of this leaflet. The name and address of the person who has passed away should be included as well as the account number, if known.

What else do more2life need and why?

In the first instance to notify us of a passing, all we require is the original or verified copy of the death certificate. Upon receipt of this we will be able to provide you with the account balance, to enable the executor to apply for a grant of probate. Subsequent to this we will then require:

- Certified identification for the Executors who are listed on the Grant of Probate or Letters of Administration
- The original or verified copy of the Grant of Probate or Letters of Administration (this can be sent at a later date if it has not yet been obtained)

We require these documents to confirm the date the customer passed away and that the person informing us of the death has the legal authority to administer the estate.

To identify the Executor, or the person with authority to deal with the customer's affairs, we require a single valid Government issued document with a photograph showing the Executor's full name and photograph, and either residential address, or date of birth; acceptable documents include:

- Valid Passport
- Valid photocard driving licence (full or provisional)
- National identity card (non-UK nationals)
- Firearms certificate or shotgun licence
- Identity card issued by the Electoral Office for Northern Ireland

If the above documentation is not sent to us when we are notified of the passing, we will request the documents needed once we have been notified.

You can rest assured that we maintain a duty of care over any data shared with us in the event of a customer passing away. This is to ensure the security of the data and is also a preventative measure against fraud or from yours or your loved one's data being used harmfully.

What happens next?

Once the death certificate has been provided to us, we are then able to produce an account balance as at the date of death for the Executor, which then can be used to obtain a Grant of Probate, if one has not already been granted. Once we have all documentation and all identification has been confirmed, including the Grant of Probate, we can work with the Executor to arrange repayment of the loan. Please be aware that interest will continue to accrue on the account until full redemption of the loan.

Please note the terms of the equity release mortgage require the loan to be repaid within a certain time following the death of the customer; please refer to the lifetime mortgage terms and conditions for confirmation of this or contact us for more information.

If the account is not repaid within the timescale referenced in the mortgage terms and conditions, we reserve the right to take further legal action, the costs of which will be added to the mortgage account and will be interest bearing. Please note we won't take this action lightly but if you're concerned, please contact us.

What if an Executor has the money to repay the loan prior to Probate?

We require the Grant of Probate to confirm the legal administrators of the estate. Until this time, we may be unable to accept full redemption funds to close the account from any party. Please contact us to discuss this if you have any questions. Once the executors or administrators have been confirmed and verified identification received, we will be able to correspond with them to organise the repayment of the loan.

Required documents for redeeming an account

Document type		Sole account	Joint account	
			Documents required on 1st death	Documents required on 2nd death
Death Certificate	Original	✓	✓	✓
	Verified copy	✓	✓	✓
Executor ID	Original	✓	Not required	✓
	Verified copy	✓	Not required	✓
	Copy	✗	Not required	✗
Grant of Probate	Original	✓	Not required	✓
	Verified copy	✓	Not required	✓
	Copy	✗	Not required	✗

For more information

☎ **03454 150 150**

✉ servicing@more2life.co.uk

🌐 [more2life.co.uk/customer](https://www.more2life.co.uk/customer)

📄 **PO Box 1168, Preston, PR2 0GB**

 **more2life**
the later life lender

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