

Bank Notification Letters

Six blank letters for telling a bank, building society, lender, pension scheme, insurer or HMRC that someone has died. England and Wales.

This is a blank. Nothing in it is filled in for you and nothing is personalised. You write in the names, the account numbers and the dates yourself, then sign it and post it. If a field has a rule under it, that rule is for your pen.

Checked against gov.uk and each institution's own published bereavement pages on 11 September 2026. Postal addresses checked 23 August 2026. Bank release thresholds checked 30 August 2026. Figures move. Check the institution's own page before you rely on one.

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Also available as six Word files at valoren.uk/resources/bank-notification-letter-template

BEFORE YOU START

What to enclose: a certified copy of the death certificate — not a photocopy. Nothing else unless the institution asks.

THE FIELD	WHAT YOU WRITE	WHY THE BANK NEEDS IT
Your reply-to address	Your own full postal address, at the top of the letter	The institution has to write back to someone. Without it, the reply goes to the deceased's address.
The deceased's full name	Full legal name, including middle names, exactly as the bank holds it	A partial name will not match the account record
The deceased's last address	The address the institution has on file, even if it is out of date	It is the second matching field on every bereavement system
Date of death	As on the death certificate, written in full	Balances, interest and cover are all fixed at this date
Account, policy or roll number	Every reference you hold. A building society passbook uses a roll number.	The only field that finds the holding in one search
Who you are	Executor, administrator, next of kin — and which, plainly	It decides what the institution is allowed to tell you
What you are enclosing	A certified copy of the death certificate; the will, if they ask for it	A photocopy is refused by most institutions

One thing every other template leaves out: the reply-to block. Your own address, at the top, so the institution has somewhere to write back to.

Notification — bank or building society, sole account

Date: _____

Bereavement Team

Institution _____

Postcode _____

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that the account holder named above has died.

I am acting as their personal representative and I am enclosing a certified copy of the death certificate. Please:

1. Register the death and freeze the sole accounts.
2. Confirm what documentation you require before the accounts can be closed.
3. Confirm the balances at the date of death, in writing.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

ACCOUNT / POLICY / ROLL NUMBER

YOUR RELATIONSHIP TO THEM

✂ DETACH • THE BANK KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered against the accounts, and date-of-death balances will follow in writing.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

Notification — bank or building society, joint account

Date: _____

Bereavement Team

Institution _____

Postcode _____

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that one of the holders of the joint account named above has died. I am enclosing a certified copy of the death certificate. Please:

1. Register the death.
2. Leave the joint account operating for the surviving holder.
3. Confirm the balance at the date of death, in writing.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

ACCOUNT / POLICY / ROLL NUMBER

YOUR RELATIONSHIP TO THEM

✂ DETACH • THE BANK KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered and the account continues in the survivor's sole name.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

Notification — credit card provider or lender

Date: _____

Bereavement Team

Institution _____

Postcode _____

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that your customer named above has died. I am acting as their personal representative and I am enclosing a certified copy of the death certificate. Please:

1. Register the death and stop all further interest and charges from the date of death.
2. Confirm the balance outstanding at the date of death, in writing.
3. Place any collections or recovery activity on hold until the estate is administered.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

ACCOUNT / POLICY / ROLL NUMBER

YOUR RELATIONSHIP TO THEM

✂ DETACH • THE LENDER KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered against the balance, which is frozen at the date of death and will be confirmed in writing.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

Notification — pension scheme or provider

Date: _____

Bereavement Team

Institution _____

Postcode _____

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that the scheme member named above has died. I am acting as their personal representative and I am enclosing a certified copy of the death certificate. Please:

1. Register the death against the pension and stop any future payments.
2. Confirm whether any death benefit or dependant's pension is payable, and to whom.
3. Confirm the position at the date of death in writing.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

ACCOUNT / POLICY / ROLL NUMBER

YOUR RELATIONSHIP TO THEM

✂ DETACH • THE ADMINISTRATOR KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered against the pension and the position at the date of death will follow in writing.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

Notification — insurer

Date: _____

Bereavement Team

Institution _____

Postcode _____

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that the policyholder named above has died. I am acting as their personal representative and I am enclosing a certified copy of the death certificate. Please:

1. Register the death against the policies listed and confirm the cover position.
2. Note any home policy — the property may stand empty; confirm cover.
3. Confirm the position at the date of death in writing.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

ACCOUNT / POLICY / ROLL NUMBER

YOUR RELATIONSHIP TO THEM

✂ DETACH • THE INSURER KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered against the policies and the position at the date of death will follow in writing.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

Notification — HMRC, bereavement and deceased estates

Date: _____

Bereavement Services

HM Revenue & Customs

BX9 2BS

YOUR NAME

YOUR ADDRESS

POSTCODE

TELEPHONE

Notification of the death of _____

I am writing to tell you that the taxpayer named above has died. I am acting as their personal representative and I am enclosing a certified copy of the death certificate. Please:

1. Register the death against the deceased's tax record.
2. Confirm what returns remain outstanding, and to what date.
3. Confirm the position for the estate in writing.

Their details are set out on the right of this letter, and the lower card is yours to return.

Enclosed: a certified copy of the death certificate.

Yours faithfully,

Name _____

Acting as: executor / administrator / next of kin (delete as applicable)

FULL NAME OF THE DECEASED

LAST ADDRESS

DATE OF BIRTH

DATE OF DEATH

NATIONAL INSURANCE / UTR

YOUR RELATIONSHIP TO THEM

✂ DETACH • HMRC KEEPS THE LETTER, RETURNS THIS

ACKNOWLEDGEMENT • RETURN THIS CARD

The death is registered against the tax record and the position will follow in writing.

ACTIONED BY

BRANCH OR TEAM

DATE

RETURN TO — WRITE YOUR ADDRESS HERE BEFORE POSTING

POSTING LOG

Six letters, six reply windows. Write the dates down as you go — nobody remembers them at week four.

INSTITUTION	WHAT I SENT	DATE POSTED	REPLY RECEIVED	OUTCOME

WHERE TO POST IT

Twenty bereavement addresses, each from the institution's own published page or form.

INSTITUTION	ADDRESS TO POST TO	CHECKED
Nationwide Building Society	Bereavement Services · Specialist Customer Support · Nationwide Building Society · Swindon · SN38 3FN	23 Aug 2026
Barclays	Bereavement Service Centre · Barclays Bank PLC · Leicester · LE87 2BB	23 Aug 2026
HSBC UK	HSBC Bereavement Services · Abbey View · Penfold Drive · Wymondham · NR18 0WZ	23 Aug 2026
NatWest	Bereavement Services · PO Box 5612 · Manchester · M61 0WN	23 Aug 2026
Royal Bank of Scotland	Bereavement Services · PO Box 5612 · Manchester · M61 0WN (same group as NatWest)	23 Aug 2026
Santander UK	Santander Bereavement Operations · Sunderland · SR43 4FJ	23 Aug 2026
TSB Bank	TSB Bereavement Team · TSB Bank plc · PO Box 453 · Mitcheldean · GL14 9LR	23 Aug 2026
Yorkshire Building Society	Bereavement Team · Customer Service Centre · Yorkshire Building Society · Yorkshire House · Yorkshire Drive · Bradford · BD5 8LJ	23 Aug 2026
Coventry Building Society	Bereavement Team · Oakfield House · PO Box 600 · Coventry · CV3 9YR	23 Aug 2026
Skipton Building Society	FREEPOST · SKIPTON BUILDING SOCIETY	23 Aug 2026
Leeds Building Society	Customer Support Team · Leeds Building Society · PO Box 228 · Leeds · LS1 9LN	23 Aug 2026
Legal & General (pension post only)	Bereavements · PO Box 809 · Cardiff · CF24 0YL	23 Aug 2026
Prudential (M&G)	Prudential · Lancing · BN15 8GB	23 Aug 2026
Scottish Widows	Scottish Widows · Bereavement Team · Swindon · SN80 1AA	23 Aug 2026
Royal London	Customer Services · PO Box 409 · Royal London House · Alderley Park · Congleton Road · Nether Alderley · Macclesfield · SK10 4EL	23 Aug 2026
Aegon	Aegon and Scottish Equitable Pension and Bonds · Sunderland · SR43 4DS	23 Aug 2026
Zurich	Zurich Customer Services · Protection Operations · PO Box 4157 · Swindon · SN4 4QB	23 Aug 2026
NS&I	NS&I · Sunderland · SR43 2SB	23 Aug 2026
HM Revenue & Customs	Bereavement Services · HM Revenue & Customs · BX9 2BS	23 Aug 2026
The Pension Service (DWP)	The Pension Service · Post Handling Site A · Wolverhampton · WV98 1AF	23 Aug 2026

L&G's address covers pension post only. HMRC needs no street name or PO box — the postcode BX9 2BS is the whole address. NatWest and RBS share a bereavement address — they are the same group.

INSTITUTION	WHAT THEY PUBLISH INSTEAD	CHECKED
Lloyds Bank	Online bereavement form, 0800 015 0012, or in branch	23 Aug 2026
Halifax	Online notification form, or their specialist bereavement line — route only, not a single number	23 Aug 2026
Bank of Scotland	Online form, 0800 015 0012 (personal banking)	23 Aug 2026
Aviva	Online form, 0345 268 2194	23 Aug 2026
Standard Life	Phone, secure message, or online form	23 Aug 2026
LV=	Online form, or bereavement@lv.com	23 Aug 2026
Phoenix Life	Online routing, then phone	23 Aug 2026
ReAssure	Online notification, then phone	23 Aug 2026
Vitality	0345 602 3523 or 0345 601 0072	23 Aug 2026
NEST	bereavements.nestpensions.org.uk, or 0300 020 1410	23 Aug 2026

SOURCES, AND WHAT THIS FILE IS NOT

[gov.uk/after-a-death](#) read 11 Sep 2026

[gov.uk/applying-for-probate/fees](#) read 11 Sep 2026

[GOV.UK order-a-certificate service](#) read 8 Sep 2026

[deathnotificationsservice.co.uk](#) read 11 Sep 2026

[legislation.gov.uk — Administration of Estates \(Small Payments\) Act 1965, s.1 as amended](#) read 11 Sep 2026

The twenty institution pages and forms on the previous page checked 23 Aug 2026

The eight bank threshold pages checked 30 Aug 2026

[valoren.uk/resources/bank-notification-letter-template](#)

This is a blank you fill in yourself. It is guidance, not legal advice. England and Wales — Scotland and Northern Ireland use different probate systems.

POWERED BY VALOREN

Data current as of 11 September 2026. Prepared from customer-maintained records.

Source instruments: Free institutional resource · Bank Notification Letters · valoren.uk.

Standard Index Group — in formation · England & Wales

