Death of a joint account owner

Step 1

Gather your documents
Depending on the circumstances, we’ll need some documents from you to get started.

Documents we'll need:

☐ Copy of the death certificate

☐ Letter of instruction
   A non-legally binding letter from the designated owner, beneficiary, trustee or representative of an estate that contains instructions on what to do with the funds in the decedent’s account.

☐ Completed Estate Account Application (optional)

Step 2

Send us your documents
Documents can be sent digitally, or by mail. If further steps are necessary, a customer care representative will contact you within 10 days of receiving your documents.

Digital:
Ally customers can send digital versions of their documents to us via secure message by logging in, selecting Profile & Settings, then Secure Messages, then Send a New Secure Message. Non-Ally customers can call customer care at 1-877-247-2559 to receive a secure link for uploading documents.

Mail:
Ally Bank
P.O. Box 951
Horsham, PA 19044

Need additional assistance? Give us a call.
If you have outstanding questions or need additional account information, we can provide it after receiving your documents. Call us at 1-877-247-2559. We'll be glad to help.