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.