



Death of a joint account owner

Step 1 Get a copy of the death certificate.

Step 2 Provide instructions.

You can provide instructions while submitting your documents by:

- Sending us a secure message through our app or at ally.com
- Calling us at 1-877-247-2559
- Sending us a typed or handwritten letter

Joint account owners may:

- Remove the decedent's name from the account
- Open a new Ally account or transfer money to another existing Ally account
- Request a check

Step 3 Send us your documents and instructions.

Documents can be sent online or by mail. We'll contact you within 7 business days of receiving your documents if we need any more information.

Online:

- If you have an Ally account, you can send your documents to us by secure message through our app or at ally.com
- If you don't have an Ally account, call us at 1-877-247-2559 and request a secure link to upload your documents

By mail:

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

Questions?

Give us a call at 1-877-247-2559. Our award-winning customer care is available 24/7 to help with whatever you need.