Death of a single account owner without payable-on-death

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

- Executorship documentation
  A document that appoints someone to manage the decedent’s estate, as designated in a will or by a probate court. This can be a Certified Executorship, Personal Representative document, Letters of Testamentary or Letters of Administration.

- State-specific Small Estate Affidavit
  A document that appoints someone to manage the decedent’s personal property, including bank accounts, when their assets are valued under a certain amount and a formal probate isn’t required.

- A copy of the executor's driver's license or other valid form of ID
  We can accept any of the following:
  - Driver’s license
  - U.S. passport or passport card
  - Photo or non-photo ID
  - Immigration card
  - Foreign government-issued passport
    (must show proof of residence)
  - Permanent residence card
  - U.S. military or common access card

- Letter of instruction
  A non-legal 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.

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

Non-Ally customers can call customer care at 1-877-247-2559 to receive a secure link for uploading documents.

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.