



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-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**.

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.