



## Death of a Trustee on a Trust account

### 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**
- Trust documents**  
Copies of pages in the Trust agreement describing the Trust, including the Grantor's name, names of Trustees and Successor Trustees, type of Trust and signature page. Also include copies of pages with Trustee powers and provisions related to the death of a Trustee.
- A copy of the Trustee'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

### 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.