



Death of a joint account owner

Step 1 Call us at 1-877-247-2559

When you're ready, give us a call. We're unable to provide account information until we receive your documents, but it'll help to know more about your specific situation.

Step 2 Gather your documents

Depending on the circumstances, we'll need some documents from you to get started.

Documents you'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 how to distribute funds in the decedent's account.

Completed Estate Account Application (optional)

Step 3 Send us your documents

A customer care associate will review your documents as quickly as possible. You should hear from us within 10 days of receiving them to discuss next steps if necessary.

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