



Death of a joint account owner

Step 1

Gather your documents.

We'll need:

- A copy of the death certificate
- A letter of instruction from the designated owner, beneficiary, trustee or representative of an estate (this isn't legally binding)
- A completed estate account application (optional)

Step 2

Send them to us online or by mail.

If we have questions, we'll contact you within 10 days of receiving your documents.

To send online:

- Log in, choose **Profile and Settings** and then select **Secure Messages** (log in and select the envelope icon if you're on our app)
- If you don't have an Ally account, give us a call at 1-877-247-2559 so we can send you a secure link

Or send by mail to:

Ally Bank

P.O. Box 951

Horsham, PA 19044

Questions about your Ally Bank accounts?

You can log in at ally.com or on the Ally Mobile app to get help, or call us at 1-877-247-2559. Our award-winning customer care is available 24/7 to help with whatever you need