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

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**

- [ ] **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.

or

- [ ] **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 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