



Death of single account owner without a beneficiary

Step 1

Gather your documents.

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

We'll need:

- A copy of the death certificate
- Probate documents or a small estate affidavit
- Affiants/executors identification

Each state has different rules and limitations regarding probate. For specific questions regarding probate, reach out to your local probate court.

We accept:

- Division of Motor Vehicles (DMV) ID cards
- U.S. passports or passport cards
- Immigration cards
- Permanent resident cards

Step 2

Provide instructions.

You can provide instructions while submitting your documents by:

- Sending us a secure message through our app or at ally.com
- Calling us at 1-877-247-2559
- Sending us a typed or handwritten letter

Affiants/executors of the decedent's accounts can:

- Open an Ally account ([Estate account application](#)) application required if opening an estate account)
- Request a check



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Step 3

Send us your documents and instructions.

Documents can be sent online or by mail. We'll contact you within 7 business days of receiving your documents if we need any more information.

Online:

- If you have an Ally account, you can send your documents to us by secure message through our app or at ally.com
- If you don't have an Ally account, call us at 1-877-247-2559 and request a secure link to upload your documents

By mail:

Ally Bank
P.O. Box 951
Horsham, PA 19044

Questions?

Give us a call at 1-877-247-2559. Our award-winning customer care is available 24/7 to help with whatever you need.