



## Death of a Trustee on a Trust account

### 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

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 successor 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 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