



Death of a Trustee on a Trust account

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
- Trust documents
 - Page naming trust title, grantors, and trustees
 - Successor trustee page
 - Signature and notary page
 - Most recent amendment (If applicable)
 - Trust maintenance form
 - Page naming trust title, grantors, and trustees
 - Successor trustee page

- A copy of the Trustee's ID:

We accept:

- Division of Motor Vehicles (DMV) ID cards
 - U.S. passports or U.S. passport cards
 - Immigration cards
 - Permanent resident cards
- A letter of instruction from the designated owner, beneficiary, trustee or representative of an estate (this isn't legally binding)

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.