



# Telling us when a NAB customer has died

**NAB**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



We will write contact information at the end of this book.

## About this book



This book is from National Australia Bank Limited or NAB.



This short book is about how we can help if you tell us that a NAB customer dies.



There are 2 ways you can tell us if a NAB customer dies.

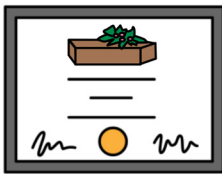
# 1 You can use the Australian Death Notification Service



The **Australian Death Notification Service** or ADNS can

- contact us for you

- tell us a NAB customer has died.

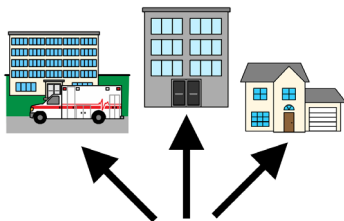


You **must** have a **death certificate** for the person who died **before** the ADNS can help you.



A death certificate is a document from a doctor that says

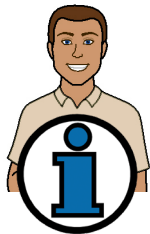
- how someone died



- where someone died



- when someone died.



You will need to give the ADNS some information about the person who died.



ADNS website

[deathnotification.gov.au](http://deathnotification.gov.au)

## 2 You can contact us directly



You can fill in our online **Deceased** Customer Notification form.



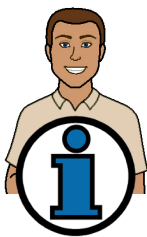
Deceased means a person has died.

You can find the form on our website.



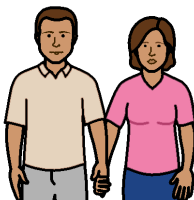
[nab.com.au/common/forms/deceased-customer-notification](http://nab.com.au/common/forms/deceased-customer-notification)

Anyone can fill in the form.



When you fill in the form you need to tell us

- about the person who died



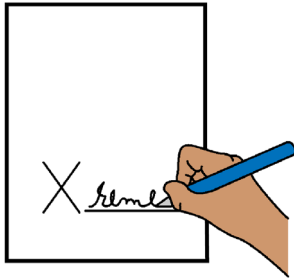
- how you knew the person who died



- how we can contact you.



When you fill in the Deceased Customer Notification form you might need **certified copies** of documents.



Certified copies are documents that are stamped and signed by a **certifier**.

A certifier is a person with legal rights to say that a document is a true copy of the original.



A certifier can be

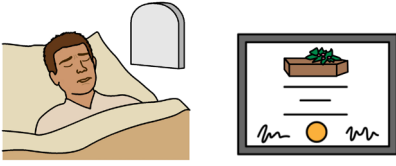
- a police officer



- a lawyer



- a chemist.



You might need certified copies of

- a death certificate for the person who died



- the **Will** of the person who died.

A Will

- is a document made by a person before they die



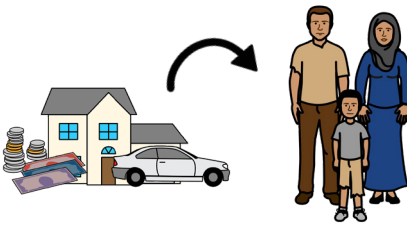
- says how to manage money and belongings after they die.



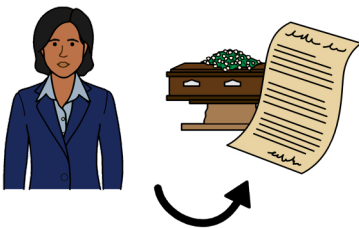
## Help to manage NAB bank accounts of customers who have died



We need to talk to the **legal personal representative** if a NAB customer dies.

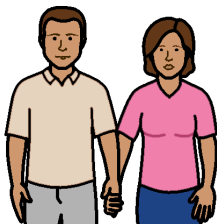


The legal personal representative makes sure the dead person's money and things go where the person wanted.



The legal personal representative might be

- named in the Will
- the **next of kin**.

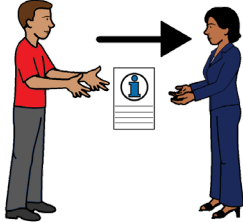


Next of kin is the closest family member of the person who died.

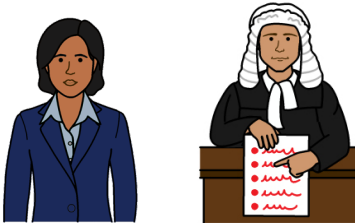


Only the legal personal representative can

- tell us what to do with the money of the person who died



- get account information about the person who died.



Sometimes the legal personal representative is a person with a document from the court.

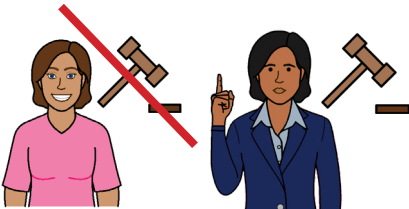


The document says who can look after the money and things of the person who died

- if there is a Will



- if there is **not** a Will.

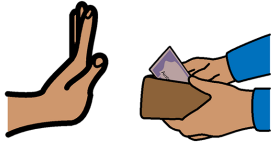


If you are **not** the legal personal representative you need to tell us who it is.



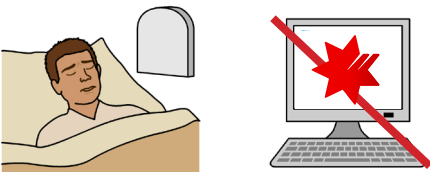
We will then contact the representative.

## What we do when we know a person has died



We will

- stop fees on the accounts of the person who died



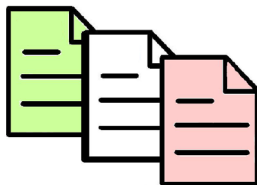
- turn off internet banking for the person who died



- cancel credit cards for the person who died.



We will tell the legal personal representative what happens next.



We will ask the legal personal representative for documents we need.

## How to contact us

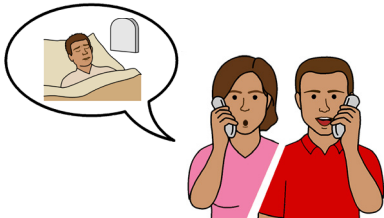


Contact us if

- you **cannot** use the online Deceased Customer Notification form



- you have questions



- you want to tell us in a different way that a NAB customer has died.

### Call us



1300 911 451

Monday to Friday 8 am to 5 pm AEST

### Email us



[NAB.Bereavement.Support@nab.com.au](mailto:NAB.Bereavement.Support@nab.com.au)

## Talk to us in person



To find a branch near you go to our website

[nab.com.au/locations](http://nab.com.au/locations)



## More information

You can read more online about how we can help if a NAB customer dies.



[nab.com.au/personal/life-moments/unplanned/losing-loved-ones/first-steps](http://nab.com.au/personal/life-moments/unplanned/losing-loved-ones/first-steps)



## Deceased Customer Notification form

[nab.com.au/common/forms/deceased-customer-notification](http://nab.com.au/common/forms/deceased-customer-notification)



## If you do not speak English

You can call us and say **I need an interpreter.**

We will get someone to help you.



## If you need help to speak or listen

You can use the National Relay Service or NRS to call us.

You must sign up to the NRS to use the service.



Call 1800 555 660



Give the relay officer the NAB number you want to call.



You can find more ways to contact the NRS on their website.

Website

[accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links](https://accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links).

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This document is complementary to and does not replace the [NAB Notify Us Of A Deceased Customer information](#), which is available at [nab.com.au](http://nab.com.au)

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