

This form

- allows you, the Deceased's immediate next of kin/administrator(s) of the Deceased's estate, to give NAB the authority to finalise their estate, close their accounts, and release the funds
- must be signed by each person making a claim on the estate
- needs to be accompanied by **certified copies** of the following documents (if not previously provided):
 - Proof of death such as a death certificate, or a notice via the Australian Death Notification Service (<https://deathnotification.gov.au/>)
 - A document that proves your relationship to the Deceased (e.g. marriage or birth certificate).
 - Letters of Administration (excluding VIC) or the Application No. and Unique Identifier of an electronic Grant of Representation (this can be found on your application from RedCrest, Victoria's Supreme Court electronic filing platform) (VIC only) where applicable
 - Current photo ID for each next of kin/administrator (unless a NAB customer).

Note: Certified scanned copies of photo IDs can only be accepted by email if sent directly from the certifier. Alternatively, you can contact us for phone-based identity verification.

If you need help completing this form, call 1300 911 451 (weekdays between 8am–5pm AEST).

Where there is no Will and no Letters of Administration, and your claim on the estate is made as Next of Kin, all equal Next of Kin (as shown on the Death Certificate) must complete this form, i.e. BOTH parents or ALL children or ALL siblings.

Section 1 Deceased Customer details

Deceased's Name

Date of Death

NAB Reference No. (if known)

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Section 2 Acknowledgements and declarations (to confirm you're acting within your powers)

I/we declare that to the best of my/our knowledge:

2.1 Select one of the following:

-
- The Deceased did not leave a valid Will
 - No application has been made and I/we do not intend to apply for Letter of Administration
 - No other person intends to apply for Letters of Administration

-
- The Deceased did not leave a valid Will
 - I/we have obtained Letters of Administration

2.2 The financial assets and liabilities of the estate with NAB are:

Account Number	Account Type	Account Balance
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$

2.3 Because I am/we are the next of kin of the Deceased/administrator(s) of the estate, I/we claim to be entitled to the net proceeds of the Deceased's accounts. My/our relationship to the Deceased is as follows:

- Spouse (wife/husband)
 Parents (mother/father – both are required to sign this form)
 Children (over 18 – all are required to sign this form)
 Domestic Partner
 Siblings (brother/sister – all are required to sign this form)
 Other (specify below)

2.4 In consideration of NAB paying to me/us the net proceeds of the accounts, I/we:

- (a) understand that I/we will need to verify who I am/we are before NAB can release any surplus funds
- (b) will undertake all just debts and other expenses of the estate before distributing the payment received by me/us from NAB
- (c) indemnify NAB against any loss, damage, cost, expenses, liability or claim suffered or incurred by NAB which relates to NAB following my/our instructions as set out in this form including making any payment to me/us.

Section 3 Your identification

To comply with anti-money laundering regulations, we need to identify next of kin/administrator(s) by either of the following:

Next of kin/Administrator 1:

Option 1:

An existing NAB account number

OR

Option 2:

A certified copy of your photo ID (e.g. driver's licence or passport)

Next of kin/Administrator 2:

Option 1:

An existing NAB account number

OR

Option 2:

A certified copy of your photo ID (e.g. driver's licence or passport)

Next of kin/Administrator 3:

Option 1:

An existing NAB account number

OR

Option 2:

A certified copy of your photo ID (e.g. driver's licence or passport)

Next of kin/Administrator 4:

Option 1:

An existing NAB account number

OR

Option 2:

A certified copy of your photo ID (e.g. driver's licence or passport)

Note: Please contact us to discuss alternative methods of ID verification.

Section 4 Closing the accounts and distributing funds

A. Closure

As next of kin to the Deceased/administrator(s) of the estate, I/we authorise and request closure of all accounts. By signing below, I/we authorise NAB to combine accounts and clear any debts held solely by the Deceased in relation to home loans, personal loans, credit cards and overdrawn transaction accounts. I/we acknowledge that all accounts will be closed by NAB simultaneously.

B. Distribution of funds

As next of kin to the Deceased/administrator(s) of the estate, I/we authorise and request the net closing balance be transferred to the following account details:

Account name

BSB number

Account number

Receiving bank name

Payment reference / message (optional)

For international electronic bank transfers, please complete the additional details below:

SWIFT code

IBAN

Preferred currency (optional)

Beneficiary address (not a PO Box)

Note: A fee applies for all international estate disbursements. The estate will be finalised in Australian dollar and fees charged will be deducted during the conversion of funds.

Please ensure all the details are correct and legible. An incorrect BSB or account number (for domestic transfers) or IBAN / SWIFT (for international transfers) may result in funds being paid to the wrong account and loss of funds.

Allow up to 2 business days for electronic funds transfer from the date of the account closure.

To discuss other distribution methods or to have funds distributed to multiple accounts, call 1300 911 451.

Section 5 Signatures

Next of kin/Administrator 1

Signature

X

Date

/ /

Full Name (Print)

Address

State

Postcode

Next of kin/Administrator 2

Signature

X

Date

/ /

Full Name (Print)

Address

State

Postcode

Next of kin/Administrator 3

Signature

X

Date

/ /

Full Name (Print)

Address

State

Postcode

Next of kin/Administrator 4

Signature

X

Date

/ /

Full Name (Print)

Address

State

Postcode

Real Time Gross Settlement (RTGS) Terms and Conditions

1. The Applicant ('you') acknowledge and agree that:
 - (i) You are solely responsible for ensuring that your instructions on this Application are correct;
 - (ii) NAB ('we') is under no obligation to verify the correctness of your instructions. Without limitation to the foregoing, we are entitled to pay to the credit account identified by you as the beneficiary's without enquiry and are under no obligation to use any other information you give us (including the name and address of the beneficiary) to confirm the beneficiary's ownership of that account, and
 - (iii) Once executed by NAB, the payments made under this Request Form are irrevocable.
2. Please note that the beneficiary name does not form part of your payment instructions, and it will not be checked by NAB to verify that it matches the beneficiary's BSB and account number. NAB will process the payment using the BSB and account number you provide. Please ensure that the BSB and beneficiary account number are correct, because an incorrect BSB and account number will result in your money being paid to the wrong account and the loss of funds.
3. We will not be liable for and exclude all liability for loss or damage (including any indirect or consequential loss or damage) arising out of or in relation to:
 - (i) delays, errors, or omission in transmission or payment beyond our control; or
 - (ii) acts of default or omission of any kind by you or any third party outside our control.
4. If we are negligent or in a breach of duty to you, we will supply the services described in these terms and conditions again.
5. Subject to applicable law, you indemnify and continue to hold us indemnified against any liability, loss, damage or expense in respect of your provision of incorrect instructions.

Banking Code of Practice

National Australia Bank has adopted the Banking Code of Practice and relevant provisions of the Code apply to the service, if you are an individual or a small business referred to in the Code. You can obtain from NAB upon request general descriptive information concerning our banking services, including:

- (a) account opening procedures,
- (b) our obligations regarding the confidentiality of your information,
- (c) complaint handling procedures,
- (d) bank cheques,
- (e) the advisability of you informing us promptly when you are in financial difficulty,
- (f) the advisability of you reading the terms and conditions applying to each banking service NAB provides to you, and
- (g) information on standard fees and charges relating to the RTGS service, (the fee for each RTGS payment is disclosed in NAB's brochure

'Business Banking Fees – A guide to fees and charges' and can be found at www.nab.com.au/business/tools/rates-fees-and-charges/business-banking-fees-and-charges

Privacy Declaration

You (being the Applicant) declare that where you have provided personal information about an individual (such as a beneficiary, an employer, relative, solicitor or contact person), you have made or will immediately make the individual aware of that fact and:

- that their personal information has been collected by the National Australia Bank Group organisation to which this form is addressed (Group Organisation) for the purpose of providing you with the Service the subject of this Application (including assessing your application) and managing and administering the service and protecting against fraud;
- that the National Australia Bank Group is managed, operates businesses and processes customer information internationally and across corporate entities, and accordingly, information about or relating to individuals may be provided to other National Australia Bank Group organisations, transmitted within the National Australia Bank Group between countries, and where required by law, regulation or convention, provided to governmental and regulatory authorities, both in the country where the relationship with the Group Organisation is primarily situated, and in other countries where the National Australia Bank Group may operate and the individual irrevocably consents to that occurring;
- that their personal information may be disclosed to other organisations involved in the provision, management or administration of the Services, as required by law or with their consent;
- that you may not be able to obtain the Services the subject of this Application if that individual's personal information is not provided; and
- that the individual can gain access to their personal information by contacting the Group Organisation and Group Organisation's contact details.

Disputes

NAB has available on request information about the procedures for lodging a complaint. For more details about our internal dispute resolution procedures please ask for our complaints resolution brochure.

If you subsequently feel that the issue has not been resolved to your satisfaction, you may contact our external dispute resolution scheme.

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution provider is the Australian Financial Complaints Authority (AFCA) scheme and can be contacted at:

Telephone: 1800 931 678 (free call)

Email address: info@afca.org.au

Website: www.afca.org.au

Postal address: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001