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A Financial Guide Following  
the Loss of a Loved One

# RBFCU is Here To Help

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Please accept our sincerest condolences at this time and know that we are here for you, every step of the way.

Coping with the loss of a loved one is one of the hardest challenges that many of us face. During this time, financial matters can seem overwhelming and might leave you with questions in areas you may not have the knowledge and to navigate.

This guide will provide you tools to assist you in settling your loved one's accounts with RBFCU. Throughout the guide, we have provided information to help you better understand the process and make it easy for you when you contact us.

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# Documents To Locate

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After the loss of a loved one, financial matters will require your time and attention to ensure that they are handled correctly. Below are several important steps to consider. If there is a Last Will and Testament, many of the duties and obligations listed within this guide are responsibilities of the Executor.

## Locate and reference important documents to provide to appropriate parties:

- ❑ Last Will and Testament
- ❑ Death Certificate of Decedent
- ❑ Social Security card or number
- ❑ Marriage Certificate
- ❑ Driver's License
- ❑ Passport
- ❑ Life insurance policies
- ❑ Tax returns
- ❑ Citizenship, immigration and/or alien registration papers
- ❑ Organ/tissue donation record
- ❑ Deceased's final instructions
- ❑ DD214 Report of Separation (Military)
- ❑ Divorce Decree (if applicable)
- ❑ Life insurance benefits through existing credit card or loan accounts
- ❑ Outstanding bills
- ❑ Account numbers and/or recent statements

## Notify Applicable Parties:

- ❑ Fraternal and civic organizations of which your loved one was a member
- ❑ Agent under decedent's Power of Attorney, as Power of Attorney ceases at decedent's passing
- ❑ Executor in listed Last Will and Testament
- ❑ Estate planning attorney who will help settle your loved one's estate, if any depending on the estate.

## Employee Benefits

Contacting your loved one's current and former employers may lead to benefits such as pensions or annuities that have not been documented. Ask the Human Resources department to add what is needed in order to request benefit summary and distribution information on any or all of the following:

- ❑ Life insurance
- ❑ Accident insurance
- ❑ Profit Sharing Plan (PSP)
- ❑ Retirement plan
- ❑ Flexible spending plan

### Helpful Tip

Request death certificates from the funeral director or from your state's Office of Vital Records. Simple estates may require only 5-10 copies, while a complex estate may require 10-15 or more.

# Documents You May Need To Settle Your RBFCU Accounts

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At RBFCU, we strive to make this process as easy as possible by reducing our requirements for documentation. Below are the documents you may need to settle the account for your loved one.

- Death Certificate
- Letter of Testamentary or Letter of Administration
- Tax Identification Number (TIN)
- Small Estate Affidavit
- Certificate of Trust or Trust Agreement
- Trust Amendments (only if applicable)
- EIN documentation for Trust (IRS letter assigning EIN)

Please contact our Estate Assistance team at 210-945-3300 and a representative will be available to assist you with your RBFCU accounts.

# Who To Contact

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## Family And Friends To Contact:

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

## Organizations And Businesses To Contact:

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Name: \_\_\_\_\_ Contact: \_\_\_\_\_

## Additional Notes

# Important Contact Information:

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## RBFCU Estate Assistance Department

210-945-3300  
[www.rbfcu.org](http://www.rbfcu.org)

## Social Security Administration

1-800-772-1213  
[www.ssa.gov](http://www.ssa.gov)

## Equifax®

1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

## Transunion®

1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

## Experian®

1-888-397-3742  
[www.experian.com](http://www.experian.com)

## IRS

1-800-829-1040  
[www.irs.gov](http://www.irs.gov)

## Medicare/Medicaid

1-800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

# Military Organizations:

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## Department of Veterans Affairs

1-844-698-2311  
[www.va.gov](http://www.va.gov)

## Defense Enrollment Eligibility Report System (DEERS)

1-800-538-9552  
[www.tricare.mil/deers](http://www.tricare.mil/deers)

## Defense Finance & Accounting Service (DFAS)

1-800-321-1080  
[www.dfas.mil](http://www.dfas.mil)

## Service Members Group Life Insurance (SGLI)

1-800-419-1473  
[www.militarypay.defense.gov](http://www.militarypay.defense.gov)

## Veterans Group Life Insurance

1-800-669-8477  
[www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance)

## The Office of Personnel Management (OPM)

1-888-767-6738  
[www.opm.gov](http://www.opm.gov)

# Actions To Take

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- ❑ File claims with life insurance companies.
- ❑ File any outstanding claims for health insurance or Medicare/Medicaid.
- ❑ Notify all three credit reporting agencies (see contact information on previous page). Obtain a current copy of the decedent's credit report.
- ❑ Contact the Social Security Administration and other government offices that may have been making payments to the decedent. If the decedent was your spouse, inquire about your eligibility for new benefits.
- ❑ Cancel subscription services. These can include television, internet, newspaper, magazine, club or other professional memberships.
- ❑ Monitor decedent's mail.
- ❑ Cancel medical prescriptions.
- ❑ Consult with an attorney about probate. Meet with an accountant to discuss estate taxes if applicable.
- ❑ Notify the Registrar of Voters.
- ❑ Contact the Department of Motor Vehicles to cancel decedent's Driver's License. Transfer titles of all registered vehicles.
- ❑ Update property tax records with your local county tax assessor collector.

## Additional Notes

# Scheduled Payments At RBFCU

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In addition to checking and savings accounts, there could be other banking products or services that need to be reviewed, including:

- Online banking credentials
- Scheduled bill payments
- Direct deposits
- Loan payments
- Credit card payments and/or rewards
- Insurance products
- Safe deposit boxes

Please contact our Estate Assistance Representatives at 210-945-3300 for assistance with any of your accounts or payments.

# To Open An Estate Account At RBFCU, You Will Need:

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- Acceptable Photo ID for Executor or Administrator
- RBFCU Specialized Account Application signed by Executor or Administrator(Provided by RBFCU)
- Letters Testamentary or Letters of Administration
- Employer Identification Number (EIN) Document from the IRS
- Death certificate

# Account Settlement Information

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Being as organized as possible can be helpful during tough times when you need to locate various types of information. This worksheet can be used pre- or post-loss of a loved one.

MONTHLY EXPENSES	AMOUNT	DUE DATE	PAYEE	CONTACT
Mortgage/Rent 1				
Mortgage/Rent 2				
Property Taxes				
Homeowners Association				
Homeowners Insurance				
Auto Loan 1				
Auto Loan 2				
Auto Insurance				
Health Insurance				
Water				
Electricity				
Internet				
Cable				
Cell Phone(s)				
Subscriptions 1				
Subscriptions 2				
Storage				
Garbage/Sewage				
Doctor's Bills				
Child Care				
Child Support				
Student loans				
Retirement				
Accounts				
Other				

# Source of Income

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This worksheet is intended to assist in gathering all sources of income of your loved one. This can be helpful when figuring out who might need to be contacted after a loss.

INCOME TYPE	AMOUNT	CONTACT
Wages, salaries, tips		
Net business income		
Net royalty or rent income		
Retirement pension		
Annuity benefits		
IRA		
Investments/Stocks/Bonds		
Alimony		
Social Security		
Child support		
Veteran disability		
Trust Fund		
Unemployment		
Government Program		

# Commonly Used Terms

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A better understanding of the terminology used by funeral directors, financial advisors, attorneys and CPAs will help make the process easier and help you communicate your thoughts and concerns throughout this process.

## Below are commonly used estate planning terms.

### Administrator

A person who has been granted legal rights by the court to manage an estate for the decedent who did not leave a Will or formal instructions.

### Asset

Anything of value owned by an individual, such as stocks, bonds, monies, property and household goods.

### Beneficiary

The recipient of funds, property or other benefits from a Last Will, Trust or registered plan.

### Creditor

A creditor of an estate is anyone the decedent still owed money to at the time of death (i.e. anyone entitled to collect an unpaid debit of the decedent from the proceeds of the estate).

### Decedent's Assets (or Capital Property)

Any depreciable property of the taxpayer, and if the property were disposed of, any gain or loss that would be a capital gain or capital loss, as the case may be, of the taxpayer.

### Decedent

The individual who has passed.

### Estate

All of the assets and liabilities of an individual at the time of death.

### Executor

A person or trust company named to administer a decedent's person's estate. Executor can be known as executor, executrix, and administrator.

### Heir

One who is entitled to receive or has received an inheritance from a parent or predecessor when there is no Last Will.

### Last Will

A document containing directions for the disposition of a person's property after his or her death.

### Letter of Administration

Issued by the court when a person dies intestate (without a Last Will), appointing the administrator(s) of an estate.

### Letter of Testamentary

A document from the court confirming that the Will is recognized as valid and is the Last Will and Testament of the deceased person.

## Liability

Any debt or obligation owed to creditors of the deceased person.

## Payable on Death

Payable on death (POD) is an arrangement between a bank or credit union and a client that designates beneficiaries to receive client's assets. The immediate transfer of assets is triggered by the death of the client.

## Probate of a Will

Probate is the procedure by which a non-notarial Will is approved by the Court as the valid and Last Will of a decedent testator.

## Proof of Death

An original, notarized or certified true copy of a death or burial certificate, funeral home certificate, Act of Death, or Certificate of Death.

## Small Estate Affidavit

An affidavit that allows you to fast track the resolution of an estate through probate court. It's a good way to help you resolve final estate matters for a deceased person who died without a Will and with a "small estate".

## Trust

Legal agreement where assets are managed by an individual or organization after someone's passing; a living trust that is created prior to someone's death that can remain private and not known to others.

## Trustee

The individual or trust company that holds legal responsibility to manage the trust property and is under an absolute obligation to act solely for the benefit of the trust's beneficiaries.

## Will

Legal document in which a person states who will receive their possessions upon their death.

The RBFCU Estate Assistance Representatives are available at 210-945-3300 for additional information or support during this difficult time.



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