

SAVINGS
MORTGAGES
INSURANCE
FINANCIAL PLANNING

A Helping Hand at a Difficult Time

Guidance Following Bereavement
of a Savings Account Holder

May 2026



MANSFIELD
BUILDING SOCIETY

At this difficult time we realise that you will have a lot to think about. That's why we want to make it as easy as possible to deal with us and provide you with all the information you may need.

Remember we are always here to help. You can choose to speak to us over the phone or visit one of our friendly local branches where privacy will be provided.

First steps - notifying us

To notify the society of the death of an investor you will need to provide:

- Original Death Certificate or
- Certified Copy of the Death Certificate from a Solicitor

Withdrawals

After notifying us certain withdrawals can be made from the account for the following:

- Funeral Expenses
- Inheritance Tax
- Probate Court Fees

In all cases the original invoice must be produced, and the cheque will be issued made payable to the relevant institution .

Receipts

We can accept cheque payments into the account after notification providing they are made payable to the account holder from third parties and that the account is in their sole name.

Tax Free Savings

In order to comply with HM Revenue & Customs regulations, the investor's entitlement to receive interest with no tax deducted will cease as from the date of death.

Next steps

Overall account balances exceeding £20,000

We need Grant of Probate or Letters of Administration to proceed.

Grant of Probate or Letters of Administration can be applied for direct, by yourselves or through a solicitor.

Once you have received these documents

We need to see an original or certified copy of the Grant of Probate or Letters of Administration. This can be brought into one of our local friendly branches or sent to us by post along with signed instructions of how you would like us to proceed. We require 2 forms of identification from all named executors.

Where Grant of Probate is presented by a solicitor, no identification is required where the funds are payable to the solicitors.

Options:

- Account to remain open in the beneficiary's name (for this option we will require 2 forms of identification from the beneficiary)
- Account closed and transferred to another existing Mansfield Building Society account
- Account closure by cheque, made payable to all executors

For identification requirements please see the back page.

Overall account balances below £20,000

If the account balances are below £20,000 and you are not applying for Grant of Probate or Letters of Administration, you can claim the balances by using our internal small claims form.

This claim should be made by the person(s) entitled. Visit [citizensadvice.org.uk](https://www.citizensadvice.org.uk) for further information on person(s) entitled.

Account balances below £5,000 (in branch)

For your ease this can be completed in one of our branches. All we ask is that you phone us beforehand so we can make sure one of our managers is available.

- 2 forms of identification will be needed for the person(s) making the claim

Account balances between £5,000 and £20,000 (or £0-£20,000 through the post)

We will need to provide you with our small claims form for claiming the balance of the account(s).

Once completed, this form needs to be witnessed by a Solicitor, Justice of the Peace or a Commissioner of Oaths.

- 2 forms of identification will be needed for the person making the claim

For all options on claiming balances below £20,000 we will require signed instructions on how you would like us to proceed.

- Account to remain open in beneficiary name (for this option we will require 2 forms of identification from the claimant(s) and the beneficiary)
- Account closed and transferred to another Mansfield Building Society account in the beneficiary's name
- Account closure by cheque payable to the beneficiary

For identification requirements and contact details, please see the back page.

If you have any questions we are only at the end of the phone.

Identification documents list

List 1

- Passport (UK or foreign) – current, full and valid
- Valid UK photo card driving licence (UK) - full or provisional
- Full old style paper driving licence (UK) - current and signed
- EU member ID card (with photograph)
- Armed Forces or Police ID Card
- DWP pension or state benefits entitlement letter – issued within last 12 months
- HM Revenue & Customs tax notification (P45s and P60s not accepted) - issued within last 12 months
- Valid Residence Permit (including Biometric Residence Permits and Biometric Residence Cards)
- Firearms certificate
- Birth certificate (Under 18s only)

List 2

- Local authority tax bill - current year
- Recent utility bill (not mobile telephone bill) – issued within the last 3 months
- Bank, Building Society or credit union statement showing address (not from the internet) – issued within the last 3 months
- Building Society passbook showing address - account must be open
- Housing benefit entitlement letter
- TV licence - paper licence only
- Local authority rent book
- Mortgage statement - issued within the last 12 months
- HM Revenue & Customs letter or notification (P45's and P60's not accepted) – issued within last 12 months
- Credit Card statement (not from the internet) – issued within last 3 months
- Solicitors letter confirming house purchase – issued within last 3 months

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