



# Bereavement Support

## Audio transcript

When someone close to you dies, it's bound to be a difficult time.

Dealing with practical matters and making financial decisions can seem overwhelming when you're experiencing grief. This is why our Bereavement Team are here to support you throughout.

At HSBC, we've made closing the deceased's bank account as simple as possible, giving you less to worry about.

Make yourself comfortable and we'll show you how simple it is to notify us using our online tool.

Everything can be done on this website, with a laptop, tablet, or smart phone.

All you'll need to do from this page, is click the notify us now button when you're ready to get started.

First, you'll be asked to tell us who you are, and how you're representing the person who's died.

Then, we'll need to know about them. So you'll need their details to hand, this should include their full name, date of birth and address. It is also beneficial if you can provide their sort code and account number.

If you're acting as the Personal Representative we will then verify you.

To do this, you'll need to photograph your driving licence or passport.

You will then upload these via a secure link that we'll send to your phone or tablet.

Next you'll need to take a photo or short video of yourself. Once these have been submitted you can continue to complete the notification.

The next stage is to upload the death certificate and any other documents that have been requested. Don't worry if you don't have some of the documents during the notification, these can be uploaded later on.

Once all the documents have been uploaded, you'll see a final page which explains what we'll do next and anything further that you need to do.

We'll also send you a reminder of this information either by email or through the post dependent on your preferences.

If you need any further help or support during this time please don't hesitate to contact our Bereavement Support Team who will be happy to help.