

Bereavement Notification Form

This form should be used when you need to tell us someone has died.

So you know: The information you provide will be held by The Mortgage Works. We'll use it to process your request and help manage this account(s) and any services used. By continuing, you confirm you're happy with this and that you've had a chance to read [tmwdirect.co.uk/privacy](https://www.tmwdirect.co.uk/privacy)

How to help us process your request:

- Please use **black ink** and **block capitals** throughout
- Please ensure you answer all questions, if a question is not applicable write N/A
- When returning this completed form, please include a copy of the death certificate, along with the proofs mentioned in section 3.

Where to send this form, proofs and death certificate:

SL Customer Requests
The Mortgage Works
Portman House
Richmond Hill
Bournemouth
BH2 6EP
If you have any questions, please call us on **0345 606 40 60** and we'll be happy to help.

1. Details of the person who has died

First name	<input type="text"/>
Last name	<input type="text"/>
Date of birth	<input type="text"/>
Date of death	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

2. Executor/Personal Representative's details

To meet our obligations under UK Money Laundering Regulations, we need to verify the identity of the Executor(s) or Personal Representatives (name and address). We may verify the identity electronically, which would make searches using credit reference agencies who'll supply us with information, including information from the Electoral Register, so we can check the identities. These agencies will record details of the search. The searches won't be seen or used by lenders to assess any ability to obtain credit. This information may also be used for the prevention of money laundering. So please complete this section with details of the Executor(s)/Personal Representative(s) that are directly handling the Estate, and wish to receive communication and/or transact on the mortgage account. Payments can only be made by Executor(s)/Personal Representatives that have been verified through this process.

First name	<input type="text"/>
Last name	<input type="text"/>
Date of birth	<input type="text"/>
Nationality	<input type="text"/>
Country of residence	<input type="text"/>

Address

Contact telephone number:

Relationship to the person who has died

I'm their Executor I'm their Personal Representative

3. Proof of identity

As Executor or Personal Representative, you need to provide certified copies of proof of name and address, and they must be different proofs for each.

Proof of name

Please provide one of the following and please tick to confirm which documents you are sending to us.

<input type="checkbox"/>	Valid full UK driving licence (including old style paper)	Certified copies only Do not send original documents
<input type="checkbox"/>	Valid provisional UK photocard driving licence	
<input type="checkbox"/>	Valid full EEA passport or EU member state ID card	
<input type="checkbox"/>	Valid Student ID Card from a recognised UK university or valid NUS card with photo and date of birth	
<input type="checkbox"/>	Letter from Benefits Agency including Universal Credit welcome letters (must be less than 12 months old)	Original or certified copies
<input type="checkbox"/>	Letter from a professional person who knows you (solicitor, accountant, doctor, social worker or probation officer)	

Proof of current address

Please provide one of the following and please tick to confirm which documents you are sending to us.

<input type="checkbox"/>	Valid full UK driving licence (including old style paper)	Certified copies only DO NOT send original documents
<input type="checkbox"/>	Valid provisional UK photocard driving licence	
<input type="checkbox"/>	UK-based bank or building society statement (must be less than 3 months old)	Original or certified copies. We're unable to accept statements or bills printed from the internet
<input type="checkbox"/>	UK-based bank or building society credit card statement (must be less than 3 months old)	
<input type="checkbox"/>	UK mortgage statement (must be less than 12 months old)	
<input type="checkbox"/>	UK gas or electricity bill (must be less than 3 months old)	
<input type="checkbox"/>	UK phone bill (not mobile; must be less than 3 months old)	
<input type="checkbox"/>	UK council tax bill (must be less than 12 months old)	
<input type="checkbox"/>	UK Credit Union statement (must be less than 3 months old)	
<input type="checkbox"/>	Letter from Benefits Agency, including Universal Credit welcome letters (must be less than 12 months old)	
<input type="checkbox"/>	Benefit letter from your local housing authority (must be less than 12 months old)	
<input type="checkbox"/>	Tenancy agreement from a housing association or a council	
<input type="checkbox"/>	Letter from a university or college (must be less than 12 months old)	

Certified copies

If you're sending us certified copies, please make sure the photocopy is clear. The person doing the certifying must write their full name and occupation, sign, date and confirm that they have seen the original by including the statement 'original seen'. Any of the following people can certify documents for you:

- Nationwide or The Mortgage Works employees
- Lawyer
- Banker/Financial Professional
- Accountant
- Post Office staff
- FCA-registered mortgage broker
- Independent Financial Adviser (IFA)
- Notary Public

The Mortgage Works (UK) plc (Company No. 2222856) is a wholly owned subsidiary of Nationwide Building Society and is authorised and regulated by the Financial Conduct Authority (FCA) under registration number 189623. You can confirm our registration on the FCA's website fca.org.uk

The Mortgage Works (UK) plc also acts as agent and mortgage administrator for **Derbyshire Home Loans Ltd** (Company No. 2628265, FCA No. 302586) and for **E-Mex Home Funding Ltd** (Company No. 02124900, FCA No.305370). All three companies are wholly owned subsidiaries of Nationwide Building Society, are registered in England and Wales with their registered office at Nationwide House, Pipers Way, Swindon SN38 1NW and are authorised and regulated by the FCA.

Most buy to let mortgages aren't regulated by the FCA.

The Mortgage Works (UK) plc, Portman House
Richmond Hill, Bournemouth BH2 6EP.

Telephone: **0345 605 40 40**