



## HANDLING A DECEDENT'S PSECU ACCOUNT: An Overview of Our Process

There are many details to attend to after the passing of a loved one, and we're committed to helping you identify the steps you need to take moving forward. We're providing this overview for informational purposes with the hope that it can help you better understand the guidelines related to handling decedent accounts at PSECU. Please don't hesitate to contact us at **800.237.7328, extension 3120** for assistance.

Please note that while we're here to help you navigate this process, we're not able to provide financial or legal advice. We recommend that you seek the advice of a qualified financial, tax, legal, or other professional if you have financial or legal questions unrelated to our process.

### General Information and Required Documents

We may receive notification of a PSECU's member's passing from a family member, executor/administrator, the Social Security Administration, the Pennsylvania Department of Treasury, Department of Veterans Affairs, etc. Once notified, we'll work with the person(s) who is/are legally authorized to receive account information and perform account transactions to close the account. We refer to this person(s) as the "Authorized Party." The Authorized Party may be a Joint Owner(s), Co-Borrower(s), or be named as Executor(s) in the Short Certificate or as Administrator(s) in the Letters of Administration. You should be able to obtain the Short Certificate or Letters of Administration through the county Register of Wills office.

The documents you as an Authorized Party need to provide us with are found below.

- Copy of the Original Death Certificate must be provided in all cases.
- Original Short Certificate or Letters of Administration as applicable. Questions regarding a Short Certificate or Letters of Administration should be directed to your attorney. Our staff may not provide legal advice.

These documents may be mailed to us or brought to a service center location (see [psecu.com/contact](https://psecu.com/contact) for mailing and location information) and may be returned to you, if requested.

Please note that we will not need Powers of Attorney or unexecuted Wills; this is because Powers of Attorney (POA) cease at death of the Principal and an unexecuted Will does not establish authority to act. For example, the agent under a Power of Attorney may no longer sign checks or have access to account information once the POA ceases.

### Who Can Be an Authorized Party?

- An Individual Account is one in which only the decedent is named on the account as the primary owner and the only borrower on any loan(s). The Authorized Party may be the executor, administrator, or someone appointed by the Courts.
- A Joint Owner Account has two or more owners. The Authorized Party may be the surviving Joint Owner(s) associated with the Shares subject to the limitations of their ownership rights on the account(s). Joint Owner(s) do not have access to loans on an account unless they are the Co-Borrower of a specific loan.
- When there is a loan on a PSECU account, the Co-Borrower(s), if any, may be the Authorized Party for that loan.

### What You Need to Know Based on Account Types

#### *Individual Accounts*

- Services will be closed upon verification of death.
- All automatic payments from the account will be turned off upon verification of death.
- All loans will be reviewed by a member of our staff. If there's a Co-Borrower, and depending on the type of loan, several courses of action are possible, including using funds on deposit to pay the remaining debt owed to PSECU. PSECU Agreements and Disclosures provide PSECU the right to charge or set-off against any PSECU deposit account for any debt or other obligation owing by a depositor named on the PSECU account records of the deceased borrower. If there's no Co-Borrower, all open lines of credit must be closed upon the verification of death of the borrower. To discuss loans, please contact PSECU at **800.237.7328, extension 3120**.
- Accounts with automatic deposits from the United States Treasury may be subject to those funds being placed on hold and subsequently returned as required by the United States Treasury. This includes, but is not limited to, Social Security Administration, Department of Defense, Department of Veteran's Affairs, Railroad Pension, and Black Lung payments.
- Checks made payable to the decedent or the decedent's estate cannot be deposited into the existing PSECU account owned by the decedent. These checks must be deposited into an Estate Account by the Authorized Party. You may open an Estate Account with PSECU or any other financial institution. To open an Estate Account with us, call the Application Processing Department at **800.237.7328, extension 3133**.

- A copy of the paid funeral bill may be requested.
- An Authorization to Close Account form will need to be completed by the Authorized Party to finalize the process and close the account. To access this form, visit [psecu.com/forms](https://psecu.com/forms) or call us at **800.237.7328** to request a mailed form.
- For questions on Individual Retirement Accounts (IRAs), please contact our IRA Department at **800.237.7328, extension 3570**.

### **Joint Accounts**

#### *When the Primary Owner Passes*

- The “Primary Owner” is the person whose Social Security number is used for tax reporting purposes.
- Accounts with automatic deposits in the Primary Owner’s name from the United States Treasury may be subject to those funds being placed on hold and subsequently returned as required by the United States Treasury. This includes, but is not limited to, Social Security Administration, Department of Defense, Department of Veteran’s Affairs, Railroad Pension, and Black Lung payments.
- When a Primary Owner passes, the account must be closed to ensure proper IRS reporting. Though this may be inconvenient, it’s necessary. The Joint Owner may either:
  - Transition to an existing account with PSECU or another financial institution or
  - Establish their own PSECU membership, then open a new account and transition services to that account.
- Joint Owners are authorized to act and write checks on the account and receive information related to Shares while transitioning to a new account. Joint Owners may continue to write checks on the account until a new account is established.
- Joint Owners may receive information on loans that they are the Co-Borrower on.
- Visa® Card - A Joint Owner may only continue to use a Visa card issued on the account if they’re a Co-Borrower. An authorized user (a person authorized to access credit using the Visa) may not continue to use the Visa after the date of death of the Borrower. If an authorized user wants access to credit, they’ll need to apply and be approved for a new Visa card.
- Loans - All loans will be reviewed by a member of our staff. If there is a Co-Borrower, and depending on the type of loan, several courses of action are possible, including using funds on deposit to pay the remaining debt owed to PSECU. PSECU Agreements and Disclosures provide PSECU the right to charge or set-off against any PSECU deposit account for any debt or other obligation owing by a depositor named on the PSECU account records of the deceased borrower. If there is no Co-Borrower, all open lines of credit must be closed upon the verification of death of the borrower. To discuss loans, please contact PSECU at **800.237.7328, extension 3120**.
- If there is a Co-Borrower on a loan, the Co-Borrower is authorized to act and receive information related to the loan. If there are no Co-Borrowers on a loan, an Authorized Party must be established. If you have legal questions, we recommend you consult an attorney, as we may not provide legal advice or assistance.
- An Authorization to Close Account form should be completed to finalize the process and close the account. All Joint Owners named on the account must sign this form. To access this form, visit [psecu.com/forms](https://psecu.com/forms) or call us at **800.237.7328** to request a mailed form.
- Certificates (banks call these CDs or Certificates of Deposit) may be redeemed without penalty or transferred to a single Joint Owner’s PSECU account. Certificates on accounts with multiple Joint Owners must be redeemed prior to transfer. No penalty is assessed to redeem Certificates in cases where multiple Joint Owners are involved.
- For questions on Individual Retirement Accounts (IRAs), please contact the IRA Department at **800.237.7328, extension 3570**.

#### *When a Joint Owner Passes (any owner other than the Primary Owner)*

- If a Joint Owner passes, the account may remain open, and the Joint Owner may be removed from the account by calling us at **800.237.7328, extension 3838**.
- New checks or cards may be ordered if needed.

### **Trust Accounts and Business Accounts**

- For information regarding actions necessary for these accounts, please contact us at **800.237.7328, extension 3120**.

While we’ve tried to anticipate and answer any questions you may have, we understand you may have additional concerns not covered above. We want to do all we can to make handling the PSECU portion of your loved one’s affairs as easy as possible. Please feel free to call us at **800.237.7328, extension 3120** with any further questions.