

Bereavement checklist

We have put together a checklist of things you need to do related to banking after the loss of a loved one. We want to help you in all matters related to banking and we hope that you find this checklist useful.

Death of a loved one

We will be notified of the death of your loved one through the Digital and Population Data Services Agency unless they lived abroad. If this is the case, please let us know about their death by contacting our Customer Service.

To sort out the finances of the deceased, you will need to present a report on their family relationships to us. You can order this report from the Digital and Population Data Services Agency or deceased's parish. You can deliver the report to us digitally via our digital mailbox service Nordea Omaposti at nordea.fi/en/omaposti. Select *Estate documents* as the topic of your message.

Banking before the estate inventory

How to pay bills

You can pay bills addressed to the deceased, such as hospital bills, bills related to the deceased's home and funeral bills, from the estate's account.

When you deliver a bill to us, sign it and include a due date and the estate's account number from which you want to pay the bill.

- The easiest way to deliver the bills to us is to use our digital mailbox service, which you can access if you have online banking codes from any Finnish bank. Take a picture of the signed bill and send it to us at nordea.fi/en/omaposti.
- You can also use payment service envelopes to send the bills to us. We recommend that you primarily use our order form at nordea.fi/payment-service to order payment service envelopes for paying an estate's bills.

Any payment service and direct payment agreements the deceased had made will remain in force. We recommend that you review these and terminate the ones that are no longer relevant. To do this, you will need to provide a life certificate which proves that you are a party to the estate.

Some services are terminated automatically

Any e-invoices, online banking codes, access to accounts as well as payment and parallel cards are terminated automatically. If the deceased had a jointly owned account, the account will remain in force and the estate will replace the deceased as the co-owner.

Life and health insurance policies are deactivated on the date of death. These insurance policies often include an insurance benefit, which you need to claim separately.

You can file a life insurance claim with the insurance company before the estate inventory. Instructions on how to file a claim when the insurer is Nordea are available at nordea.fi/compensation.

Dealing with an estate's debts

The parties to an estate can agree on special loan servicing arrangements until the estate inventory is completed. When you call us about an estate's loans, give home loans as the reason for your call instead of bereavement advice.

Inventory of a safety deposit box

If the deceased had a safety deposit box, the contents need to be inventoried before the estate inventory is conducted. The safety deposit box can be inventoried by a party to the estate or an authorised representative of the parties to the estate accompanied by the bank's representative. Book an appointment in branch for the inventory of the safety deposit box by calling us.

Estate inventory and estate inventory deed

You will need a report on the family relationships of the deceased person from the age of 15 until their date of death for the estate inventory to determine their heirs. We will automatically send information about the deceased person's accounts and other services with Nordea to their last known address. You will need this information to draw up the estate inventory deed.

The estate inventory deed includes a list of all the parties to the estate and the deceased person's assets and debts, and you need to attach a will and a prenuptial agreement to it if the deceased had made any.

The estate inventory deed must be prepared within three months of the death. However, if you need more time to do it, you can apply for an extension to this deadline from the Tax Administration.

You should seek legal advice on conducting the estate inventory, if necessary.

Deliver the full estate inventory deed to us. If the Digital and Population Data Services Agency has not confirmed the parties to the estate, we will also need other documents to supplement the estate inventory deed. These documents include a report on the deceased's family relationships, the deceased's will (if any), including the notifications and declarations of acceptance, and the deceased's prenuptial agreement (if any).

You can deliver the documents to us digitally at nordea.fi/en/omaposti. Select *Estate documents* as the topic of your message.

Deliver the estate inventory deed to the Tax Administration within one month of the estate inventory.

Managing an estate's banking with a power of attorney

After the estate inventory, handling the estate's banking matters will require the consent of all parties to the estate. The easiest way to provide the consent is to fill in the power of attorney template on our website and to send it to us digitally at nordea.fi/en/omaposti. Select *Estate documents* as the topic of your message.

Distribution of estate

The estate's assets with Nordea can be distributed once we have verified the parties to the estate from the estate inventory deed. Once we have verified the parties, we will notify the estate administrator of this via SMS, via Omaposti or by post. The representative of the estate must contact us to give us further instructions.

If the deceased was married and the spouses didn't have a prenuptial agreement excluding the marital right to property, the matrimonial property will be partitioned before the estate can be distributed. This is done to determine which part of the estate belongs to the widow(er) and which part to the heirs.

The parties to the estate decide together on how to use and distribute the estate's assets. If the estate's assets include fund units or book-entries, their distribution to the parties will always require a deed of distribution. The values of Finnish fund units are rounded to four decimals in the deed of distribution. The parties may authorise one person to distribute the estate and manage the estate's other banking affairs, such as closing services, with a specified power of attorney. You can send the power of attorney to us digitally at nordea.fi/en/omaposti. Select *Estate documents* as the topic of your message.

After the estate inventory is completed, and once all parties to the estate have provided specified powers of attorney, we can execute all the actions specified in them.

We are here to help

If you want to read more or find useful links, go to nordea.fi/bereavement.

Our experts who are specialised in advising estates will help you on 0200 70 000 (local rates apply) when you select *Bereavement advice* at the beginning of the call.