

## Deceased Customer Notification

We're sorry for your loss  
We are here to help you through this difficult time.  
For support in completing this form, please call us on 1300 630 000 to request a call-back.

### What you need to know and do:

- This form will be used by Unloan to identify accounts held by the deceased.
- This form should be completed by the deceased's representative (e.g. Estate Executor or Next-of-Kin, or co-borrower/guarantor).
- As you are providing personal and possibly *sensitive personal* information, in the Death Certificate, please remember, while we take strict precautions to protect your information, email does contain a risk of unauthorised access.
- We will suspend access to the account/s and any redraw from the deceased's log in credentials to prevent unauthorised access to the accounts.
- If the deceased held a life insurance policy, you should contact the insurer to find out whether you can lodge a claim.
- All supporting evidence must be certified, (ie death certificate, Will, Letters of Administration or Probate) and emailed to us at [operations@unloan.com.au](mailto:operations@unloan.com.au). If you are having difficulty obtaining a death certificate, please contact us to discuss alternative documents that may be acceptable (for example, a verified copy of a medical report).
- Privacy Notice – We collect your name, contact details and relationship to the deceased so we can identify the deceased customer's details and confirm your identity as an informant of the deceased. More information about how we collect and handle your personal information, including how you can access your personal information or make a complaint, is available in our Privacy Policy at: <https://www.unloan.com.au/important-information/privacy>

### Section 1 - Deceased customer details (This is so we can locate all of the relevant accounts)

<i>First Name</i>	<i>Middle Name(s)</i>	<i>Last Name</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Date of Birth</i>	<i>Date of Death</i>	
<input type="text"/>	<input type="text"/>	
<i>Address</i>	<i>State</i>	<i>Post code</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Unloan account number(s) (if known)</i>		
<input type="text"/>		
<b>Please provide us with evidence of death(e.g. certified Death certificate), if available and if not provided already.</b>		
Marital status		
<input type="checkbox"/> Widowed	<input type="checkbox"/> Married	<input type="checkbox"/> Never Married
<input type="checkbox"/> In a defacto relationship	<input type="checkbox"/> Separated	<input type="checkbox"/> Divorced

## Section 2 - Your details (This is so you can be contacted)

<i>First Name</i>	<i>Middle Name(s)</i>	<i>Last Name</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Residential Address</i>		<i>Post code</i>
<input type="text"/>		<input type="text"/>
<i>Postal Address (if different)</i>	<i>State</i>	<i>Post code</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Phone Number</i>		
<input type="text"/>		

I am the:

Spouse (wife/husband)     Parent (mother/father)     Child (over 18)     Sibling (brother/sister)     Other - please specify \_\_\_\_\_

I am the:

Executor     Administrator     Other - please specify \_\_\_\_\_

Select if you hold a 'Power of Attorney' for the immediate next-of-kin (a copy will be required if not already held by Unloan)

Who would you like us to correspond with?

Option 1 For estate matters, please deal with me directly.

Option 2 If the estate's Solicitor/Lawyer/Executor/Administrator contacts Unloan, please deal with them directly.

Their details are:

## Section 3 - Will/Probate details (This will help determine what documents you will need to provide to us)

Is there a Will?

Yes     No     Unsure

**Grant of Probate** is a document issued by the Supreme Court. It confirms that a Will is valid, and gives the executors the authority to act. You may need to provide a Grant of Probate depending on the value of the estate. We'll let you know if you do. Has anyone applied (or is intending to apply) for Probate?

Yes       No       Unsure

**Letter of Administration** are documents granted by Supreme Court, giving authority to an administrator to collect and distribute the assets of the estate, in the absence of a valid Will. You may need to provide a letter of administration depending on the value of the estate. We'll let you know if you do.

**Please provide us with certified copies of the documents if you answered 'Yes' to any of the questions in this section. We have provided information about how to get a document certified on page 5-6 of this form.**

## Section 4 - Your identification (this is a government requirement)

*You only need to complete this section if you are the Authorised Representative of the estate.*

To satisfy Government Regulations it is necessary for us to identify you. Please select one of the following options. (Select the option for how you wish to be identified).

Electronic identification

To ensure we meet our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, we will confirm your identity through our verification partners by sharing information such as your name, date of birth, address, and ID information with them. They will check these details against information they hold. Our Privacy Policy explains in more detail how we collect, use, and share personal information and how you can access or correct personal information that we hold about you. By completing this part of the form and returning it to Unloan, you consent to us performing this check.

*Your Date of Birth*

Please enter details for **one** for the following documents:

### Driver's Licence

*Licence Number*

*Document Number*

### Australian Passport

*Passport Number*

### Medicare Card

*Card Number*

*Position on card*

## Section 5 - Your signature

<i>Your Name</i>	
<input type="text"/>	
<i>Signature</i>	<i>Date</i>
<input type="text"/>	<input type="text"/>

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### Next Steps

Email this form with certified copies of all required supporting documentation to: [operations@unloan.com.au](mailto:operations@unloan.com.au).

Please don't send original documents.

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## Document Certification

### Step-by-step guide

Please print this handy certification guide and tick off each step of the process to ensure your documents are certified properly before returning them to Unloan via email at [operations@unloan.com.au](mailto:operations@unloan.com.au) .

An original certified copy of the original document must meet the below criteria for us to accept the certified copy:

The document must have been certified:

1. In the last three months by any person listed on the following page,
2. Contain the following wording:

If a single page document (1 single sided page) complete:

*"I certify this to be a true and correct copy of the original document sighted by me on (insert the date the original is sighted)."*

If a multiple page document (double sided or more pages) complete:

*"This is a true and correct copy of pages (refer to the page numbers of the original document that has been sighted) of the original documents sighted by me on (insert date the original is sighted)."*

3. Sign and date the first page of the document, and sign or initial each subsequent page, if there are multiple pages.

Add in BLOCK capitals:

- › Their name
- › Their position / capacity / occupation
- › Any registration numbers
- › Address
- › Daytime contact telephone number

Include the official stamp of their office, if possible.

Must be certified by a person contained in the below list:

## Who can certify a document?

The list below outlines persons that are prescribed by the AML/CTF rules to certify documents for customers in Australia.

1. A person who, under a law in force in a State or Territory, is currently licensed or registered to practice in one of the following occupations:
  - Chiropractor
  - Dentist
  - Legal practitioner
  - Medical practitioner
  - Nurse
  - Optometrist
  - Patent attorney
  - Pharmacist
  - Physiotherapist
  - Psychologist
  - Trademarks attorney
  - Veterinary surgeon
2. A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described).
3. An officer with, or authorised representative of, a holder of an Australian financial services licence (AFSL), having two or more years of continuous service with one or more licensees.
4. An officer with, or a credit representative of, a holder of an Australian credit licence (ACL), having two or more years of continuous service with one or more licensees.
5. Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public.
6. Australian Consular Officer, within the meaning of the Consular Fees Act 1955. This includes a person appointed to hold or act in any of the following offices of the Commonwealth (of Australia) in a country or place outside Australia:
  - Consul-General
  - Consul
  - Vice-Consul
  - Trade Representative
  - Consular Agent
7. Australian Diplomatic Officer, within the meaning of the Consular Fees Act 1955. This includes a person appointed to hold or act in any of the following offices of the Commonwealth (of Australia) in a country or place outside Australia:
  - Ambassador
  - High Commissioner
  - Minister
  - Head of a Mission
  - Commissioner
  - Charge d'Affaires
  - Counsellor, Secretary or Attache at an Embassy, High Commissioner's office, Legation or similar
8. Bailiff.
9. Bank officer with two or more continuous years of service.
10. Building society officer with two or more years of continuous service.
11. Chief executive officer of a Commonwealth court.
12. Clerk of a court.
13. Commissioner for Affidavits.
14. Commissioner for Declarations.
15. Credit union officer with two or more years of continuous service.
16. Employee of the Australian Trade and Investments Commission who is:
  - in a country or place outside Australia; and
  - authorised under paragraph 3 (d) of the Consular Fees Act 1955; and
  - exercising his or her function in that place
17. Employee of the Commonwealth who is:
  - in a country or place outside Australia; and
  - authorised under paragraph 3 (c) of the Consular Fees Act 1955; and
  - exercising his or her function in that place
18. Fellow of the National Tax Accountants' Association.
19. Finance company officer with two or more years of continuous service.
20. Holder of a statutory office not specified in another item on this list.
21. Judge of a court.
22. Justice of the Peace.
23. Magistrate.
24. Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961.
25. Master of a court.
26. Member of Chartered Secretaries Australia.
27. Member of Engineers Australia, other than at the grade of student.
28. Member of the Association of Taxation and Management Accountants.
29. Member of the Australian Defence Force who is:
  - an officer; or
  - a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 2 or more years of continuous service; or
  - a warrant officer within the meaning of the Defence Force Discipline Act 1982
30. Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the Institute of Public Accountants.
31. Member of:
  - the Parliament of the Commonwealth; or
  - the Parliament of a State; or
  - a Territory legislature; or
  - a local government authority of a State or Territory
32. Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961.
33. Notary public.
34. Permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public.
35. Permanent employee of:
  - the Commonwealth or a Commonwealth authority; or
  - a State or Territory or a State or Territory authority; or
  - a local government authority;
  - with two or more years of continuous service and the person is not already specified in another item on this list
36. Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made.
37. Police officer.
38. Registrar, or Deputy Registrar, of a court.
39. Senior Executive Service employee of:
  - the Commonwealth or a Commonwealth authority; or
  - a State or Territory or a State or Territory authority
40. Sheriff.
41. Sheriff's officer.
42. Teacher employed on a full-time basis at a school or tertiary education institution.
43. Member of the Australasian Institute of Mining and Metallurgy.