

What to do when a loved one passes away.

Information to help you make financial decisions in a difficult time.



Settling accounts can be complicated. We're here to help.

Even when it's expected, the death of a loved one is difficult. Dealing with his or her finances can feel overwhelming, especially when the process may take weeks or months to resolve.

We're here to make the process of transitioning accounts as simple and straightforward as possible. Every situation is unique. On these next few pages, you'll find some general information that might be helpful. You may also wish to reach out to a lawyer, tax professional, or trusted advisor for assistance.

Remember, you don't have to do everything all at once. Prioritizing what you need to do in order of importance can help make the process more manageable. When you're ready, we'll be here to support you.

Checklist.

This general checklist can guide you through the practical steps of dealing with your loved one's assets and accounts. We want you to be equipped with the knowledge and resources you'll need to take care of any financial matters that may occur as a result of a death.



What to do first

- Determine your role. If you've been named a personal representative or trustee, you have a legal duty to follow the terms of the will or trust agreement. You may want to take the documents you have to a trusted estate planning attorney for guidance.
Even if you do not hold one of these roles, you may want to review these materials to gain an understanding of these parties' responsibilities.
- Order death certificates. You may need multiple certified copies depending on your loved one's estate (assets, loans, insurance, investments). To get the death certificate, you can visit the Registry of Births, Deaths and Marriages in the applicable city, county, state, parish or territory. Your funeral director may also be able to assist you.
- Find the will, if any, and check for an established trust. Sometimes these items are located in a safe deposit box or home safe.
- Review finances (e.g., incoming bills, check stubs, stocks and bonds, real estate, bank statements) to learn about assets or payment obligations.



Who to call

- Notify insurance companies and submit any claims for possible benefits, including:
 - Life insurance
 - Health insurance
 - Property and casualty insurance (for auto and home owners)
- Call creditors and check for credit life insurance or accidental death life insurance benefits, including:
 - Credit cards
 - Home or real estate loans
 - Auto loans
- Call banks and financial institutions. Once the proper documents are in place, you can review and update accounts, or transfer any assets to the estate or surviving beneficiaries.
- Notify employers, current and former, and check for any benefits such as a pension or group insurance.
- Inform appropriate government agencies to stop any direct deposit benefit payments, where applicable, and check for other benefits for a surviving spouse and any dependent children.
 - Department of Veterans Affairs (1-800-827-1000 or va.gov)
 - Social Security Administration (1-800-772-1213 or ssa.gov)
 - Office of Personnel Management (1-888-767-6738 or opm.gov)
 - Railroad Retirement Board (1-877-772-5772 or rrb.gov)

Checklist, continued.



Additional steps you may want to take

- ❑ Contact an accountant or tax professional to help you understand any tax implications and file returns, if necessary.
- ❑ Talk to an attorney for additional help and guidance. An attorney can explain the will's meaning, assist with renaming or distributing assets, and help file for probate, if necessary.

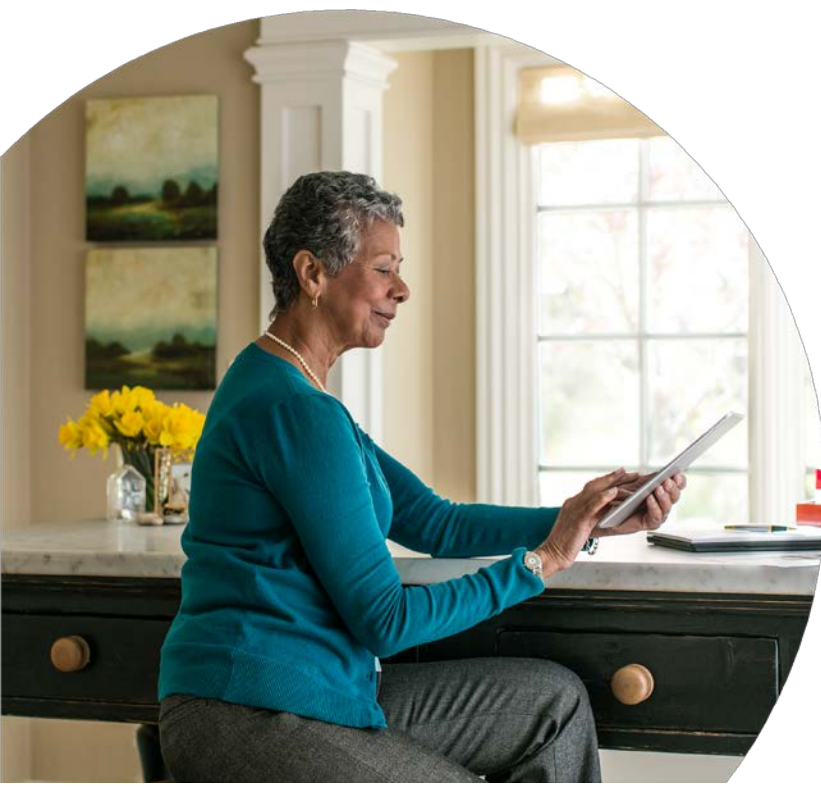


Probate may not be required if the assets are jointly owned or have designated beneficiaries, if the estate is small (valued under a certain amount, as defined by applicable state law), or if property is in a trust. It may be helpful to consult an attorney or trusted advisor to discuss options.



Helpful items to have on-hand

- ❑ Sometimes, to take care of transactions, such as retitling accounts, you may need:
 - Social security numbers for surviving beneficiaries
 - Birth certificates for surviving children
 - Marriage certificate
 - Stock certificates
 - Deeds
 - Safe deposit box key
 - Military discharge papers
 - Vehicle titles
 - Insurance policies





Documents you may need.

To discuss any accounts your loved one owned, we'll need the death certificate and may ask for some documents to identify our customer and the role you will play in handling his or her accounts.

Below is a list of documents needed based on account type; however, we may ask for other documents depending on the state in which the accounts were opened or state of residence. We will work with you and help you understand any documents your specific situation requires.

| Account type | What they are | Implications | Documents* |
|---|---|---|--|
| Individual accounts | Accounts without a designated beneficiary or surviving co-owner | Determining who is responsible for overseeing the distribution of account assets to appropriate beneficiaries may require probate, a court-supervised process. In some states, estates of limited size do not need to go through probate. | Court-issued document appointing an executor/administrator or Small estate affidavit in accordance with state laws |
| Jointly-held accounts, or accounts with named beneficiaries | <ul style="list-style-type: none"> • Joint accounts (checking, savings, credit card or loan, mortgage) • Payable-on-death (POD) • Transfer-on-death (TOD) • Retirement plans • Insurance policies • Annuities | Beneficiary designations determine how the accounts are distributed. Assets held in joint accounts are transferred to the surviving owners. | Identification of the joint account holder or beneficiaries |
| Trust accounts | Arrangements to hold assets in a trust | The trustee is responsible for collecting trust assets and distributing them in accordance with the trust agreement. | Certificate of Trust naming a successor trustee |

*In addition to the death certificate. Note that investment accounts will also need an affidavit of domicile.

Terms & definitions.

Affidavit of domicile

A document issued by a governing court that verifies where a person resided at the time of death. It is used to transfer ownership of property or stock into the new owner's name. Sometimes it is referred to as an affidavit of residence.

Certificate of Trust

A listing of limited information about the administrative provisions of a trust, which proves the establishment of a valid trust without revealing specific details of the property and the identity of the beneficiaries.

Certified copy of the death certificate

A copy of the death certificate that has been certified; typically this document has a seal that says, "This is a true and certified copy."

Sometimes, instead of a seal, these certificates feature:

- An ink or multicolored signature
- A watermark (printed on security paper)

Joint tenancy with right of survivorship

A type of account ownership where all owners have an equal right to the account's assets. When one party dies, the survivor owns all remaining assets in the account.

Letter of instruction

Any written document from a designated owner, successor, or court-appointed representative of the estate, providing specific instructions on how to distribute the remaining money in any accounts, and what to do with the accounts (such as close accounts) after disbursement.

(If you have an investment account, you may be asked to complete a "Letter of Authorization to Transfer Funds or Securities" in lieu of a letter of instruction.)

Letters Testamentary or Letters of Administration

These documents are issued by the court and name a representative, typically an executor or administrator, who will manage the assets and liabilities of the estate, as designated in the will (or, if there is no will, by state law).

These documents may also be known as:

- Letters of personal representative
- Fiduciary letters
- Certified executor documents

Continued on next page.



Terms & definitions, continued.

Payable on death (POD)

An account with a beneficiary designated by the account owner. The surviving beneficiary will receive any money left in the account upon proof of the owner's death. Sometimes these accounts are referred to as In Trust For (ITF) accounts.

Small Estate Affidavit

In some states, this document can be used to claim or disburse money from estates of limited size, where formal probate is not required under state law. The state law will specify the asset value that qualifies as a "small estate" and requirements for the affidavit.

Tenants in common

A type of account where each owner owns a separate and distinct share of property. Unlike joint tenancy, these shares can be freely transferred to other owners, and there is no right of survivorship among owners.

Transfer on death (TOD)

A feature of a non-retirement investment account that allows the owner to designate beneficiaries. When the account owner dies, the account assets are transferred directly to the beneficiaries without going to probate.

Trust

A legal arrangement involving three parties: the party creating the trust (grantor), the party administering the property within the trust's terms (trustee), and the party for whom the trust is administered (beneficiary).

Uniform Transfers to Minors Act (UTMA) or Uniform Gifts to Minors Act (UGMA)

The umbrella acts under which custodial accounts for minors are set up. The custodian of the account should transfer control of the assets to a minor when he or she reaches the age specified by statute (usually between the ages of 18 and 21).

Please note: some forms may need to be notarized.

Notes.

We're here when you're ready.

We will work with you to make transitioning or closing accounts as easy as possible. When you're ready, please contact us directly at the appropriate number below.



For checking or savings accounts, and time accounts (CDs), call 1-800-TO-WELLS (1-800-869-3557).

For Wells Fargo Bank IRAs, call 1-800-237-8472.

For Wealth and Investment Management clients, contact your financial advisor or relationship manager, or call:

| | |
|---------------------------------|----------------|
| Private Bank | 1-877-646-8560 |
| Wells Fargo Advisors | 1-800-603-1584 |
| Investment & Fiduciary Services | 1-800-352-3705 |

For home lending products, call:

| | |
|---------------|----------------|
| Home Mortgage | 1-877-357-9228 |
| Home Equity | 1-866-401-7737 |

For auto loans, call:

| | |
|-----------------|----------------|
| Dealer Services | 1-855-349-8371 |
| Auto Finance | 1-800-677-0436 |

For other loans, lines of credit, or credit cards, call:

| | |
|------------------------|----------------|
| Credit Card | 1-800-642-4720 |
| Student Loans | 1-800-658-3567 |
| Personal Lines & Loans | 1-866-235-3893 |
| Small Business Lending | 1-800-225-5935 |

FAQs.

Why do I need copies of the death certificate?

The death certificate gives Wells Fargo the information needed to verify the identity, date of death, and legal residence of our customer.

What if the death certificate is in another language?

A government entity or formal translation service will need to translate foreign death certificates. The translation must be accompanied by a certification of the translator that includes:

- A statement from the translator certifying they are fluent in English and that the document is accurately translated
- The translator's name, signature, address, and date of certification
- The translator's signature and translation notarized by a person commissioned or authorized by any U.S. state or territory, or a U.S. Embassy or Consulate

If the translation is notarized by a foreign notary, one of the following must accompany the translation:

- For countries that participate in the Hague Convention: An Apostille (a government agency authenticates the seals and signatures of the notary and certifies the notary's authority)
- For countries that do not participate in the Hague Convention: A Certificate of Notarial Authority or similar document issued by a government agency.

How do I get all the documents to Wells Fargo?

Bring documents into a Wells Fargo branch and speak to a banker. To find a branch near you, visit wellsfargo.com/locator.

For brokerage accounts, contact the advisor on the most recent client statement or call one of the following numbers:

WellsTrade 1-800-TRADERS (1-800-872-3377) Wells Fargo Advisors 1-800-603-1584

For Wells Fargo Private Bank accounts, contact the Relationship Manager on the most recent client statement or call 877-646-8560.

What if there is no will?

If a person dies without a will, he or she dies "intestate," which means state law determines who is in charge of handling the financial matters and who will inherit the remaining property, if any.

There are also assets not determined by a will, such as: jointly-owned assets or accounts, life insurance, retirement accounts, and payable on death accounts designating surviving owners or valid beneficiaries.

How long will it take to release money in deposit accounts?

The time it takes to release money can vary based on the specifics of the account, the complexity of the estate, and the rules of the state where the account was opened and/or where the account owner lived. In general, we will begin to process a request as soon as we receive the necessary documents.

How do I access property in a safe deposit box?

If there is a surviving lessee (i.e., someone who currently has access to the box), he or she can visit the Wells Fargo branch with identification and the key to take care of any belongings held in the safe deposit box. If the lessee does not have a key, there may be a drilling fee.

If there is no surviving lessee, an estate representative can visit a Wells Fargo branch, and a banker can help determine what we need to grant him or her access to the safe deposit box.

How can I retitle joint savings and checking accounts?

The joint account holder can visit a Wells Fargo branch with identification and a death certificate to have the accounts retitled.

Getting through the weeks and months ahead.

This is merely an overview of information that might be helpful in getting you started on the estate settlement process.

Settling an estate can be complicated, prolonged and sometimes stressful. As you proceed during the weeks and months to come, we'll be here to provide whatever support you need.

The content of this document is for informational purposes only, may not address all scenarios or requirements, and is not intended as legal or tax advice. We recommend you consult with a legal or tax professional to confirm requirements specifically applicable to your loved one's estate and other assets.