

Notification of deceased customer

Step 1: Details of the deceased

Title: _____

Given name/s: _____

Surname: _____

Address: _____

Date of Birth: _____

Suburb: _____

Date of Death: _____

State: _____ Postcode: _____

Loan Account No. (if known): _____

Is the loan in joint names (if known) Yes No

Are you the co-borrower? Yes No

If No, is the co-borrower deceased? Yes No

Step 2: Notifier details

This information will enable us to contact you.

Title: _____

Given name/s: _____

Surname: _____

Mailing address: _____

Email address: _____

Suburb: _____

Phone number: _____

State: _____ Postcode: _____

Relationship to the Deceased: _____

Are you the named Executor or Administrator of the estate? Yes No

If No - provide the Executor or Administrator's name (if known): _____

The Executor or Administrator will be verified in the Last Will and Testament or Letters of Administration.
The Executor or Administrator will need to provide us with Identification.

Have you engaged a Solicitor? Yes No

If Yes, provide Solicitor details; Solicitor Name: _____

Firm and Contact Number: _____

If Yes, you must provide a letter from the Solicitor, confirming that they have been engaged to act on your behalf.
You can email the letter to myloan@homestart.com.au with the Subject Line - Deceased Estates

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Step 3: Legal documentation

HomeStart requires the following essential documentation to proceed with finalisation of the deceased's home loan debt with HomeStart.

- Executor / Administrator / Authorised Estate Representative and;
- Identification*
- Grant of Probate* or Letters of Administration*
- Last Will and Testament*
- Death Certificate*
- Letter from Solicitor / Instructions to Finalise

*Must be certified by a Solicitor or Justice of the Peace

Important Information;

1. Please do not send original documents to us.
2. HomeStart will only provide information to the Authorised Estate Representative.
3. If you have questions regarding the information in this form, call 8203 4081 and ask for the Customer Support Consultant.