

WHAT TO DO WHEN A CLIENT PASSES AWAY

Losing a loved one is hard. We aim to make the process as clear as possible. Below are the simple steps to follow when a single or joint account client passes away.

1 Notify Us Promptly	<ul style="list-style-type: none"> Email or post us a copy of the client's death certificate. Include your name, address and contact number, and your relationship to the client (executor or surviving joint holder). We will confirm receipt and explain what comes next.
2 We'll Temporarily Freeze the Account	<ul style="list-style-type: none"> Once we see the death certificate, we place a hold on withdrawals and transfers. This prevents any activity until we have the right paperwork. The freeze is lifted once we confirm ownership and receive required documents.
3 If It's a Single Account (1 Account Holder Only)	<ol style="list-style-type: none"> Certified Death Certificate Probate Documents (Grant of Probate or Letters of Administration naming the executor) Copy of the Will (if one exists) <p>Once we have these:</p> <ol style="list-style-type: none"> We transfer the investments to the executor's name or distribute to beneficiaries as instructed in the Will. We close or transfer the account according to the executor's directions. We send a final statement to the executor and release any remaining funds to the estate. Further due-diligence documents may be required.
4 If It's a Joint Account (2 or more Account Holders)	<p>All our joint accounts operate as Joint Tenants with Right of Survivorship. This means that, when one joint holder dies, the surviving holder(s) automatically become the sole owner(s) of the account. The deceased's estate has no claim on these assets unless you ask us in writing for a different arrangement.</p> <ol style="list-style-type: none"> Certified Death Certificate for the Deceased Joint Holder Proof of Identity for the Surviving Holder (if not already on file) "Account Variation" Form signed by the surviving holder to change the account into their sole name <p>Once we have these:</p> <ul style="list-style-type: none"> We unfreeze the account and re-register the investments into the surviving holder's name. If the survivor wishes to add another joint holder, we provide a separate form and carry out standard identification checks for the new holder. We update our records and send future statements to the surviving holder.
5 After Ownership Is Confirmed	<ul style="list-style-type: none"> We will send any income payments or statements to the new account holder or executor. If you need details on our fees or how to transfer assets, we can help; but we do not provide tax advice. Please keep copies of all documents you send to us; we maintain them on file.
6 Who to Contact	<p>✉ crm@tamint.com ☎ +230 5259 3500 (Monday to Friday, 9 am to 5 pm MUT)</p> <p><i>If you need any help or have questions at any stage, just get in touch. We're here to support you through the process.</i></p>