

# Making difficult times a little easier

A guide for executors  
and administrators



# Making difficult times a little easier

## A guide for executors and administrators

Losing someone close to you can be a very difficult time. If you are the executor or administrator of their estate, there may also be a lot of work involved.

Our aim is to make things as simple as possible for you, so this guide will help you through the process of dealing with any investments held with Fidelity or FundsNetwork™.

### What are executors and administrators?

An executor or administrator is responsible for looking after the belongings of someone who has died.

- An **executor** is asked to do this in a will.
- An **administrator** steps into the role if an executor can't take it on, or if there is no will.

### How can we help?

For information on dealing with an estate, or for any forms you need, visit [fidelity.co.uk/bereavement](https://www.fidelity.co.uk/bereavement)

We have a dedicated team of specialists who will be happy to answer any questions you have. Just call **0800 41 41 16**.

If there was a financial adviser or intermediary linked to the account, you might also find it useful to speak to them.

# What to do when an investor dies

If you are looking after the estate of someone who had investments with Fidelity or FundsNetwork, you will probably have the following three responsibilities:

1

## Notify Fidelity or FundsNetwork

On **page 4**, you'll find details of the documents you may need to send us, and what we do when we are told that one of our customers has died.

### What you need to do

Send us an original death certificate or grant of representation.

2

## Obtain Grant of Representation

Having a grant of representation means you are allowed to distribute the estate among the beneficiaries. See **page 5** for more information.

### What you need to do

Find out whether a grant of representation is necessary for the estate you are looking after.

3

## Distribute the assets

Beneficiaries can decide whether they would prefer to have investments moved into their own names or to sell them. Go to **page 6** for an outline of how these options work.

### What you need to do

Give us your instructions for dealing with the estate's investments.

## A note about Fidelity and FundsNetwork pensions

Most of the information in this guide applies to ISAs and Investment Fund Accounts.

There are different processes for pensions, as they do not usually form part of an estate. This means that it is the pension trustees who decide how the investments in the account should be distributed – it does not depend on what the will says. The investor may have completed an 'expression of wish' form telling us who they would like to benefit from their pension in the event of their death. The trustees will take this into account when they make their decision.

Once you have told us about the investor's death, the pension administrators will contact you to tell you what the next steps will be.

# 1.

## Notifying us of a death

### What you need to do

Send us an original death certificate or grant of representation.

### If you tell us by phone or letter that an investor has died, we will:

- Put a temporary hold on transactions, though we continue to reinvest income payments and pay charges.
- Stop any regular savings plans or withdrawal plans.

### Once you send us an original death certificate or a grant of representation we can:

- Arrange for correspondence about the account to come to you, as the executor or administrator.
- Produce a valuation of the investor's account on the day they died. You may need this if you apply for a grant of representation. The valuation may also help you find out whether any Inheritance Tax is due. If you do not receive the valuation, it is a good idea to check whether it has been sent to an adviser who was linked to the account or a solicitor who is working with the estate.
- Pass your details on to any Fidelity or FundsNetwork pension schemes the investor belonged to. They will contact you separately for more information.
- Remove the investor's name from any joint accounts they held. Holdings will then remain in the surviving holder(s) name(s) on our register.

If the person who has died was the registered contact for a Junior ISA, we will send you a form that enables someone else to take over this role.

### Your documents must be originals

The death certificate or grant of representation you send us must be an original document, issued by the registry office or probate service respectively. Unfortunately, we can't accept copies, even if they are certified, but we will return your documents to you promptly.

It is worth remembering that you can ask for several originals of a death certificate or grants of representation document from the register office or probate service.

### What happens to fees?

#### Our fees

Due to the ongoing management of the account until settlement, we will continue to charge our Service Fee and the FundsNetwork Investor Fee.

#### Adviser fees

If there was an adviser linked to the account and they were receiving a regular fee, this will stop when we receive a death certificate or grant of representation. If you choose to consult the same adviser, we can restart the regular fee upon completion of a client authority form – the adviser will be able to help you with this.

### Numbers that will save time

When you contact us about the investments you are dealing with, it will be helpful if you have:

- The Fidelity Customer Reference Number of the person who has died – this is 10 digits long, starting 10\*\*\*\*\* and you will be able to find it on a statement.
- A Fidelity account number – this will be 10 digits long and starts with letters followed by numbers. You can find these on a confirmation of transaction.

## 2.

# Obtaining grant of representation

### What you need to do

For any accounts held in the sole name of the investor, find out whether a grant of representation is necessary for the estate you are looking after.

Obtaining a grant of representation means being given permission to distribute the property of someone who has died, usually in line with the instructions in their will.

For most estates, we need to see an original grant of representation, before we can release any money from an account, whether we are selling the investments or simply transferring them into different names. This document may be known as a Grant of Probate (if there is a will), a Letter of Administration (if there is no will) or Certificate of Confirmation (in Scotland).

### Helpful information about probate

The Bereavement Advice Centre has a free detailed guide to probate – at [www.bereavementadvice.org](http://www.bereavementadvice.org) or call **0800 634 9494** for a printed copy.

You will also find a useful guide to how probate works in the different parts of the UK at [hmrc.gov.uk/inheritancetax](http://hmrc.gov.uk/inheritancetax)

### Times when we don't need a grant of representation

There are three situations where we do not need to see a probate document before we release money from the account of someone who has died:

- **Small estates** – if you are not applying for a grant of representation and the total value of the Fidelity or FundsNetwork accounts in the estate is less than £25,000, we can accept a Small Estates Form. All the executors must sign the form and we will need to check their identities. In addition the form must be witnessed. You should return the form to us with the relevant dealing forms, telling us what to do with the investments in the estate.
- **Junior ISAs** – If the investor was a child who had a Junior ISA, it is likely that it will not be necessary to obtain a grant of representation and we will be able to accept a Small Estates Form. In this case, the value of the account will pass to the beneficiary of the child's estate.
- **Joint Accounts** – we will remove the deceased investor from any joint account on receipt of the death certificate. The account will continue on our register in the surviving holder(s)

You can download a Small Estates Form or an Identification Guidelines Form, or any of the other forms you need, at [fidelity.co.uk/bereavement](http://fidelity.co.uk/bereavement) – or call us on **0800 41 41 16** and we'll put a copy in the post for you.

# Distributing the investments from an estate

## 3.

### What you need to do

Send us the relevant forms for either keeping investments with us, reinvesting them or selling them for the beneficiaries.

Once a grant of representation has been issued, you are free to distribute the estate's investments to the beneficiaries. This can either be done by transferring the investments into their name or selling them and returning the cash.

### Keeping investments

Transfer an investment into another person's name. The way we do this will depend on the type of product it is and may involve the sale and repurchase of the investments.

After the transfer, if the beneficiary feels that an investment they've inherited isn't right for them, they can transfer it into other funds.

The beneficiaries should bear in mind that all investments can go down in value as well as up, so they may not get back as much as they originally inherit. In addition, past performance is not a guide to how a fund will perform in the future.

Please note that we cannot make transfers to new account holders living in certain countries outside the UK.

### Selling investments

If a beneficiary decides that they would like the money from the investments they have inherited, you can instruct us to sell them. Either send us your instructions in a letter signed by all the executors or complete the relevant form for the type of account you are dealing with.

We will send the proceeds to you, as the executor, so that you can pass them on to the beneficiary.

### Which form do you need?

Call our specialist team on **0800 41 41 16** and we will make sure you have the right forms for the options you have chosen and the particular investments you are dealing with.

If you already know the forms you need, you can download them at [fidelity.co.uk/bereavement](https://www.fidelity.co.uk/bereavement)

### Inheriting an ISA allowance

The spouse or civil partner of someone who has died on or after 3 December 2014 can inherit the tax benefits of their ISAs. The way this works is that they receive an extra ISA allowance, called an 'additional permitted subscription'.

This extra allowance is on top of their standard ISA allowance, its value depends on the ISA investor's date of death:

- Where the ISA investor died between 3 December 2014 and 5 April 2018, the allowance equals the value of the ISA at the date of death
- Where the ISA investor died on or after 6 April 2018, the allowance equals the higher of the value at date of death or the value of the ISA at the date the account closes

The surviving spouse or civil partner can use the inherited ISA allowance straightaway if they have money available – they do not need to wait for probate to be granted. For example, they could simply move money from their bank account into their ISA or perhaps sell other assets that they own and put the proceeds into their ISA. However, if any of the allowance is used before the deceased investor's ISA is closed, the allowance will be set at the value at deceased's ISA at date of death only.

We are unable to transact on the accounts held in the name of the deceased investor until we have seen a Grant of Representation.

It is also possible to transfer the inherited ISA allowance to another company. This means someone could invest in a Fidelity or FundsNetwork ISA using their inherited ISA allowance, even though their spouse or civil partner had their ISA with another company. An inherited ISA allowance is available for three years after the investor dies (or until six months after probate is granted, if that is later).

Please note the value of tax savings and eligibility to invest in an ISA depends on personal circumstances. All tax rules may change in future.

# Questions about distributing assets among beneficiaries

## Are there any charges?

We do not charge for handling instructions to sell or transfer investments. However, some investment companies have charges for buying and selling their funds. You can find details of charges in the relevant key information document specific to the chosen investment. These are available on our website [fidelity.co.uk](https://www.fidelity.co.uk)

Fidelity and FundsNetwork do not charge for handling instructions to sell or transfer funds. However, there is a transaction charge made for selling Exchange Traded assets, including Exchange Traded Funds and investment trusts, with Fidelity Personal Investing or FundsNetwork. Please see our Doing Business with Fidelity or Doing Business with FundNetwork documents for further details. We will deduct this charge from the amount raised by the sale.

In addition, some investment companies have charges for buying and selling their funds. You can find details of all charges in a fund's key information document. Full details of our brokerage charges can be found in our Doing Business with Fidelity document. These are available on our website [fidelity.co.uk](https://www.fidelity.co.uk)

## Will the estate have to pay Income Tax?

The estate may have to pay Income Tax on interest and dividends it receives between the death of the investor and the time that you distribute the investments among the beneficiaries. We can give you a tax voucher or tax deduction certificate for the estate if you need one. However, we do not offer tax advice, so you may need to speak to an expert.

## Does a transfer create a Capital Gains Tax liability?

If we simply transfer an investment to a beneficiary, without selling it, this would not give rise to a Capital Gains Tax liability. However, some funds cannot be transferred without being sold, or a beneficiary may decide to move money into different funds. In cases like this, Capital Gains Tax may have to be paid. As we do not offer advice, we would recommend that you talk to a tax adviser. Please note if your funds are sold before being transferred you will be out of the market during this time, so you could miss out on growth and income if the market rises during this time.

## Will I receive a record of transfers and sales from the estate?

Yes. We'll send you a confirmation of each sale and transfer, followed by a closing statement applying to all the investments in the estate. There may be a delay in sending you the closing statement and tax documents if we expect further payments, such as interest or dividends, to come in.

## Can we transfer investments into a trust?

Fidelity and FundsNetwork are not legally allowed to open an account in the name of a trust. However, you can open an account in the names of the trustees and add a designation of up to 18 characters, as long as it does not contain the word 'trust'. Please call our specialist trust team on **0800 902 902** for full details of how this process works.

## Where to find more information

### Financial advice

If a beneficiary is unsure about whether any investments are suitable for their particular circumstances, they might want to consult an authorised financial adviser. They also have the option of linking an adviser to their account with us – the adviser will arrange this for them.

### Citizens Advice Bureau

Either contact your local office or go to [adviceguide.org.uk](https://www.adviceguide.org.uk)

### Bereavement Advice Centre

[bereavementadvice.org](https://www.bereavementadvice.org) has a wide range of information on dealing with the affairs of someone who has died, as well as the emotional aspects of bereavement.

### HM Revenue & Customs

For information on Probate and Inheritance Tax go to [hmrc.gov.uk](https://www.hmrc.gov.uk) or call the helpline on **0300 123 1072**.

### Government sites

Search for 'death' at [gov.uk](https://www.gov.uk) or [scotland.gov.uk](https://www.scotland.gov.uk) for information on a wide range of topics related to what you may need to do after someone dies.

**FundsNetwork™**

