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| **Procedure Name:**  | **Death Claim** |  |
| **Department:** | Investment Team |
| **Effective Date:** | 11/14/2022 | **Author:** |  Katie Weinschenk |

**Description**

When a client passes away, we assist the beneficiaries with making the death claim(s). Each fund company has its own paperwork and requirements to complete a claim, so we call to gather all of this information. It is vital that the beneficiaries bring in enough certified copies of the death certificate.

**Assumptions**

N/A

**Procedure**

1. Change status in Redtail to Deceased and enter the Date of Death



1. Change spouse's marital status in Redtail, if applicable
2. Change spouse to new Head of Household in Redtail, if applicable
3. Adjust the Family Name in Redtail to reflect the new household arrangement, if applicable
4. Check open activities on deceased client's contact record - move to new head of household's record, if applicable, or delete from the client file
5. Acquire death certificate from the family
6. Acquire all names, birthdates, Social Security Numbers, and contact information of all beneficiaries
7. Forward death certificate to ServiceNet. Request client's status be changed to deceased and, if applicable, change spouse's status to widowed.
8. Call all fund companies to inform them the client has passed away and obtain/complete all paperwork needed to complete death claim
9. Prepare paperwork for each beneficiary
10. Open beneficiary accounts in eQuipt
11. Schedule appointment with spouse, executor, or beneficiaries to sign death claim paperwork
12. Confirm all accounts have transferred to the proper beneficiaries
13. Close the decedent’s accounts in Client Central

**References**

N/A

**Revision History**

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| **Revision Date** | **Revised By** | **Revision Notes** |
| 11/14/2022 | Katie Weinschenk | Procedure Created |
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