



Death of a single account owner with beneficiary

Gather your documents.

Depending on the circumstances, we'll need some documents from you to get started.

We'll need:

- **A copy of the death certificate**
- **A letter of instruction from the designated owner, beneficiary, trustee or representative of an estate (this isn't legally binding)**
- **A copy of the beneficiary's driver's license or other valid form of ID**

Can be:

- Driver's license
- U.S. passport or passport card
- Photo or non-photo ID
- Immigration card
- Foreign government-issued passport (must show proof of residence)
- Permanent residence card
- U.S. military or common access card

Send them to us online or by mail.

If we have questions, we'll contact you within 10 days of receiving your documents.

To send online:

- Log in, choose **Profile and Settings** and then select **Secure Messages** (log in and select the envelope icon if you're on our app)
- If you don't have an Ally account, give us a call at 1-877-247-2559 so we can send you a secure link

Or send by mail to:

Ally Bank

P.O. Box 951
Horsham, PA 19044

Questions about your Ally Bank accounts?

You can log in at ally.com or on the Ally Mobile app to get help, or call us at 1-877-247-2559. Our award-winning customer care is available 24/7 to help with whatever you need.