

THINGS TO HELP YOU ALONG THE WAY

The Survivor's Guide to Account Settlement



GEORGIA'S OWN
CREDIT UNION

Georgia's Own Credit Union

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Introduction

At Georgia's Own, we realize the loss of a loved one can be a difficult and overwhelming time for you and your family. We created this guide to simplify the account settlement process and help you sort through the next steps. In this guide, we explain the general responsibilities of executor or administrator and provide useful information you will need to manage the account settlement process. Survivors have several options for contacting Georgia's Own:

- By phone: 800.533.2062
- By mail: Georgia's Own Credit Union
100 Peachtree Street NW
Suite 2800
Atlanta, GA 30303
Attn: Deceased Accounts
- Online: deceasedacctnotifications@georgiasown.org
- In person: find your nearest Georgia's Own branch at georgiasown.org/locations

Please note that the information contained in this Survivor's Guide is for informational purposes only and not for the intent of providing legal, tax, financial planning, or investment advice. We encourage you to seek financial, tax, and legal advice from professional advisors with respect to any particular issue you may encounter. Where appropriate, please contact the probate court or its equivalent in the jurisdiction where the property is located for further information on the probate process.

Your Family's Membership

Upon the death of a Georgia's Own member, the deceased's family remains eligible for membership. Eligible family members include spouses, parents, children (natural born, step, and adopted), siblings, grandparents, and grandchildren. Once family members have joined, they can extend the membership opportunity to their immediate family members. For more information about membership eligibility, call 800.533.2062.

Georgia's Own Investment & Retirement Services

If you need advice about what to do with the disposition of accounts and assets, advisors from Georgia's Own Investment & Retirement Services* can provide guidance about savings and investments. Call 404.253.9703 to schedule a no-cost, no-obligation appointment. Investments are not deposits of the Credit Union, and are not NCUA/NCUSIF/FDIC insured.

Account Settlement at Georgia's Own

The following frequently asked questions will help you know what to expect.

Savings and Checking Accounts

How long will the affected Georgia's Own accounts remain open?

We recommend that you settle your loved one's accounts as soon as possible. Georgia's Own will continue reporting to the Internal Revenue Service (IRS) under the deceased's Social Security number (SSN) until the account is closed or retitled to the surviving joint owner, provided they are eligible for membership. By taking prompt action, you can avoid complications resulting from continued IRS reporting under the deceased's SSN. We cannot predict how long it will take for an account to settle without understanding the scope of an individual's circumstances.

What will happen to direct deposits coming to Georgia's Own?

If a direct deposit is received from one of the federal paying agencies (such as Veterans Administration, Teacher's Retirement System, or Social Security) on or after the member's date of death, Georgia's Own is required to return the funds. All paying agencies should be notified of the member's death as soon as possible. You can reach the Social Security Administration at 800.772.1213. Since it can take up to 90 days to process a claim, it is important to notify them as soon as possible. You may be asked to provide:

- proof of death, such as a certified copy of the death certificate
- the SSN of the deceased
- the name of the deceased's employer
- the deceased's most recent W-2 forms or self-employment tax return showing earnings in the year of their death
- a certified or original copy of the birth certificates of the spouse and minor children
- divorce papers if the divorced spouse is applying for benefits

What will happen to automatic payments that are being deducted from the deceased member's accounts?

Please notify the companies that are debiting the deceased member's accounts that the member has passed away and request that they stop the automatic payment.

If I am a joint owner and have my own debit card, can I still use the card to access the account?

Yes, as long as the account is classified as "Joint Account." You have the option of canceling your cards or keeping them active until the account is closed or retitled. We automatically cancel the deceased member's cards.

If I am a joint owner on the checking account, can I still write checks from the account?

Yes, as long as the account is classified as "Joint Account." At some point, this account will be closed or retitled to the surviving joint owner. If the account is classified as "Joint Account—No Survivorship," no checks should be written from it after the date of death.

If I am the designated administrator of the estate, but neither a joint owner of the deceased's account(s) nor a Georgia's Own member, will I be able to access information on the account?

Yes. Once court or probate documentation is provided stating that you are the estate administrator, you will be entitled to account information. You can receive up to three months of statements without cost.

Certificates and Individual Retirement Arrangements (IRAs)

How will certificates be handled?

The disbursement of funds from a certificate varies based on its ownership. If the certificate has an individual owner, the funds will be disbursed to the deceased's estate or next of kin. If the certificate has a joint owner, the surviving joint owner may choose one of the following options:

- Transfer the certificate funds "as is" into a newly established certificate, keeping the same dividend rate and maturity date as the original
- Cash in the certificate without penalty

If the joint owner does not have a Georgia's Own account and is eligible for membership, they may decide to establish membership and transfer the certificate funds "as is" into a newly established certificate, keeping the same dividend rate and maturity date as the original.

How will IRAs be handled?

The IRA account(s) will be closed without a Georgia's Own penalty and distributed to the designated beneficiary(ies). A spousal beneficiary may choose to accept the funds from the IRA account(s) as their own and deposit them directly into an IRA account established in their name. For (a) non-spousal beneficiary(ies), the funds will be placed into an IRA beneficiary account. A Deposit Account Specialist will provide the beneficiary(ies) with additional information and disbursement options.

Payable on Death (POD) Accounts and Deposit Trust Accounts

Georgia's Own offers two account options to help members manage their assets during their lifetime and upon their death.

How will POD accounts be handled?

Georgia's Own has Individual POD accounts and POD accounts with a Joint Owner. The funds in an Individual POD account will be disbursed directly to the named beneficiary(ies) on the account. The funds in Joint Owner POD accounts will be transferred to the joint owner(s) for their use and discretion. Only upon the death of all account owners are funds disbursed to the designated beneficiary(ies). If a member's legal trust is the named beneficiary, this designation shall supersede any individually named beneficiary(ies), and payment will be made in full to the legal trust. Joint Owner POD account funds shall be distributed directly to the designated

beneficiary(ies). Similarly, if a member's legal trust is the named beneficiary, this designation shall supersede any individually named beneficiary(ies), and payment will be made in full to the legal trust.

How will deposit trust accounts be handled?

Georgia's Own's trust accounts are depository accounts that can hold funds under a legal trust. A trust account is one established in the name of a legal trust and managed by the trustee, co-trustee, successor trustee, or trust administrator, as outlined in the trust agreement during the lifetime and upon the death of the grantor. Generally, funds held in the trust pass directly to the beneficiaries or the legal trust without passing through probate.

How will deposit trustee accounts be handled?

Deposit trustee accounts were opened before Georgia's Own began offering POD and deposit trust accounts. These accounts were used for a variety of purposes to include naming (a) beneficiary(ies) and managing a trust. Funds in an individual trustee account will be disbursed to the beneficiary(ies) or to the legal trust if one was named as the beneficiary. If the trustee account has a co-trustee, the funds will be passed to the co-trustee to manage until their death. Only upon the death of all account owners are funds disbursed to the designated beneficiary(ies).

Consumer Loans

During settlement of the deceased's Georgia's Own consumer loan(s), Georgia's Own will defer interest accrued on any outstanding loan balance. During this period, any applicable Payment Protection Plan coverage will be applied to loan balance as of the date-of-death. Outstanding loan balances become the responsibility of the co-signer, co-borrower, or member's estate. The estate executor/ administrator will be advised of any outstanding balances. They must pay off all existing loan balances or provide Georgia's Own with the necessary documentation to properly file a claim against the member's estate. In those instances where there is no co-signer, co-borrower, or the estate is insolvent, the loan will be referred to the Lending Department for further action. If there is a balance owed, deposit accounts may be subjected to a right of offset to satisfy the remaining balance on the loan.

Credit Cards

How will affected Georgia's Own credit card accounts be handled?

If the deceased was the primary cardholder, the credit card account will be closed. However, if there is a joint cardholder on the credit card account, the account can remain open and be retitled in the joint cardholder's name. If the secondary cardholder is classified as an authorized signer, then the credit card account will remain permanently closed.

If I am the joint cardholder on an affected Georgia's Own credit card, can I continue using the card?

We will review the joint member's overall relationship to determine if the card will remain

open. If we are unable to keep the card open after review, a new application will need to be submitted.

What should I do with the deceased’s credit card if the deceased was the only borrower on the credit card?

The deceased’s card and those of any authorized users should be destroyed.

What will happen to unpaid charges on affected credit cards?

Individual credit card accounts will be closed. If there is a balance owed, deposit accounts may be subjected to a right of offset to satisfy the remaining balance on the credit card.

Will monthly statements continue to be issued? To whom will they be addressed?

If the account has a joint cardholder, the statements will continue to be issued and addressed to the joint cardholder as the new primary cardholder. If additional charges appear after the credit card account has been closed, statements will be sent to the person handling the estate’s affairs. Occasionally, merchants post charges to the credit card account after it has been closed. This “forced charge” will generate a statement.

If I am an authorized user, am I liable for the balance on an affected credit card account?

In general, an authorized person is not obligated on this account and is not liable for any outstanding balance or any other charges made by the account owner or by any other authorized person. However, in the event of the death of all fully liable cardholders, authorized users’ privilege ends automatically. Upon death of the account owner, if any person uses the card, such use indicates his or her agreement to pay us, and we may, at our discretion, pursue the person for payment of any outstanding balance or any other charges they authorize.

If I am the joint cardholder, am I liable for the unpaid balance on an affected credit card account?

Yes. You are also responsible for any charges that post after the date of death.

Payment Protection Plans

If a Payment Protection Plan had been purchased on the Georgia’s Own consumer loan or credit card, the outstanding balance may be paid partially or in full. Please contact CUNA Mutual Group through the member claims registration portal, by phone at 800.621.6323 or email members.claims@cunamutual.com to file a claim.

First Mortgage Loans, Fixed Equity Loans, and Home Equity Lines

What happens to my loan if I am the co-borrower on a Georgia’s Own mortgage or fixed-rate home equity loan that was held by the deceased (the primary borrower)?

You will become the primary borrower on the mortgage and/or equity loan, and our records will be updated to reflect this change. A certified copy of the death certificate and documentation validating the property ownership interest under state law will be required.

What happens when there is no co-borrower on the mortgage loan?

Federal law provides important protections to successors in interest. Once successor in interest status is confirmed, the successor in interest may be entitled to receive certain notices and communications about the mortgage loan. In addition, successors in interest may have other rights or the option to apply for a refinance of the loan. Successors in interest should contact Georgia's Own Credit Union for information on confirming successor in interest status and available options.

How are home equity lines of credit handled?

If the deceased is the only borrower, the equity line will be closed, allowing no further disbursements. If there is a co-borrower on the line of credit, it will not be closed, and the co-borrower can continue use. However, the co-borrower may be contacted by Georgia's Own Credit Union to determine the plan for the property and if it is desired to keep the line of credit open.

What will happen to automatic payments that were being made to the deceased member's mortgage from a Georgia's Own checking account, savings account, or money market account?

If the deceased member had a joint owner on the checking account, savings account, or money market, the payments can continue for a limited time. As the deceased member's accounts are closed, a different account can be debited, or the automatic payment will be discontinued.

What should I do if I am the new primary borrower but may not be able to afford the payments?

Contact one of our Loss Mitigation Specialists on the Payment Recovery Team at 800.533.2062 to find out what options are available and how we can work together.

Private Student Loans and Student Refinance Loans

If the borrower dies, must private student loans or student refinance loans be repaid by the estate of the deceased?

The borrower's estate and/or the co-signer will be obligated for the existing loan balance. If the co-signer is no longer responsible for repaying the loan, the borrower's estate will remain obligated for the loan.

When will a co-signer be responsible for repaying the outstanding balance of the loan?

For private student loans: If the loan was originated before November 1, 2018, the co-signer will remain liable. If the loan was originated on or after November 1, 2018, the co-signer will no longer be responsible for repayment of the private student loan.

For student refinance loans: If the loan was originated before November 1, 2018, the co-signer will remain liable. If the loan was originated on or after November 1, 2018, and if a federal student loan was included in the refinance, the co-signer will no longer be responsible for the repayment of the student refinance loan. If the loan is exclusively a refinance of one or more private student loans, the co-signer will remain liable for the repayment of the student refinance loan.

If the co-signer dies, how is the loan handled?

If the co-signer dies, the primary borrower on the loan is still financially obligated for the debt. However, we would still need to be notified of the passing to update our records.

What documentation does Georgia's Own require when the borrower or co-signer dies?

Georgia's Own must receive a copy of the death certificate or obituary confirming the death information.

Please contact Student Choice at 877.530.9782 for more information.

What is Probate?

Probate is a court-supervised proceeding that authenticates your will (if you have one) and approves your named Executor so he or she can distribute your property and belongings. It is designed to protect the family and ensure that the persons who are entitled to the assets receive them. It also provides a process to ensure that all debts and taxes are paid. The court will use the will to determine who is to be appointed executor of the estate. If there is no will, the court will appoint a personal representative (e.g., "administrator"), usually a spouse or relative. An attorney or a financial institution may also be appointed as executor or administrator. It is best to go to probate court as soon as possible and check with your local court for specific requirements in your location. This may be a trying time for you, but it is best to settle these matters as quickly and accurately as possible. The size and complexity of the deceased's estate, plus state probate laws, will determine how long the process will take. If the estate is large or complex, the probate process can take months or years to complete. On the other hand, the probate process may not be required if the deceased's accounts were classified as "Joint Account—With Survivorship." It is best to consult an attorney to determine what property is or is not subject to probate.

The documents required for probate and what they must contain can vary from one probate court to another. In addition to the deceased's full name and date of birth, most probate courts require the following documents:

- Certified copy of the death certificate (this can often be filed later)
- The will, if there is one
- Copy of the marriage certificate (or the date and place of marriage) if the deceased was your spouse. If the deceased was previously married, you will need to give this information to the court.
- Names and addresses of all heirs, next of kin, and beneficiaries
- Summary of the deceased's assets

Establishing an Estate Account

A Georgia's Own estate account provides an efficient solution for holding estate assets in non-interest or interest-earning accounts while keeping them separate from the executor/administrator's own personal accounts. It consists of a checking account and companion

savings account. Typically, the deceased member's assets are deposited into savings, then transferred as needed to checking for easy payment of taxes, debts, and other obligations during the estate settlement process. The Georgia's Own estate account gives the executor/administrator an accurate picture of the estate's finances at any given time—a real benefit when completing tax returns and other documentation. Georgia's Own estate accounts:

- Require a \$5 minimum balance for savings
- Can be a savings, checking, money market, or certificate product. We DO NOT allow estates to have debit cards. If applicable, the checks should be ordered in the name of the estate with the executor's name listed on the second line.
- Are eligible for online banking, giving you easy access to the account(s)

To establish an estate account, you will need to provide:

- Court documents designating an estate executor/administrator
- An Employer Identification Number (EIN) for the estate. Applying for an EIN is a free service offered by the IRS at irs.gov or by phone at 800.829.4933
- A completed estate account application in person at a Georgia's Own branch

All documents above can be given to a representative at a Georgia's Own branch. Specific concerns or questions regarding your responsibility as an estate administrator, the probate process, or the estate settlement process should be referred to an attorney, financial advisor, or probate court official.

Eligibility for an Estate Account

In the event that the individual was not a member of Georgia's Own at the time of death, Georgia's Own will permit the executor/administrator to open an estate account, provided all beneficiaries of the estate are members of the Credit Union. The estate executor/administrator does not have to be a member of Georgia's Own, but they do have to qualify for membership to open an estate account.

Duties of an Executor/Administrator

An executor or administrator, also known as a personal representative, is responsible for carrying out or "executing" the will's instructions, or administering the settlement of the estate in the event there is no will. Most often, an individual executor can easily settle a simple estate without assistance. However, most often, an individual executor can easily settle a simple estate without assistance. However, a large or complicated estate may require legal advice. The probate court usually requires an executor/administrator to be bonded to protect all interested parties against fraud, embezzlement, or negligence by the executor/administrator. If you are named executor/administrator, it is your responsibility to pay debts or obligations, distribute the remaining assets to heirs, and complete the necessary tax forms.

The following is a checklist of the typical duties of an executor when settling an estate:

1 Consult an attorney and a certified public accountant (CPA) about your duties as executor.

While not required, checking with these professionals is helpful because they are familiar with local probate procedures and the steps required to settle an estate.

2 File the will and initiate probate.

As executor/administrator, it is your responsibility to file with the appropriate state probate court and petition the court for “letters testamentary” or “letters of administration” depending on the situation. These court documents may be also be referred by another name depending on your jurisdiction. These documents provide legal proof that you are the executor or administrator of the estate. You should get several certified copies of these court documents, as they may be requested when handling certain financial transactions for the estate.

3 Request several copies of the death certificate.

You will need certified copies of the death certificate to conduct estate business. These certified copies usually cost between \$5 and \$25 each, depending on the jurisdiction. They can be obtained from the Probate Office in the county of the deceased’s death, or the funeral director may order them for you.

4 Retitle property if necessary.

If the estate includes property, such as unencumbered automobiles, boats, other vehicles, or real estate, you can transfer titles either to the named beneficiary or to yourself as executor. Be sure to consult the applicable state laws governing the aforementioned titles. If no beneficiary is designated, you may, as executor, decide to sell the property and add the proceeds to the estate. Georgia’s Own will require a certified copy of the death certificate and letters of administration or letters testamentary for any real estate actions. You should seek the advice of an attorney before you decide to sell or retitle the property.

5 List any indebtedness.

As executor/administrator, it is your responsibility to pay off any debts at the time of the deceased’s death. Outstanding debts can be identified by reviewing the last three months of account statements. You must notify all creditors of the death and invite them to submit claims to the estate. Usually, each state sets a time limit for creditors to submit claims. Some things to look for are:

- utility payments or bills
- hospital, doctor, or other medical expenses
- loan payments or bills
- credit card payments or bills

6 Close credit union, bank, and investment accounts, and open an estate account.

You should close any account owned solely by the deceased and transfer those assets to an account that will allow you to settle the deceased’s bills and other obligations. A Georgia’s Own estate account can be used for this purpose (see page 10 for details). You should seek the advice of an attorney before you open an estate account.

7 Locate insurance policies and file claims.

Life insurance benefits are usually payable to designated beneficiaries and are not part of

the estate. To file claims, you will need the policy numbers, full name of the deceased, and certified copies of the death certificate.

8 File taxes.

Federal and state taxes for the deceased will need to be filed for the year in which they passed away and for the year the estate account is closed. Consult the IRS or a CPA for assistance. You should also seek the advice of an attorney.

9 Close the estate account and distribute the remaining assets to beneficiaries.

After making sure all estate debts have been paid, you can distribute any remaining assets to the beneficiaries and close the estate account. You should seek the advice of an attorney before you close an estate account.

Additional Information

Determining what taxes are due after a member's death can be complicated. You may need to contact the IRS, a tax attorney, or a CPA familiar with both federal estate taxes and state and local state inheritance taxes. This section is provided for informational purposes only. We encourage you to consult with professional tax advisors.

Federal Estate Taxes

- There is no federal estate tax due on an estate—no matter how large—when all the assets are left to the surviving spouse.
- Beneficiaries other than the spouse are eligible for a federal gift and estate tax exemption. To view estate tax exemption amounts, visit the [irs.gov](https://www.irs.gov) website.
- Federal estate tax returns are due nine months after a person's death. A penalty-free extension may be requested before that date if more time is needed. During an extension, however, interest is assessed on amounts owed.

State Inheritance Taxes

Inheritance tax regulations vary from state to state and can depend on an heir's relationship to the deceased.

Income Tax Returns

Federal and state income tax returns are generally due on April 15th of the year following the death. If the estate itself generated income during a certain period of time, the estate must file an income tax return.

Real Estate Property Taxes

Taxes on a home or other real estate must be paid when they are normally due. Because tax laws are complex and change frequently, it is a good idea to contact an attorney, a tax advisor, or the Department of Revenue in the state in which the deceased resided.

Important Phone Numbers

Georgia's Own Credit Union

Toll-free 800.533.2062

Member First Mortgage (if mortgage was opened after June 15, 2020)

Toll-free 866.898.1818

Cenlar Mortgage (if mortgage was opened prior to June 15, 2020)

Toll-free 800.223.6527

CUNA Mutual Group (Payment Protection Plan – Life Insurance)

Toll-free 800.621.6323

email members.claims@cunamutual.com

Student Choice Student Loans

Toll-free..... 877.530.9782

Social Security Administration

Toll-free..... 800.772.1213

www.ssa.gov

Tragedy Assistance Program for Survivors (TAPS)

Toll-free 800.959.8277

www.taps.org

IRS

Toll-free (individuals) 800.829.1040

or 800.829.4933

www.irs.gov

US Treasury

General Information 202.622.2000

www.treasurydirect.gov



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CREDIT UNION

800.533.2062

*Georgia's Own Investment and Retirement Advisors are registered representatives of CUNA Brokerage Services, Inc. Representatives are registered, securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, which is not an affiliate of the Credit Union. CBSI is under contract with the financial institution to make securities available to members. **Not NCUA/NCUSIF/FDIC insured, May Lose Value, including the possible loss of principal. No Financial Institution Guarantee. Not a deposit of any financial institution.** CUNA Brokerage Services, Inc. is a registered broker/dealer in all fifty states of the United States of America. FR-3318761.1-1120-1222

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