MissionSquare

Loss of a Loved One

Beneficiary Support Guide



We are sorry for your loss. On behalf of all of us at MissionSquare, please accept our sincere condolences. MissionSquare is dedicated to serving public sector employees and was built around a deep appreciation for the valuable services these individuals perform for their communities. We want to help ensure that those they were close to are cared for as well.

We know how difficult it can be to lose a loved one. In addition to the emotional effects, you may be faced with making important decisions and managing numerous priorities, including financial matters. We encourage you to take the time you need to make the decisions that are right for you.

Initial Considerations

You may want to consider taking time to explore your options and discussing them with us or your financial advisor, to help you make decisions to meet your needs. When you are ready, we will be here to help. And be sure to take care of yourself as much as you can during this time.

When You Are Ready To Move Forward

We want you to be confident in your decisions. To help, here's a summary of what to expect as steps you will need to take:

1. Email or fax the death certificate to MissionSquare.
2. You will receive a Beneficiary Account Setup and Withdrawal Packet to be completed by you and your loved one's employer. Please follow the instructions on page 1 of the packet carefully to avoid any delays in processing your request.
3. Send the completed form and ID documentation to MissionSquare.
4. Once the forms are received and are determined to be in good order, MissionSquare will open an account and process your request.

This checklist can help you keep track of next steps and stay organized. Everyone's situation is different, so some of these steps might not apply to you, and there might be additional tasks that are unique to your situation. You can use this checklist as a guide or list of reminders. Also, consider consulting with a legal, financial, or tax professional for additional guidance.

Gather Your Loved One's Important Papers

If you're unable to find important documents, try checking any safe deposit boxes your loved one might have had.

- ☐ Death certificate (You may need up to 10 certified copies for various requesters.)
- ☐ Will and any trust documents (if applicable)
- ☐ Funeral wishes
- ☐ Birth certificates, including any dependent children
- ☐ Social Security numbers, including surviving spouse, dependent children, beneficiaries
- ☐ Driver's license or state ID, passport, Medicare documents, military service record, and other personal identification documents
- ☐ Insurance policy paperwork (life, health, home, car, etc.)
- ☐ Beneficiary information for financial accounts
- ☐ Military service record and discharge papers
- ☐ Marriage certificate
- ☐ Divorce and/or child support documents
- ☐ Real estate deeds
- ☐ Mortgage and other loan statements
- ☐ Bank statements
- ☐ Credit card account numbers and statements
- ☐ Most recent tax returns/tax records
- ☐ Retirement account statements
- ☐ Investment-related statements (for stocks, bonds, etc.)
- ☐ Vehicle records, including titles and loan documents





Submit the Will to Probate (the Local Court)

- [ ] Contact the probate or circuit court where your loved one resided to submit the will to probate. This is the legal process that makes a will official so a personal representative or executor can carry out your loved one's wishes. You may want to consider consulting with legal, financial, and/or tax professionals for guidance during this process.

Contact the Social Security Administration:

- [ ] Notify the Social Security Administration. This step helps prevent identity theft and other hardships.

  Social Security Administration: (800) 772-1213; **www.ssa.gov**

Change Titles/Ownership:

- [ ] Bank account(s)
- [ ] Credit card(s)
- [ ] Home(s)
- [ ] Car(s)
- [ ] Safe deposit box(es)
- [ ] Investment and brokerage accounts

Contact the Employer and Health Insurance Company:

- [ ] Ask about benefits, including tasks that might be time sensitive.
- [ ] If needed, ask the employer about continuing employer-offered health benefits for surviving family members.
- [ ] For private health insurance, contact the insurance company to remove your loved one from a family policy or cancel the policy.

Apply for Benefits:

- [ ] Social Security survivor benefits
- [ ] Pension plan and other retirement benefits
- [ ] Other employee benefits
- [ ] Life insurance proceeds
- [ ] Military-related veteran's benefits

Manage Mail and Cancel Subscriptions or Services:

- [ ] Post office for any changes in address
- [ ] Utilities and cellphone service
- [ ] Magazine, streaming, and other subscriptions
- [ ] Clubs and other groups with membership fees

Contact Motor Vehicle Agencies:

- [ ] Reach out to the Department of Motor Vehicles/Bureau of Motor Vehicles in your loved one's state.

Additional Steps To Take

Notify Credit Bureaus:

- ☐ There are three credit bureaus to contact:
  - Equifax: (800) 685-1111; **www.equifax.com**
  - Experian: (888) 397-3742; **www.experian.com**
  - TransUnion: (800) 888-4213; **www.transunion.com**

File and Pay Any Final Taxes:

- ☐ Consider hiring a tax accountant, if needed, when filing final taxes. Visit the IRS website for more information.

Transition Email Addresses, Social Media Accounts, and Websites:

- ☐ Put together a list of your loved one's email addresses, websites (e.g., blogs), and social media accounts. Review each provider's policy for removing, memorializing, or transferring these services.

Consider Your Finances

The loss of a loved one is difficult, and it can be troubling to gather legal and financial information. Consider compiling your personal information and the documents mentioned above so your loved ones will have them handy when they need them on your behalf. They will appreciate this considerate gesture.

- ☐ Review your finances after applying for survivor benefits.
- ☐ Make sure your beneficiary information is up to date.

Take Care of Yourself

It's important to do what helps you find peace during this time. That might mean reaching out to family, friends, and community. Or it might mean spending time alone and cherishing memories.

Optional Additional Services

No matter what, remember, you are not alone. We are available to help you through this process. You are not obligated, but if you choose to, you can open a MissionSquare account which will allow you to take advantage of a complimentary one-on-one consultation with one of our CERTIFIED FINANCIAL PLANNER® professionals who can help answer your questions or work with you to create a financial plan.*

Have questions? We are here to help.

Resources:

At-a-Glance Beneficiary Checklist
Distribution Rules for Inherited Retirement Plan Assets
Rules When Inheriting an IRA as a Beneficiary
Inheriting a 403(b) Plan: What to Do & How It Works
Federal Trade Commission Funeral Planning Tips

MissionSquare Plan Services:

(800) 669-7400
Monday–Friday
8:30 a.m.–9 p.m. ET

* A fee of up to $175 may be assessed for financial plans if the account balance is less than $100,000.