



Audio transcript

HSBC Bereavement video

The death of somebody close is always a difficult time, and making important decisions can feel overwhelming, particularly when we're experiencing grief.

We help guide you through the process so we can get the accounts that we hold here at HSBC and any other products, we can get those sorted for you and get a bit of closure in the whole process. So you can contact us in whichever way works best for you. The easiest way to do this may be to do this online, where you can provide all of the information that we'll need up front at a time that suits you.

You provide us with the details of the deceased and some of your details. We will then contact you and let you know our requirements moving forward.

If you're unable to do this, you can also give us a call or visit one of our branches. We're always here to listen and even if it's the smallest thing, don't hesitate to call us, because we will always help you to the best that we can. This includes finding the will or what to do if there isn't one, and paying for a funeral and dealing with the estate.

You can hopefully answer any queries that you've got, put your mind at rest and give you some clarity in a really difficult situation at a really difficult time.

There's lots of practical information you'll find online on our public websites, including frequently asked questions, but we do understand you might have many more. So anything you need, we are just here to help.