

What to expect if ♦♦♦

a member of the SEI Master Trust dies.

We have set out the different stages that we need to follow as part of the Bereavement Process below. This is to help you understand the processes involved in relation to the death of a member of the SEI Master Trust, and what happens next.

The timescales are approximations, however all of those involved work to complete cases as quickly as they can, whilst at the same time ensuring all the circumstances are considered appropriately. The processes are designed to be flexible where possible.

If you are in any immediate financial hardship or need, please let us know. This can be raised as a matter of priority, and an interim payment could be made to assist.



Stage 1 – Collection of information

- 1.1 Request sent by us to the next of kin for completion of the **potential beneficiary information**, and provision of certain documents.

Timescale: Within 2 working days of notification of the member's death.

This documentation request of information allows the Trustee to make its decision as to the beneficiary(s) of the benefits due.

- 1.2 Next of kin returns the completed forms and documentation containing the potential beneficiary information.

Timescale: Only when the next of kin are ready to complete and return the documents. The administrators will remind on a regular basis, normally every four weeks, and offer any support required to help with form completion.

- 1.3 The administrators will **review the information** received. They may request any missing information.

Timescale: Within 2 working days for each stage.

When all the required information has been received it is passed to the Trustee for their review.

Stage 2 – Trustee decision

- 2.1 The Trustee may:
- (i) Make a final decision, or
 - (ii) Make a final decision subject to confirmation on certain points to avoid a further referral, or
 - (iii) Request further information before making a decision.

Timescale: Normally within three working days, but might take longer if a complex case and they want to meet (by video call) to discuss in more detail.

- 2.2 Any further information required is requested on behalf of the Trustee (and then Stage 2.1 is repeated on receipt of the information).

Timescale: Within two working days for each stage.

Once a final decision is made, this is communicated to the administrator.

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Stage 3 – Confirmation of payment

- 3.1 **Benefit confirmation letter(s) and the Legal Personal Representative Declaration** issued to beneficiaries.

Timescale: Within two working days of receiving the final decision.

The letter(s) will request appropriate bank details and ID to make that payment.

- 3.2 Recipient to complete the letter(s) and the Legal Personal Representative Declaration, and return the bank detail information.

Timescale: At the convenience of the beneficiary(s). Reminders will normally be sent every three weeks by the administrator.

- 3.3 **Payment instruction and issuing of payment confirmation letter.**

Timescale: Within two working days.

Typically receipt of payment by the beneficiary will be three to four working days after the payment instruction has been made.

Stage 4 – Notification to the LPR

- 4.1 Notification to **Legal Personal Representatives (LPRs)** of their responsibilities. Notification of the **total death benefit paid** and breakdown of individual payment amounts (if applicable).

Timescale: Within two working days of all beneficiary payment instructions having been made.

