



# USAA LETTER OF INSTRUCTION (LOI) FORM

This form is intended for you to provide necessary instruction on disbursement of a deceased member's banking accounts (checking, saving, non-IRA Certificate of Deposit only). Please attach any additional supporting information as necessary. All fields are required to be filled in, unless noted otherwise. If the field doesn't apply enter "N/A."

If you have any questions, please call our Bank Survivor Relations Team at 855-204-0378.

## Section A: Deceased Account Owner's Information:

Deceased Member's Name: \_\_\_\_\_

Decedent's Date of Birth: \_\_\_\_\_

Decedent's USAA Member Number or Social Security Number (Optional):  
\_\_\_\_\_

Decedent's Account Number(s) (If unavailable, just write "All USAA Bank Accounts"):  
\_\_\_\_\_  
\_\_\_\_\_

## Section B: Your Information

If we require additional documentation or information in order to process your request, we'll attempt to contact you at the address and/or phone number you provided. If applicable, the address provided will be used to send an official check, unless otherwise specified in **Section C: Account Closure Instructions**.

Your Name: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_

Your Address: \_\_\_\_\_

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

Please select one of the below options to indicate your relationship to the decedent(s). If more than one option below is applicable to your case, select all that apply. Please attach additional supporting documentation, based on your selection below.

Executor/Administrator of the Estate

(Supporting documents include Letter of Testamentary/Administration issued by the court clerk.)

Designated Payable On Death (POD)/Beneficiary

(If multiple PODs are listed on the account, a completed and signed LOI is needed from every POD beneficiary.)

Surviving Account Owner/Surviving Trustee

Successor Trustee

(Supporting documents may include, but are not limited to, Trust Documents, Certification of Trust.)

Other Authorized Person \_\_\_\_\_

(Supporting documents may include, but aren't limited to, Small Estate Affidavit, Affidavit of Collection of Personal Property, Affidavit in Lieu of Administration etc.)

**Section C: Account Closure Instructions**

Internal Transfer into a USAA Checking/Savings account.

(The following account types aren't eligible for an internal funds transfer: Certificate of Deposits, Texas Uniform Transfer to Minor Accounts (TUTMA), Youth Accounts with no surviving adult account holder.)

Please specify the USAA Member Name/Member Number and full account number.

Member Name (Or Member Number): \_\_\_\_\_

USAA Account Number: \_\_\_\_\_

(Please note, we're unable to transfer funds to an external account or to make payments towards another USAA product including, but not limited to, a credit card or insurance product.)

Issue a check

If you're the executor, administrator or other court appointed individual authorized to handle the estate, select whom the check should be made payable to:

Estate of the Decedent

Name of the Executor/Administrator of the Estate

(USAA can only allow the closing check to be payable to "the estate of the decedent" or to the named executor of the estate. If multiple executors, check will be payable to "the estate of the decedent.")

Mail the check to:

Address listed above in Section B

Other: \_\_\_\_\_

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

Signature:

Date:

\_\_\_\_\_

\_\_\_\_\_

Signature:

Date:

\_\_\_\_\_

\_\_\_\_\_