



THE GRASSHOPPER PENSIONERS' CLUB

**MARTINS
BANK** 

Website: www.martinsbank.co.uk

© gut informiert!

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CHAIRMAN: Bernard Lovewell: **TREASURER:** Robert Bunn

WELFARE OFFICER: Susan Sutcliffe



ON THE SAD OCCASION OF THE DEATH OF A PENSIONER, WHO WORKED FOR MARTINS BANK, THE FOLLOWING ADVICE ABOUT THE PROCESS OF REPORTING THEIR DEATH HAS BEEN BASED ON THE ADVICE ON THE WILLIS TOWERS WATSON WEBSITE.

<https://epa.towerswatson.com/accounts/barclays/public/barclays-bank-report-a-death/>

What you need to do first:

If you are reporting the death of a member of the UKRF who is in receipt of a Barclays pension at the time of their death, you should contact the Barclays Team to report their death so **that any benefits that may be due can be paid as quickly and efficiently as possible**. It might also be helpful and save time if you have the deceased's National Insurance Number available.

Dare I suggest that our advice would differ slightly from that on the Willis Towers Watson website, as it takes time for the process to commence. Personally, I would telephone as soon as possible following the death so that the process is commenced without delay, despite the distress that this might cause. Should you email or write then delay is obviously in-built, however, the choice is yours.

You can call, write or email the Barclays Team at Willis Towers Watson on:

01737 227567 or post your letter to:

The Barclays Bank UK Retirement Fund,
P.O. Box 709,
REDHILL,
RH1 9EG or email them at:

barclaysteam@willistowerswatson.com

Telephoning will ensure that you have all of the necessary documents which will be required, as well as those provided by WTW, by the time that you have obtained the Death Certificate.

Willis Towers Watson will provide you with blank **Personal Information** and **Payment Instruction** forms via the Royal Mail, which should be completed and returned with:

- The member's **Original Death Certificate**
- The spouse's or civil partner's **Original Birth Certificate**
- The **Marriage** or **Civil Partnership Certificate** and possibly
- The member's **Will**
- **(Personal Information form [provided by WTW])**
- **(Payment Instruction forms [provided by WTW])**

WE WOULD STRONGLY ADVISE YOU TO TAKE COPIES OF ALL OF THE DOCUMENTS AND SEND THEM BY RECORDED DELIVERY TO WILLIS TOWERS WATSON

Widows of a former member of Martins Bank staff should remember to advise to whoever you speak with and in your email or letter to include the fact that your husband was a member of the Martins Bank Widows & Orphans Fund which will ensure that you receive the additional payment to which you are entitled and for which he paid.