

If you are e-mailing the documents to us, please follow the guidelines below:

- The entire page needs to be visible and, if possible, it should fill the screen.
- Make sure that where applicable all writing is clear and legible.
- Make sure you include pages that contain reference details or account numbers where applicable.
- The total file size of all the documents you upload must not exceed **15 MB**. If they are larger than this the e-mail will be returned with a message to advise it is too large. The best way to ensure the documents aren't too large is to save them as PDF's.
- We are unable to access files shared with Dropbox.
- To help us get your documents to our bereavement team as quickly as possible, please use the word bereavement in the subject line of the e-mail, and if possible include the same account number you provided in the bereavement instruction form within the body of the e-mail.
- Sometimes we have to ask to see the original documents or certified copies of them – we will let you know if we need this from you.

Scanning using a Mobile Device

- Most devices have an option for scanning documents already, or you can download one of a number of free scanning apps.
- On an iOS device, you can use the notes app to scan documents and save as PDF's.
- On an Android device, you can use Google Drive to scan and share documents.

Instructions for Scanning using a Mobile Device

These instructions should work across the majority of devices; however, you may find slight variances.

iOS Devices:

- Open the **Notes** app
- Click on **new note** in the bottom right hand corner
- Click on the **camera** icon
- Select **scan documents**
- Position your document in view and take a picture. You can use your finger to drag the boxes to outline the full document
- If you are happy with the image choose **keep scan**, if not **retake**
- Repeat for all of your documents
- When you've scanned everything, press **save**, then **done**
- Click on the **circle containing three dots** in the top right hand corner and choose **send a copy**
- You can now send a copy of your documents via e-mail

Android Devices:

- Open **Google Drive**
- Click on the **cross** in the bottom right hand corner (create new)
- Click on **scan**
- Position your document in view and take a picture.
- Click on the **tick** (or **ok** button) to keep the scan, or the **cross (retake)** if you want to take it again
- You can add more images by clicking on the **multiple images** icon on the left hand side
- Click **save**
- Choose a name for your file and click **save**. This has now been uploaded to your drive.
- Go to your e-mail account and attach the saved file to an e-mail

Where to send the documents

If the deceased held accounts with The Co-operative Bank please e-mail the documents to mail.services@co-operativebank.co.uk.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885).
The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.