

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

You can scan the documents as PDF's and send them to us via e-mail. If the document you are sending is one that needs to be certified (proof of id or address, Wills, Grant of Probate\Letters of Administration), please note that we require a scan of the certified document and the certification stamp or wording must be clearly visible.

Please do **not** take photographs of the documents as the quality of the image degrades once we have processed it, and a photograph does always create a PDF.

To certify a document of yours, take both the copy and the original to your chosen professional. Then ask that person to certify the copy by stating that they have 'seen the original', that it is a true copy of the original and any photograph is a good likeness to the customer, e.g. "I certify that this is a true copy of the original and any photograph bears a good likeness to the customer".

That person must also **sign** and **date** the copy, **print their name** under the signature and also **add their occupation, address and telephone number (not mobile number)**.

We may need to contact the person who has certified the document(s) to verify their position and right to certify documents. Please ensure accurate contact details are provided.

More information about certification can be found on our website [here](#).

There are a number of ways to scan documents using either desktop scanners or mobile devices.

General Guidelines

- 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. If the deceased held accounts with Britannia please e-mail the documents to Britanniabereavementdocuments@co-operativebank.co.uk

If you do not know what accounts the deceased held, or if they held accounts with both The Co-operative Bank and Britannia, please send the documentation to the Britannia address.

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.