

# Using Estate Services Online



This step-by-step guide will walk you through the case management tabs and tools available to you online.

# What's inside

## Bank of America customer

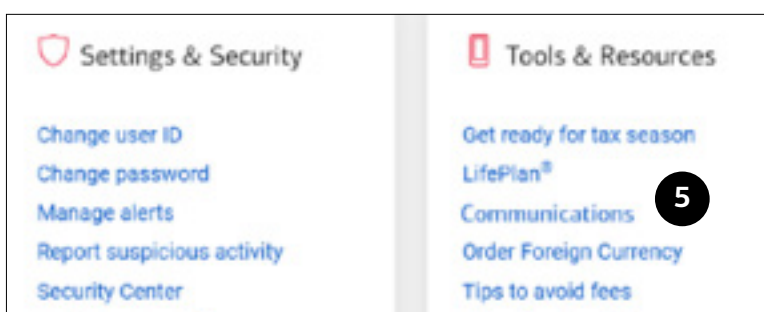
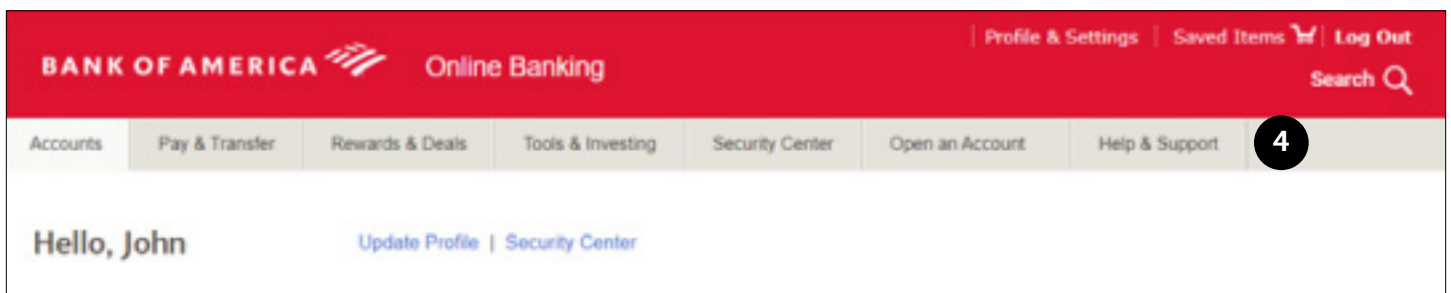
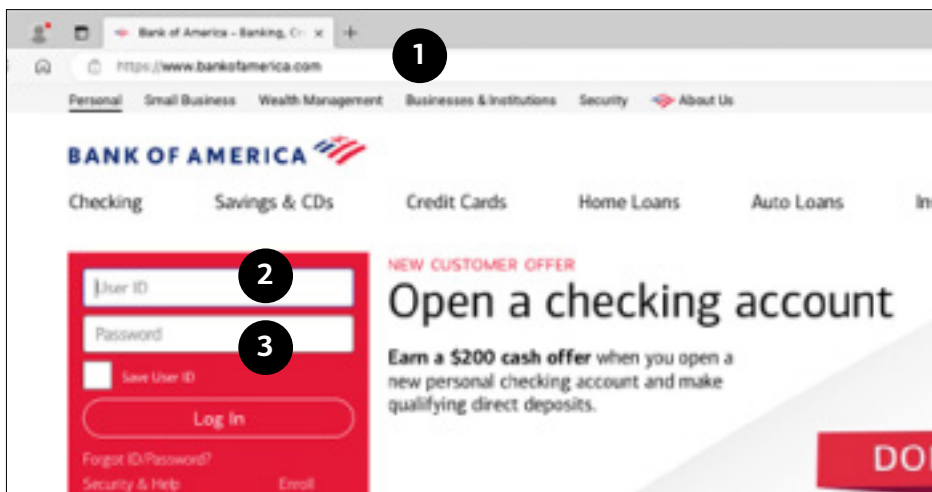
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# Log in to Online Banking

1. Log in to **Online Banking** at [bankofamerica.com](https://www.bankofamerica.com).
2. Enter your standard **User ID**.
3. Enter your **password**.
4. Hover over **Help & Support**.
5. Select **Communications**.



# Troubleshoot logging in to Online Banking

1. Click **Forgot your Password?** and follow the prompts to reset password.

The screenshot shows the Bank of America Online Banking login page. At the top, the Bank of America logo and "Log In" link are visible. A red banner reads "Log In to Online Banking". Below this, a red-bordered box contains an error message: "The information you entered doesn't match our records. You have a few more tries remaining. Please try again or click [Forgot ID/Password](#)". Below the error message, there is a section for "User ID" and "Password" with input fields. A red circle with the number "1" is placed over the "Forgot your Password?" link. To the right of the login fields, there is a section for "Stay connected with our app" featuring a smartphone displaying the Bank of America app and a "Get the app" button. Further right, a "Login help" section lists links: "Forgot ID/Password?", "Problem logging in?", "Not using Online Banking?", "Enroll now", "Learn more about Online Banking", and "Service Agreement". At the bottom left, there is a "Log In" button.

**BANK OF AMERICA** Log In Secure Area | En español

**Log In to Online Banking**

The information you entered doesn't match our records. You have a few more tries remaining. Please try again or click [Forgot ID/Password](#)

**Having problems logging in or resetting your Password?** If you're using a password manager or your browser has stored credentials that are no longer valid, deleting your stored credentials should enable you to access your account. [Learn more](#)

User ID  
  
☐ Save this User ID

Password  
 **1**

[Forgot your Password?](#)

Log In

Stay connected with our app

Secure, convenient banking anytime

[Get the app](#)

Login help

[Forgot ID/Password?](#)

[Problem logging in?](#)

[Not using Online Banking?](#)

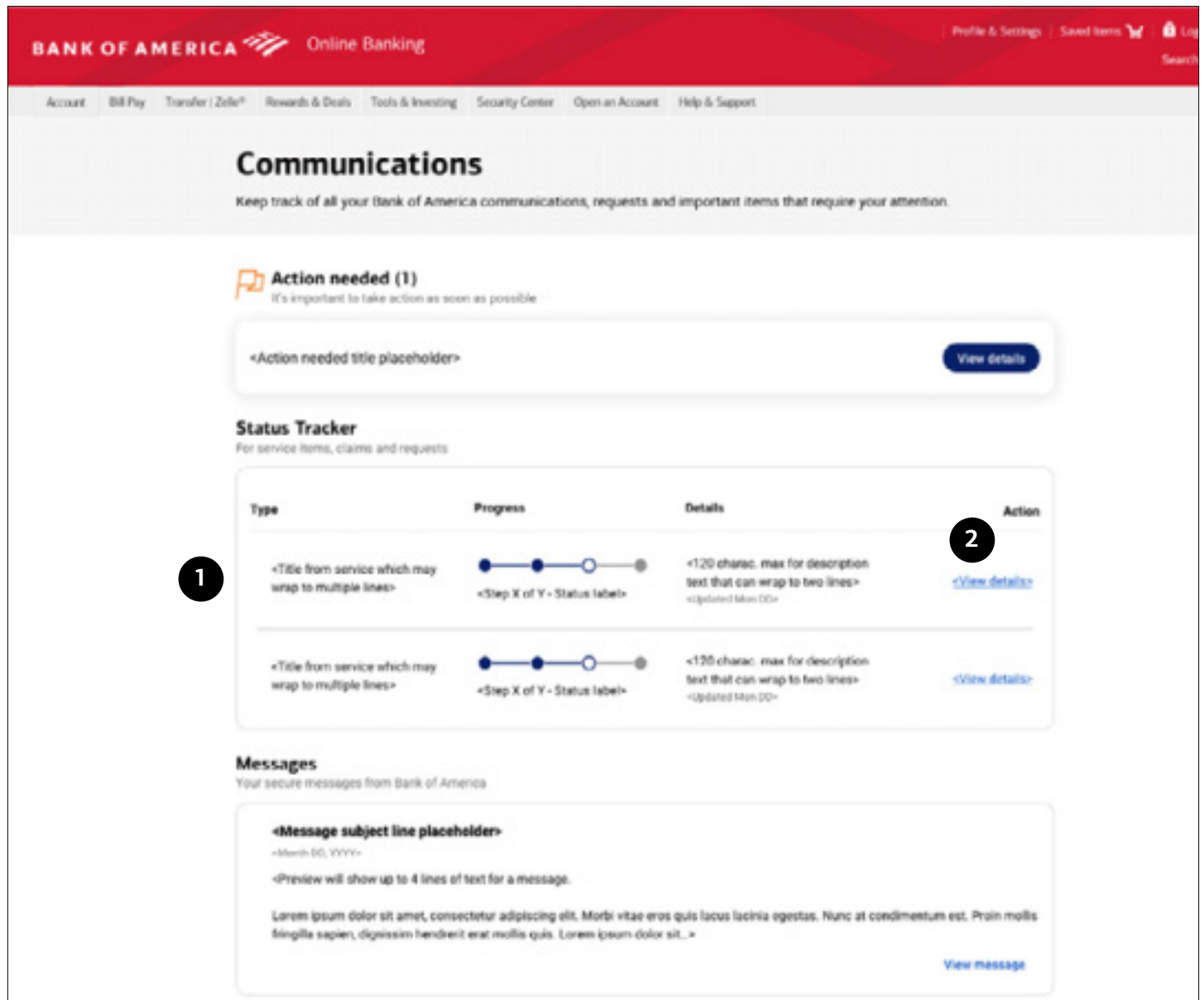
[Enroll now](#)

[Learn more about Online Banking](#)

[Service Agreement](#)

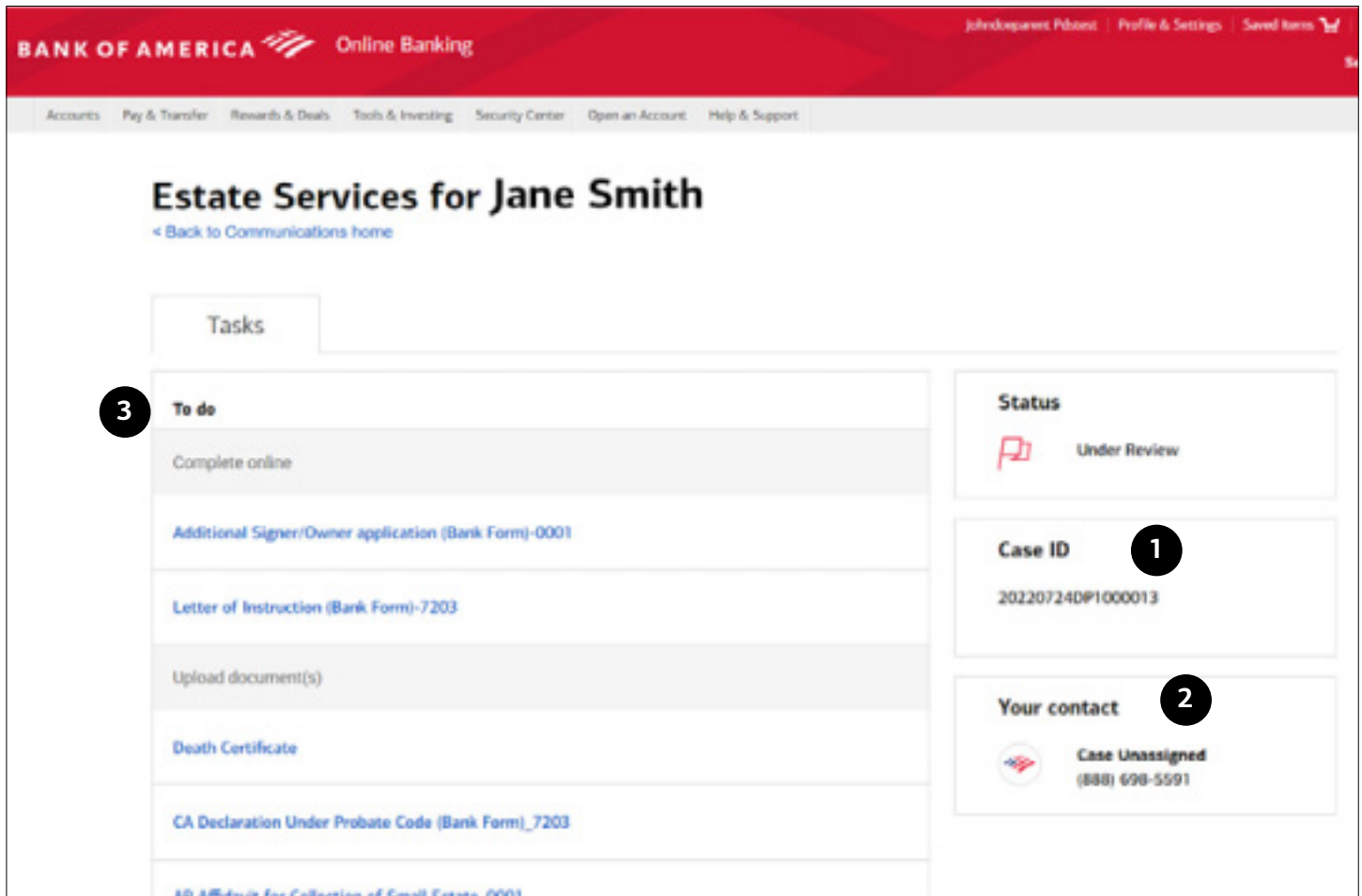
## View case status

1. Under **Status Tracker** you'll see your Estate Services case.
2. Click **View details**.



# View case number, contact information, to-do list

1. View **Case ID**.
2. View **Your contact**.
3. View **To do** list.



**BANK OF AMERICA** Online Banking

John Doequent Patient | Profile & Settings | Saved Items

Accounts | Pay & Transfer | Rewards & Deals | Tools & Investing | Security Center | Open an Account | Help & Support

## Estate Services for Jane Smith

[< Back to Communications home](#)

**Tasks**

**To do**

Complete online

[Additional Signer/Owner application \(Bank Form\)-0001](#)

[Letter of Instruction \(Bank Form\)-7203](#)


Upload document(s)

[Death Certificate](#)

[CA Declaration Under Probate Code \(Bank Form\)\\_7203](#)

[AR Affidavit for Collection of Small Estate\\_0001](#)


**Status**

 Under Review

**Case ID**

20220724DP1000013

**Your contact**

 Case Unassigned  
(888) 698-5591



# Uploading documents

1. Under the **To do** list, in the **Upload document(s)** section, click on the blue **document link** and a pop up will appear.
2. Click on **Add file**. Then select the document(s) stored on your computer.
3. Click on **Submit** and a pop up will show your submission was successful and will be under review.
4. Click **Ok**.

**BANK OF AMERICA** Online Banking

John Doe, CEO | Profile & Settings | Saved Items

Accounts | Pay & Transfer | Rewards & Deals | Tools & Investing | Security Center | Open an Account | Help & Support

## Estate Services for Jane Smith

< Back to Communications home

**Tasks**

**To do**

Complete online

Additional Signer/Owner application (Bank Form)-0001

Letter of Instruction (Bank Form)-7203

Upload document(s)

**1** Death Certificate

**Status**

Under Review

**Case ID**

20220724DP1000013

**Your contact**

Case Unassigned  
John Doe, CEO

**Submit the requested document**

Add the file here, and then you can submit it.

You can add up to 5 files (5 MB size (PDFs, docs or images)).

**2** Add file

**3** Submit

**Submit the requested document**

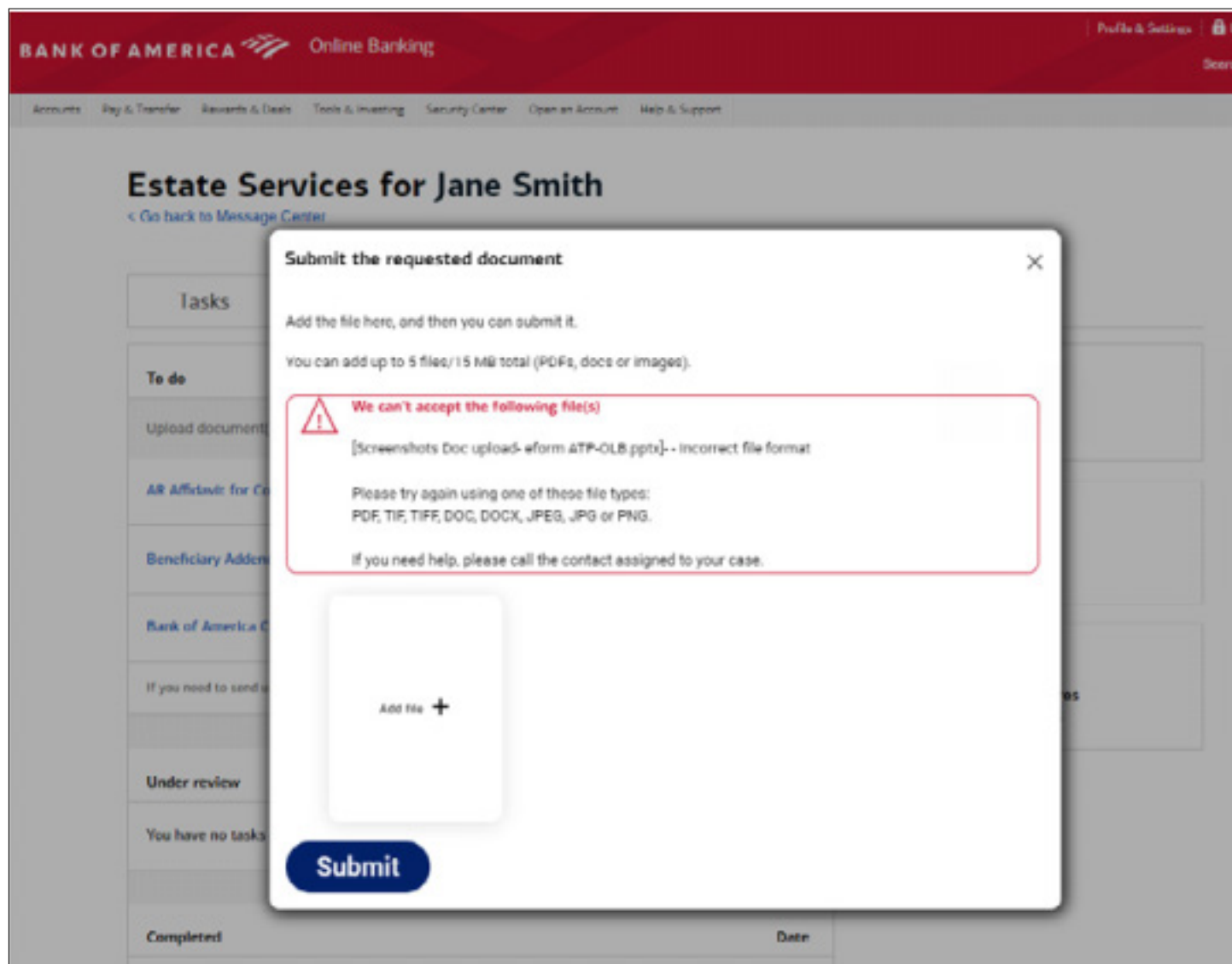
**4** Ok

Document submitted

Your submission was successful, and the document will be under review.

# Troubleshoot uploading documents

Be sure your documents meet the file types required (PDF, TIF, TIFF, DOC, DOCX, JPEG, JPG OR PNG) and number of pages.





# Completing an eForm

1. Under the **To do** list, in the **Complete online** section, click on the **blue form link**.
2. **Note:** This is one example of how to complete an eForm. There are multiple eforms that could be required. All eForms contain the same four sections: 1) Let's get started, which has a brief description  
2) Specific form fields to be completed for that eForm 3) Review and Sign your form and 4) Adopt and Sign.
3. A **Let's get started** pop up will appear with a brief description of the selected form. Click **Next**.

**BANK OF AMERICA** Online Banking

John Doequent Patient | Profile & Settings | Saved Items

Accounts | Pay & Transfer | Rewards & Deals | Tools & Investing | Security Center | Open an Account | Help & Support

## Estate Services for Jane Smith

< Back to Communications home

**Tasks**

**To do**

Complete online

1. Additional Signer/Owner application (Bank Form)-0001
2. Letter of Instruction (Bank Form)-7203

**Status**

Under Review

**Case ID**

202207240P1000013

**BANK OF AMERICA** Online Banking

Accounts | Pay & Transfer | Rewards & Deals | Tools & Investing | Security Center | Open an Account | Help & Support

## Let's get started

Before you begin, here are some important details to keep in mind and some information you may be asked to provide.

- If you want to transfer funds to a Bank of America or Merrill Lynch account, you will need to know that account number
- Mailing address in case we need to send a check instead of transferring funds
- For Minor Beneficiary(ies): A custodian may request a distribution from In Trust For (ITF), Payable on Death (POD) or Totten Trust accounts on behalf of a minor beneficiary. The custodian must be designated in accordance with the provisions of the Uniform Transfer to Minors Act (UTMA) in the state where the minor beneficiary resides.

Cancel Next

3

## Completing an eForm (continued)

4. Fill out the form and at the bottom, click **Next**.

BANK OF AMERICA

Online Banking

Log Out

Accounts

Pay & Transfer

Rewards & Deals

Tools & Investing

Security Center

Open an Account

Help & Support

Letter of Instruction and Account Closure Request

You will be able to review and edit this information before you submit it.

FIELDS MARKED WITH AN ASTERISK (\*) ARE REQUIRED

Estate representative information

Name\*

Mailing address\*

Apartment/Building/Unit number

City\*

State\*

ZIP code\*

Please re-enter \*

Disbursement information

How do you want the funds disbursed?\*

☒ Transfer to an existing Bank of America checking or savings account

☐ Transfer to an existing Merrill Edge account

☐ Mail a check to the address above

Account number\*

Cancel

Next

4

## Completing an eForm (*continued*)

5. Review the data entered. If something is incorrect, click **Edit** to make the correction. Then click **Next** again. **DO NOT click on Cancel to make corrections.**
6. When all data is correct, click **Sign**.

**BANK OF AMERICA** Online Banking Loankeeper Portal | Profile & Settings | Log Out

Accounts | Pay & Transfer | Rewards & Deals | Tools & Investing | Security Center | Open an Account | Help & Support

### Review & sign your form

**Estate representative information** [Edit](#) **5**

Name	Mailing address
John Smith	123 fake st
Apartment/Building/Unit number	City
	Fake city
State	ZIP code
CA	90000
Phone number	
*****5555 <a href="#">Show</a>	

**Disbursement information** [Edit](#)

How do you want the funds disbursed?	Account number
Transfer to an existing bank of America checking or savings account	*****6789 <a href="#">Show</a>

[Cancel](#) [Sign](#) **6**

## Completing an eForm (continued)

- To consent to electronically signing this form, you must click on the **Checkbox**.
- Then click **CONTINUE**.
- Click **START** to go to digital signature location on form.

7

Please read the [Electronic Record and Signature Disclosure](#)

☒ By selecting this box, I confirm that I have read and agree to the electronic signature process.

8

CONTINUE

OPT90

**LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (ESTATE BENEFICIARY OR CLAIMANT - non BENEFICIARY)**

**Section 1A: Deceased Client and Recipient Information**

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

**Deceased Client's Reference/Case Number(Required):** 20230631EP001873

**Complete the information below, as applicable:**

<u>JOHN SMITH</u>	<u>7112</u>
Deceased Client Name	Deceased Client Account Number(s) last four digits only
<u>JOHN SMITH</u>	
Outward/Execu Representative Name	Outward Org. Relationship to Deceased Client
<u>522 5th St.</u>	
Outward/Execu Representative Street Address	
<u>FBIHQ, CA, 95009</u>	<u>555-555-5555</u>
Org. State, ZIP	Telephone Number

**LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (BENEFICIARY OR UTMA CUSTODIAN)**

**Section 1B: Deceased Client and Recipient Information**

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

**Deceased Client's Reference Number (Required):**

Please review these documents.

CONFIRM & CONTINUE

9

START

DesignEnvelope ID: 0430E152-00CB-48B8-91E0-1A2355A00000

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (ESTATE REPRESENTATIVE OR CLAIMANT - NON BENEFICIARY)

Section 1A, Deceased Client and Recipient Information

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

Deceased Client's Reference/Case Number(Required): 252295230F1001872

Complete the information below, as applicable:

JUNE 20TH  
 Deceased Client Name

9112  
 Deceased Client Account Number(s)-last four digits only

John Smith  
 Claimant/Estate Representative Name

Claimant Only Relationship to Deceased client

123 Main St  
 Claimant/Estate Representative Street Address

Elm City, CA, 90000  
 City, State, ZIP

555-555-5555  
 Telephone Number

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (BENEFICIARY OR UTMA CUSTODIAN)

## Completing an eForm (continued)

10. To choose and confirm your signature, click **Sign** (down arrow). A signature will be automatically generated based for your name and initials.
11. To change the signature style and font click **Change style**.
12. To draw your own signature using your mouse or laptop pad, click **DRAW**.
13. To use a previously saved signature, click **UPLOAD**.
14. Once you've chosen your signature, click **ADOPT AND SIGN**.

☐ Transfer to an existing Merrill Edge account number \_\_\_\_\_  
*Note: If the transfer of funds to a bank of America or Merrill Edge account cannot be completed, a check will be sent to the address provided above.*

☐ Mail a check to the address above \_\_\_\_\_

☐ Mail check(s) payable to me as the UTMA/UGMA Custodian/FO Minor Beneficiary Name \_\_\_\_\_ to the address above \_\_\_\_\_

**Section 3. Acknowledgments**

I understand that state specific laws or regulations for handling deceased client's accounts may affect the timing and amount of funds distributed. It may also include requirements that I provide additional documentation prior to distribution of funds.

I hereby certify and attest that I am the person who submitted the Small Estate Affidavit or other Claims form, or that I am the person named in the Executor Representation or the Consignor or Beneficiary Certificate, and that I am fully authorized to perform the duties of the Consignor or Beneficiary Representative according to the applicable law of the state of residence of the deceased customer.

I, individually and as Consignor/Beneficiary Representative, agree to indemnify the Bank and hold it free and harmless from any and all claims, demands, expenses including attorney fees, and court costs, losses or damages the Bank may suffer resulting from its reliance on my statements in this Letter of Instruction or reliance on any document that I have submitted, as well as the taking of action or declining to do so in connection with this case, and with disbursing the funds to me as Consignor/Beneficiary Representative or to the heir(s) as instructed herein.

**Required - Sign Here**

 **10**

Date: 03/26/2024

(In the acknowledgment in the presence of a notary, if applicable)

After you review your information, please select Confirm & Continue to submit your form. **CONFIRM & CONTINUE** **OPTIONS**

**Adopt Your Signature**


Confirm your name, initials, and signature.

\* Required

**Name\*** John Smith **12** **13** **Initials\*** JS

**SELECT STYLE** **DRAW** **UPLOAD** **11**

**SIGNATURE STYLE** **Change style**



By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts.

**ADOPT AND SIGN** **CANCEL** **14**

## Completing an eForm (continued)

- Click **CONFIRM & CONTINUE** to submit your signed form.
- A pop up will appear on your details page showing **Your form has been submitted.**

15

or you review your information, please select **Confirm & Continue** to submit your form.

**\* Beneficiary as UTMA Custodian only**

☐ Transfer to an existing Bank of America checking or savings account number \_\_\_\_\_
 ☐ Transfer to an existing Merrill Edge account number \_\_\_\_\_

**Note: If the transfer of funds to a bank of America or Merrill Edge account cannot be completed, a check will be sent to the address provided above.**

☐ Mail a check to the address above
 ☐ Mail check(s) payable to me as the UTMA-Custodian FBO Minor Beneficiary Name \_\_\_\_\_ to the address above

**Section 3: Acknowledgement**

I understand that state specific laws or regulations for handling deceased client's accounts may affect the timing and amount of funds distributed. It may also include requirements that I provide additional documentation prior to distribution of funds.

I hereby certify and attest that I am the person who submitted the Small Estate Affidavit or other Claim form, or that I am the person named in the Estate Representation in the Letters or Filing the Certificate, and that I am duly authorized to perform the duties of the Claimant or Estate Representative according to the applicable law of the state of residence of the deceased customer.

I, individually and as Claimant Estate Representative, agree to indemnify the Bank and Fidelity free and harmless from any and all claims, demands, requests (including, at times fees and costs) or lawsuits or damages the Bank may suffer resulting from its reliance on my statements in this Letter of Transmittal or reliance on any document that I have submitted, as well as the taking of action or declining to do so in connection with this case, and with disbursing the funds to me as Claimant Estate Representative or to the he(s) as instructed below.

**Required - Signature Required**

Signature

Date

03/26/2024

(To be acknowledged in the presence of a Notary, if applicable)

[Online Banking](#)

[Linkspace Portal](#) | [Profile & Settings](#) | [Log Out](#)

[Accounts](#)
[Pay & Transfer](#)
[Rewards & Deals](#)
[Tools & Investing](#)
[Security Center](#)
[Open an Account](#)
[Help & Support](#)

## Estate Services for Jane Smith

[< Go back to Message Center](#)

**Your form has been submitted**

your document was submitted and will be under review. Watch your task list for next steps.

Tasks

To do

Upload document(s)

AR Affidavit for Collection of Small Estate\_7109

Status

Under Review

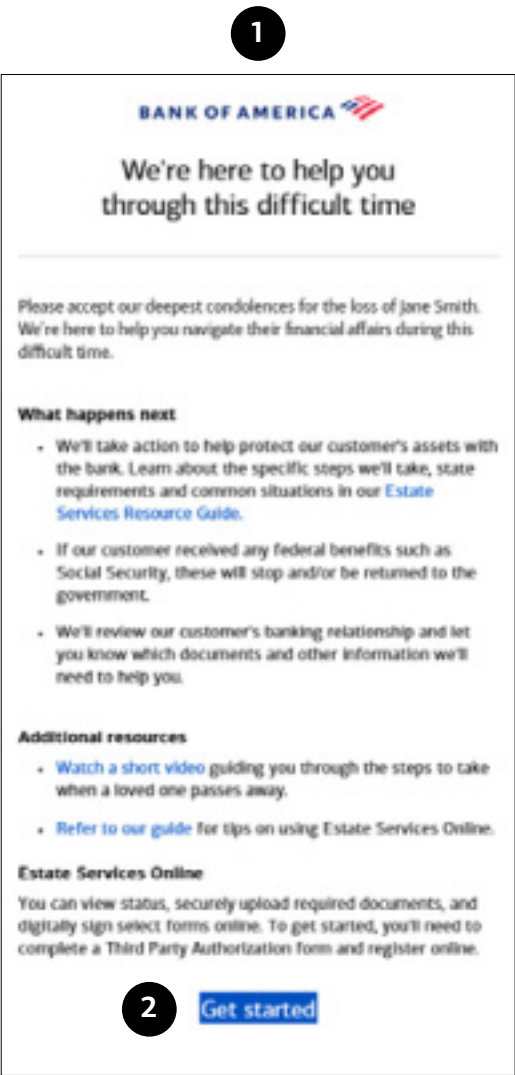
Case ID

# Register as an authorized third-party user

Authorized third parties and non-customers can be enrolled by contacting Estate Services at **888.689.4466**.

What happens next? You will need to register as an authorized third party:

1. An **email from Bank of America** will be sent to you with a link to register as an authorized third party.
2. Click **Get started**.
3. The **Register as an authorized third party form** will pop up. You will need to add **Your contact info**. Click on the blue link to **Add email address**.



**BANK OF AMERICA**

Third-Party Case Manager

### Register as an authorized third party

\* Required field

**Your personal info**

First name\* Middle name Last name\* Suffix

John D Smith

Legal name

Residential address line 1\*

123 Fake st

No PO Boxes

Residential address line 2

Apartment or unit number

City\* State\* ZIP code\*

Fake City California 90000

**Your contact info**

[Add email address](#)

[Add mobile number](#)

By providing your mobile phone number, you consent to our use of automatic dialers, text, or pre-recorded messages. Message and data rates may apply.

[Cancel](#) [Continue](#)

**3**



# Register as an authorized third-party user (continued)

4. A pop up will appear to **Add your email address**. Click **Next**.
5. A pop up will appear for **Verification Required**. Select **SEND CODE**.
6. A pop up will appear to **Enter Authorization Code**. Click **SUBMIT**.
7. Your email address appears on the form. Next, click on the blue link to **Add mobile number**.

The screenshot shows the 'Register as an authorized third party' form. The 'Your personal info' section is partially filled out with 'John', 'D', 'Smith', and a suffix dropdown. A pop-up titled 'Add your email address' is displayed in the center. It contains an 'Email Address\*' field with the text 'johnsmith032634@gmail.com' and a blue 'Next' button. A black circle with the number '4' is positioned to the right of the pop-up.

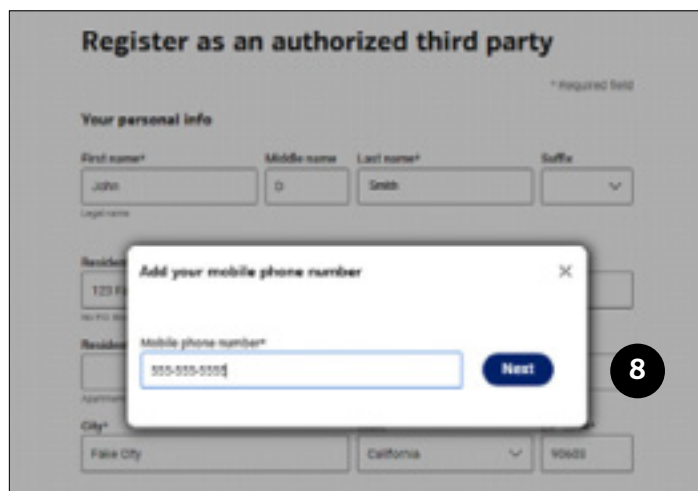
The screenshot shows the 'Register as an authorized third party' form. A pop-up titled 'Verification Required' is displayed in the center. It contains the text: 'For security reasons, we must verify contact information before saving it to your profile. Please select Send code to have a one-time authorization code sent to: johnsmith032634@gmail.com'. Below this, it states: 'The code expires 10 min after you request it. Please check your spam folder if you do not receive your code.' There are 'CANCEL' and 'SEND CODE' buttons. A black circle with the number '5' is positioned to the right of the pop-up.

The screenshot shows the 'Register as an authorized third party' form. A pop-up titled 'Enter Authorization Code' is displayed in the center. It contains the text: 'An authorization code was sent to your email: johnsmith032634@gmail.com'. Below this, there is an 'Authorization Code\*' field with the text '740623'. At the bottom, it states: 'The code expires 10 minutes after you request it. Please check your spam folder if you do not receive your code.' and includes a link 'Request another authorization code'. There are 'CANCEL' and 'SUBMIT' buttons. A black circle with the number '6' is positioned to the right of the pop-up.

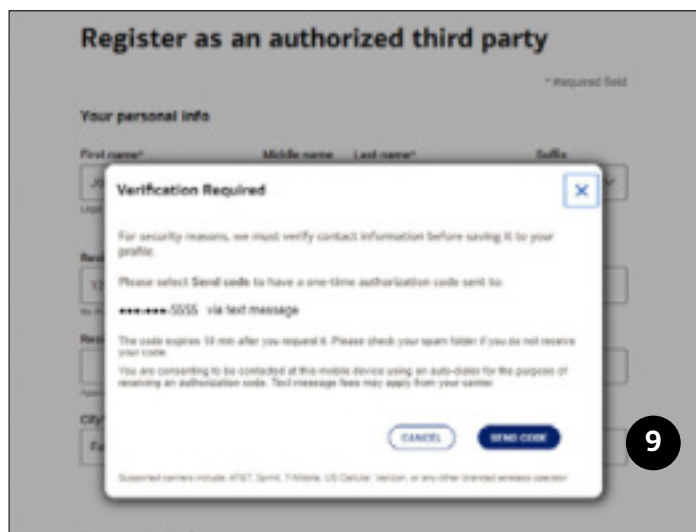
The screenshot shows the 'Register as an authorized third party' form. The 'Your personal info' section is now fully filled out. Below it, the 'Your contact info' section shows the email address 'johnsmith032634@gmail.com' with a blue 'Edit' link. Below the email, there is a blue link 'Add mobile number'. At the bottom, there are 'Cancel' and 'Continue' buttons. A black circle with the number '7' is positioned to the left of the 'Add mobile number' link.

# Register as an authorized third-party user (continued)


8. A pop up will appear to **Add your email address**. Click **Next**.
9. A pop up will appear for **Verification Required**. Select **SEND CODE**.
10. A pop up will appear to **Enter Authorization Code**. Click **SUBMIT**.
11. Your email address appears on the form. Next, click on the blue link to **Add mobile number**.
12. A pop up will appear to **Add your mobile number**. Click **Next**.



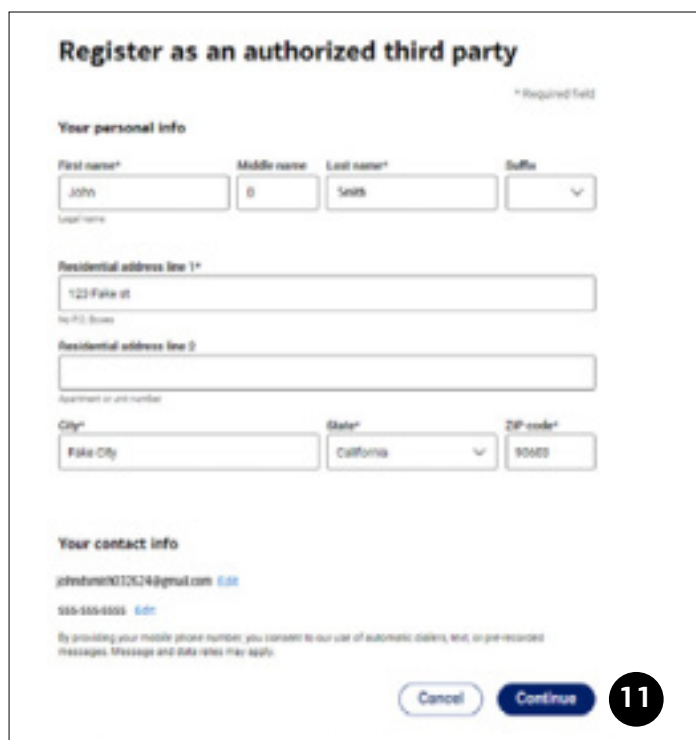
The screenshot shows the 'Register as an authorized third party' form. A pop-up titled 'Add your mobile phone number' is displayed over the form. The pop-up contains a text input field for the mobile phone number, which has '555-555-5555' entered. A 'Next' button is at the bottom right of the pop-up. The background form shows fields for 'Your personal info' (First name, Middle name, Last name, Suffix) and 'Your contact info' (Residential address line 1, Residential address line 2, City, State, ZIP code).



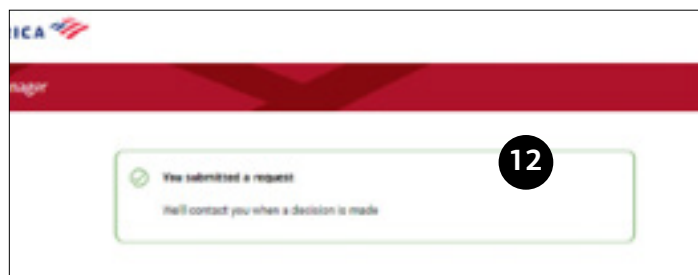
The screenshot shows the 'Register as an authorized third party' form. A 'Verification Required' pop-up is displayed. The pop-up text states: 'For security reasons, we must verify contact information before saving it to your profile. Please select Send code to have a one-time authorization code sent to: 555-555-5555 via text message. The code expires 10 min after you request it. Please check your spam folder if you do not receive your code. You are consenting to be contacted at this mobile device using an auto-dialer for the purpose of receiving an authorization code. Text message fees may apply from your carrier.' There are 'Cancel' and 'Send Code' buttons at the bottom right of the pop-up.



The screenshot shows the 'Register as an authorized third party' form. An 'Enter Authorization Code' pop-up is displayed. The pop-up text states: 'An authorization code was sent to your phone: 555-555-5555. Authorization Code: 001376. The code expires 10 minutes after you request it. Request another authorization code.' There are 'Cancel' and 'Submit' buttons at the bottom right of the pop-up.



The screenshot shows the 'Register as an authorized third party' form with the completed registration details. The 'Your personal info' section shows: First name: John, Middle name: D, Last name: Smith, Suffix: . The 'Your contact info' section shows: Residential address line 1: 123 Fake St, Residential address line 2: , City: Fake City, State: California, ZIP code: 90603. Below the form, there is a confirmation message: 'john.smith012674@gmail.com Edit', '555-555-5555 Edit', and a disclaimer: 'By providing your mobile phone number, you consent to our use of automatic dialers, text, or pre-recorded messages. Message and data rates may apply.' There are 'Cancel' and 'Continue' buttons at the bottom right.

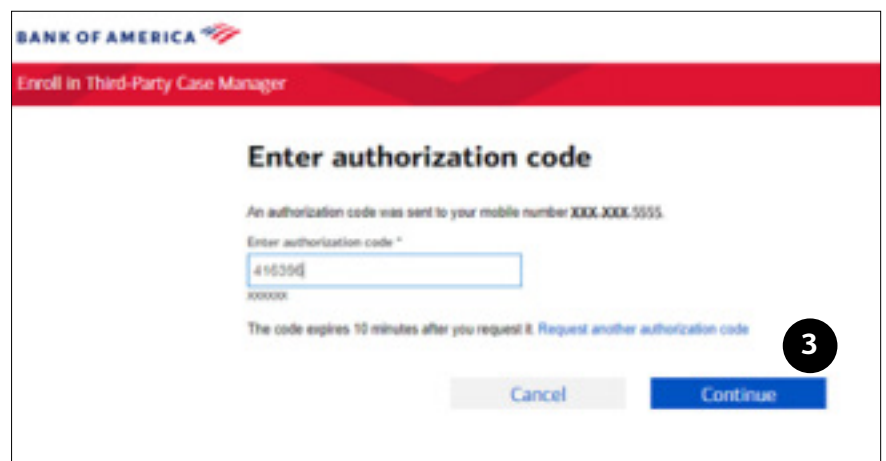
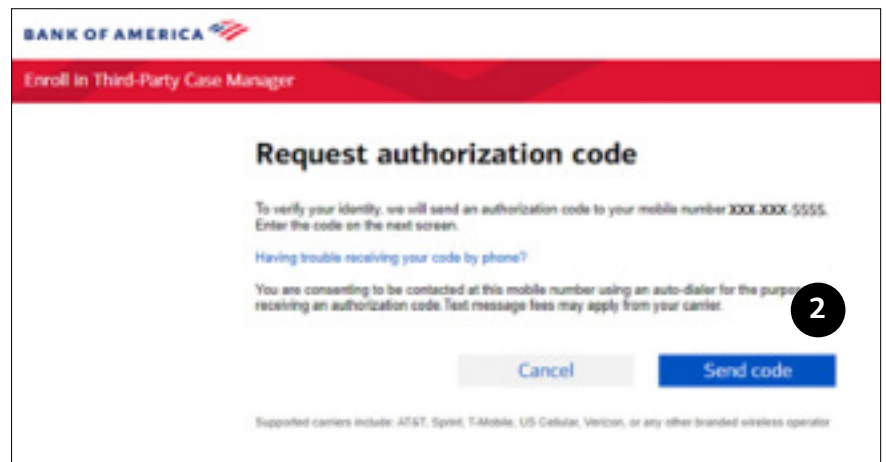
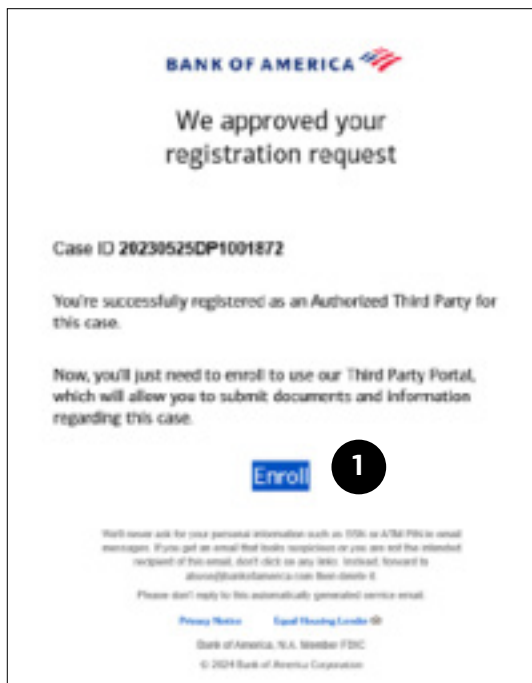


The screenshot shows the ICA logo at the top. Below it, a green box contains a checkmark icon and the text: 'You submitted a request. We'll contact you when a decision is made.'

# Log in to authorized third-party user portal

Once the registration request is approved, you will receive an **email from Bank of America** with steps to enroll to use the third-party portal.

1. Click **Enroll** to begin the process.
2. To verify your identity, an authorization code will be sent to your mobile number. Click **Send code**.
3. A pop up will appear to enter authorization code. Enter code. Click **Continue**.



## Log in to authorized third-party user portal (*continued*)

4. Read the **Electronics Communications Disclosure**. Check the **blue box**, then click **Continue**.
5. Read the **Online Banking Service Agreement**. Check the **blue box**, then click **Continue**.
6. Create an **User ID** and **Password**. Click **Continue**.
7. A pop up will appear to verify enrollment. Click **Log in**.

Case Manager

### Electronic Communications Disclosure

[View PDF](#)

Effective Date: August 18, 2017

Electronic Communications Disclosure

Please read this Electronic Communications Disclosure ("eCommunications Disclosure") thoroughly - It contains important information about your legal rights. This eCommunications Disclosure covers all of your accounts, products, and services with Bank of America, Merrill Lynch, Pierce, Fenner & Smith Incorporated ("Merrill Lynch") and their affiliates (collectively, "we", "us", and "our") accessible, either currently or in the future, through Online Banking (whether accessed through a personal computer or mobile device, sometimes referred to as "Mobile Banking" or "Mobile Banking app"), our websites, or other electronic means. This includes, but is not limited to, the following account, product, and service types: deposit, credit card, charge card, line of credit, loan, mortgage, and more. For more information, please visit [www.bankofamerica.com/onlinebanking](#) or call 1-800-432-1000.

☒ I have reviewed and consent to the eCommunications Disclosure.

[Cancel](#) [Continue](#)

Case Manager

### Online Banking Service Agreement

[View PDF](#)

Effective Date: February 16, 2024

Bank of America Online Banking Service Agreement

1. General Description of Bank of America Online Banking Service Agreement (this "Agreement")

A. What This Agreement Covers

This Agreement is between each owner of an eligible account, a person applying for an eligible account, and the Bank of America, Merrill Lynch, Pierce, Fenner & Smith Incorporated ("Bank of America") and their affiliates (collectively, "we", "us", and "our") accessible, either currently or in the future, through Online Banking (whether accessed through a personal computer or mobile device, sometimes referred to as "Mobile Banking" or "Mobile Banking app"), our websites, or other electronic means. This includes, but is not limited to, the following account, product, and service types: deposit, credit card, charge card, line of credit, loan, mortgage, and more. For more information, please visit [www.bankofamerica.com/onlinebanking](#) or call 1-800-432-1000.

[Show more](#)

☒ I have reviewed and consent to the Online Banking Service Agreement.

[Cancel](#) [Continue](#)

Case Manager

### Create User ID and Password

Create an ID and Password to use when you log into the Third-Party Case Manager

User ID  
jphndsmith082624

Password  
password

Confirm Password  
password

[Cancel](#) [Continue](#)

Case Manager

### You've successfully enrolled

☒ You're enrolled and can now log in to the Third-Party Case Manager using your new ID and Password

[Log in](#)

## Log in to authorized third-party user portal (*continued*)

8. Enter your **User ID** and **Password**. Click **Log in**.
9. Request authorization code be sent to your mobile number. Click **SEND CODE**.
10. Enter authorization code. Click **SUBMIT**.

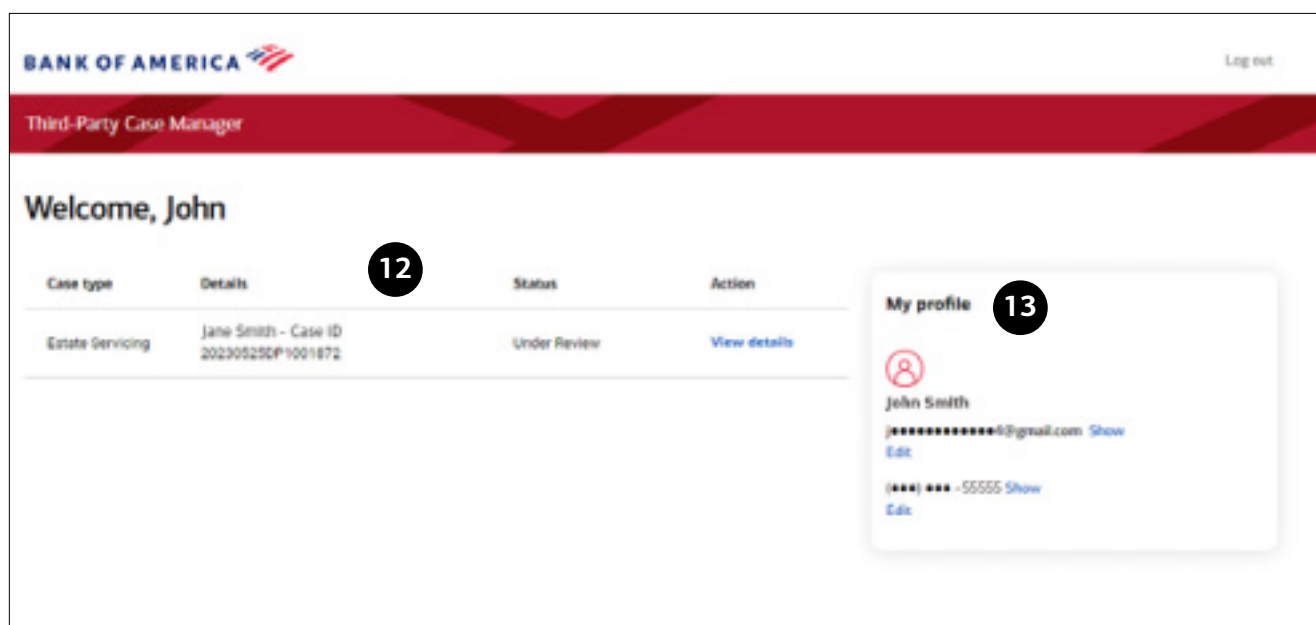
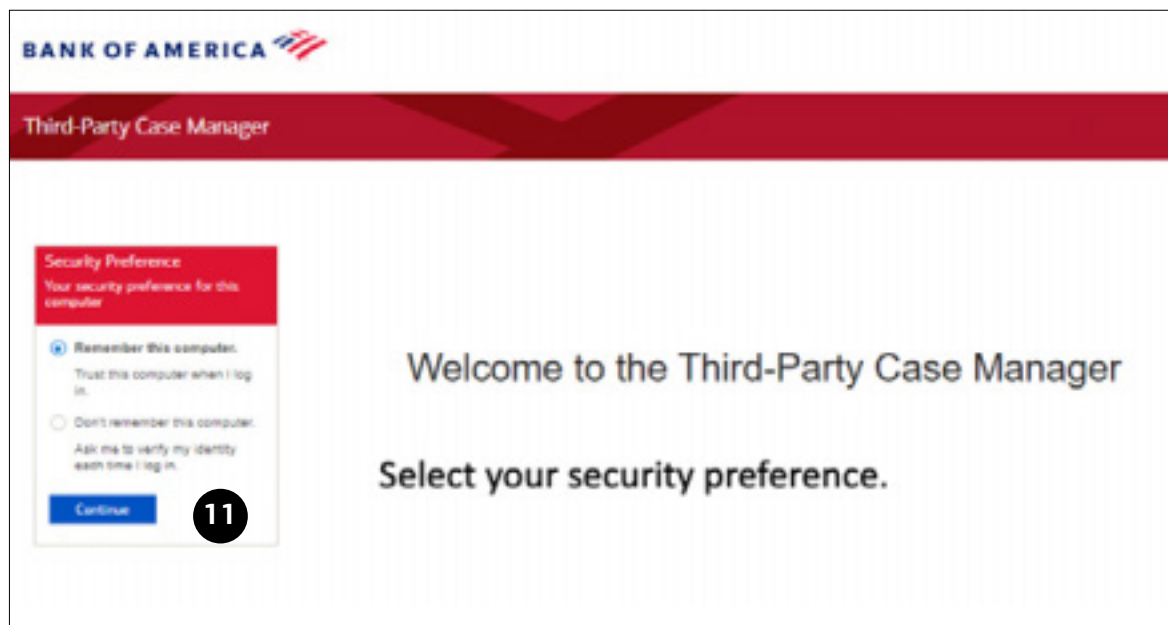
The screenshot shows the Bank of America logo at the top left. Below it is a red banner with the text "Third-Party Case Manager". The main content area has a white background. On the left, there is a "Secure Login" form with a red header. The form contains a "User ID" field with the text "johnsmith032624", a "Save User ID" checkbox which is checked, a "Password" field with masked characters, and a "Log In" button. Below the "Log In" button are links for "Forgot ID" and "Reset Password". A black circle with the number "8" is overlaid on the "Log In" button. To the right of the form, the text "Welcome to the Third-Party Case Manager" is displayed.

The screenshot shows the Bank of America logo at the top left. Below it is a red banner with the text "Third-Party Case Manager". The main content area has a white background. On the left, there is a "Secure Login" form with a red header. The form contains a "Request Authorization Code" section with the text "To verify your identity, we need to send an authorization code to your phone." and a phone number "XXX-XXX-5555". Below this is a section "How would you like to receive it?" with a radio button selected for "Text Message". There is also a note about the code expiring in 10 minutes and a link for "Having trouble receiving your code by phone?". At the bottom of the form is a "SEND CODE" button. A black circle with the number "9" is overlaid on the "SEND CODE" button. To the right of the form, the text "Welcome to" is partially visible.

The screenshot shows the Bank of America logo at the top left. Below it is a red banner with the text "Third-Party Case Manager". The main content area has a white background. On the left, there is a "Secure Login" form with a red header. The form contains an "Authorization code is required" section with the text "An authorization code was sent to your phone." and a phone number "XXX-XXX-5555". Below this is an "Authorization Code \*" field with the text "341884". There is also a note about the code expiring in 10 minutes and a link for "Request another authorization code". At the bottom of the form is a "SUBMIT" button. A black circle with the number "10" is overlaid on the "SUBMIT" button. To the right of the form, the text "Welcome to" is partially visible.

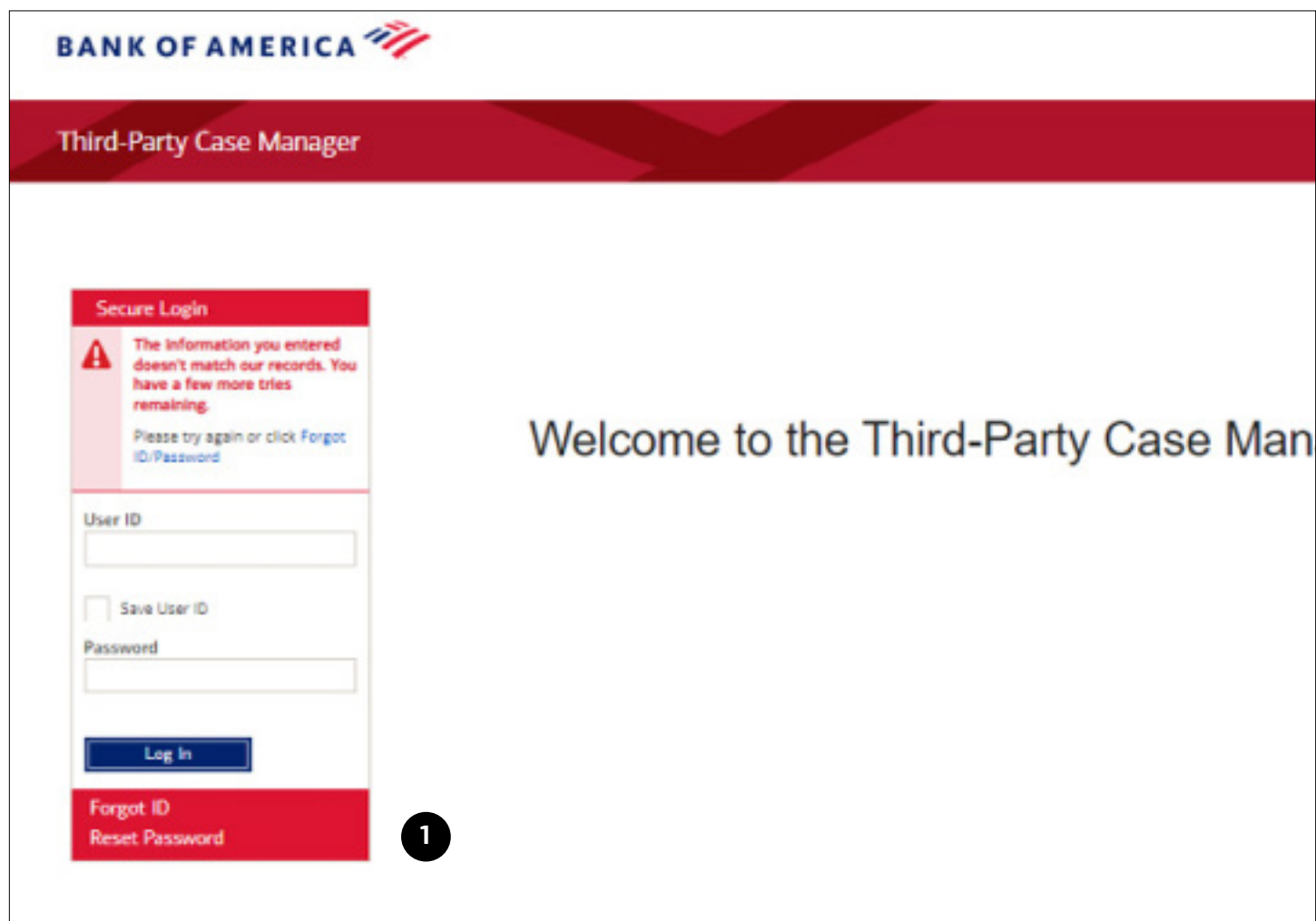
## Log in to authorized third-party user portal (*continued*)

11. Select your log in security preference. Click **Continue**.
12. You now have access to the portal to view **case type, details** and **case status**.
13. Your **profile information** (email and mobile number) is also displayed.



# Troubleshoot logging in to the authorized third-party portal

1. Click **Forgot ID Reset Password** and follow the prompts.



The screenshot shows the Bank of America Third-Party Case Manager login interface. At the top, the Bank of America logo is visible. Below it, a red banner reads "Third-Party Case Manager". The main content area features a "Secure Login" box on the left and a large "Welcome to the Third-Party Case Man" message on the right. The "Secure Login" box contains a red warning icon and text stating: "The information you entered doesn't match our records. You have a few more tries remaining. Please try again or click [Forgot ID/Password](#)". Below this, there are input fields for "User ID" and "Password", a "Save User ID" checkbox, and a "Log In" button. At the bottom of the "Secure Login" box, there is a red button labeled "Forgot ID Reset Password", which is highlighted with a black circle containing the number "1".



View case number, contact information, to-do list

1. View **Case ID**.
2. View **Your contact**.
3. View **To do** list.

**BANK OF AMERICA**

Third-Party Case Manager

## Estate Services for Jane Smith

**Tasks**

**To do**

- Complete online  
Letter of Instruction (Bank Form) 7125
- Upload document(s)  
CA Customer Removal Authorization/Modification Agreement (Bank Form)\_7125
- Beneficiary Addendum Form (Bank Form) 7109
- If you need to send us additional items not listed, you can provide other documents

**Status**

Under Review

**Case ID**

2023052SDP1001872

**Your contact**

Estate Servicing Team  
(800) 833-8793 Show

Completed	Date
No tasks completed	

# Uploading documents

1. Under the **To do** list, in the **Upload document(s)** section, click on the **blue document link** and a pop up will appear.
2. Click on **Add file**. Then select the document(s) stored on your computer.
3. Click on **Submit** and a pop up will show your submission was successful and will be under review.
4. Click **Ok**.

**BANK OF AMERICA**

Third-Party Case Manager

### Estate Services for Jane Smith

Tasks

**To do**

Complete online

Letter of Instruction (Bank Form\_7125)

**Upload document(s)** 1

CA Customer Removal Authorization/Modification Agreement (Bank Form\_7125)

Beneficiary Addendum Form (Bank Form\_7109)

**Status**

Under Review

**Case ID**

2023052SDP1001872

**Your contact**

Estate Servicing Team

**Submit the requested document(s)**

You may add up to five (5) files (total PDFs, documents or images).  
Do not submit password-protected files or any documents uploaded from Google Drive.

Add file + 2

**Submit** 3

**Submit the requested document(s)**

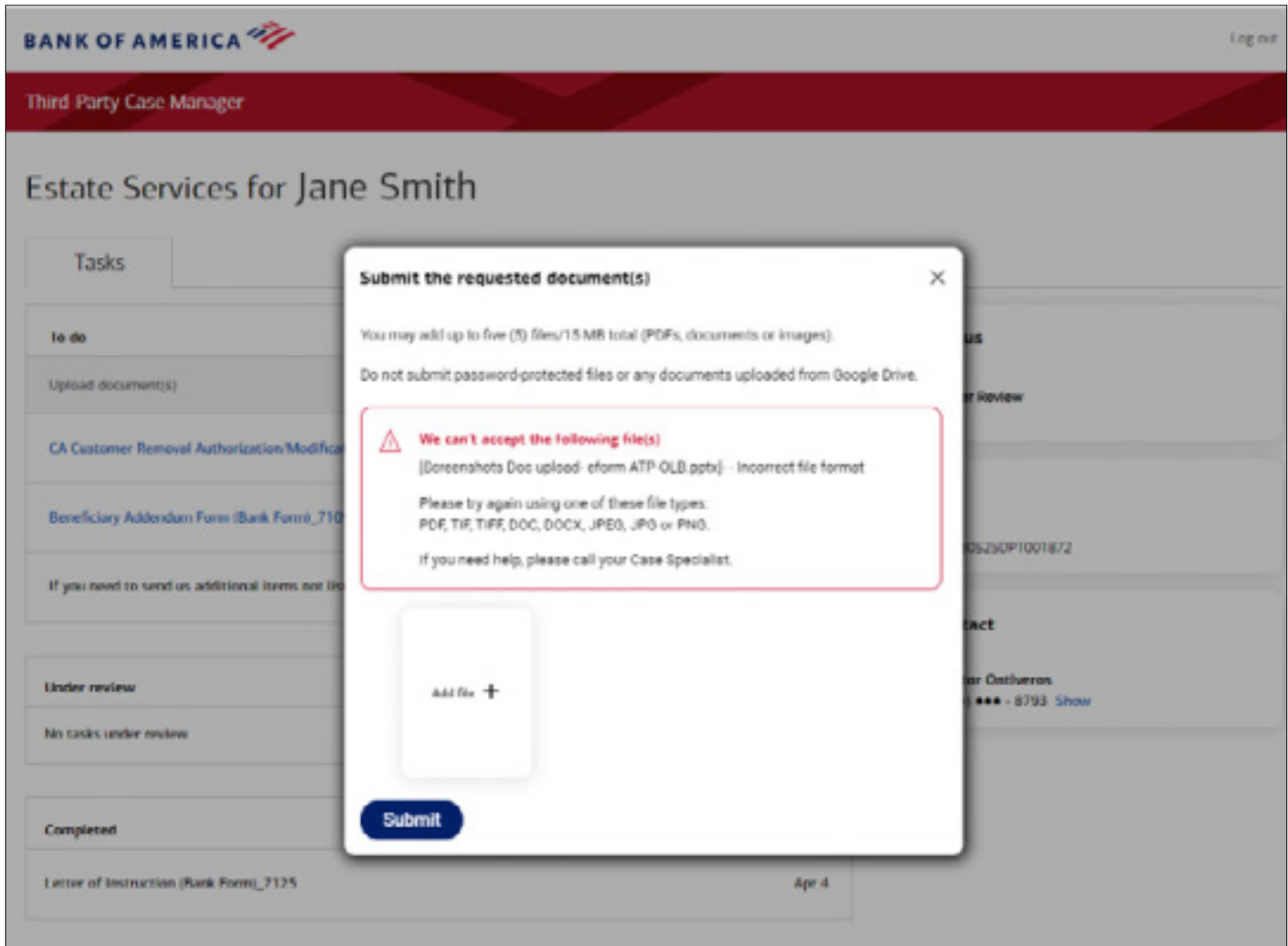
Document(s) submitted

Your submission was successful. Your document will now be under review.

**OK** 4

# Troubleshoot uploading documents

Be sure your documents meet the file types required (PDF, TIF, TIFF, DOC, DOCX, JPEG, JPG OR PNG) and number of pages.



# Completing an eForm

1. Under the **To do** list, in the **Complete online** section, click on the **blue form link**.
2. **Note:** This is one example of how to complete an eForm. There are multiple eForms that could be required. All eForms contain the same four sections: 1) Let's get started, which has a brief description 2) Specific form fields to be completed for that eForm 3) Review and Sign your form and 4) Adopt and Sign.
3. A **Let's get started** pop up will appear with a brief description of the selected form. Click **Next**.

**BANK OF AMERICA**

Third-Party Case Manager

### Estate Services for Jane Smith

**Tasks**

**To do**

- Complete online
- Letter of Instruction (Bank Form) 7125
- Upload document(s)
- CA Customer Removal Authorization/Modification Agreement (Bank Form) 7125

**Status**

Under Review

**Case ID**

20230525DP1001872

**BANK OF AMERICA**

Third-Party Case Manager

### Let's get started

Before you begin, here are some important details to keep in mind and some information you may be asked to provide.

- If you want to transfer funds to a Bank of America or Merrill Lynch account, you will need to know that account number
- Mailing address in case we need to send a check instead of transferring funds
- For Minor Beneficiary(ies): A custodian may request a distribution from In Trust For (ITF), Payable on Death (POD) or Totten Trust accounts on behalf of a minor beneficiary. The custodian must be designated in accordance with the provisions of the Uniform Transfer to Minors Act (UTMA) in the state where the minor beneficiary resides.

**Cancel** **Next**

## Completing an eForm (continued)

4. Fill out the form and at the bottom, click **Next**.

BANK OF AMERICA

Third-Party Case Manager

Letter of Instruction and Account Closure Request

You will be able to review and edit this information before you submit it.

Fields marked with asterisks (\*) are required

Beneficiary information

Name\*

John D Smith

Mailing address\*

123 Fake Street

Apartment/Building/Unit number

Apartment, building or unit number

City\*

Fake City

State\*

CA

ZIP code\*

90000

Phone number\*

\*\*\*\*\*5555

Relationship to decedent\*

Attorney

Disbursement information

How do you want the funds disbursed?\*

☒ Transfer to an existing Bank of America checking or savings account

☐ Transfer to an existing Merrill Edge account

☐ Mail a check to the address above

Account number\*

\*\*\*\*\*6789

Cancel

Next

4

## Completing an eForm (*continued*)

5. Review the data entered. If something is incorrect, click **Edit** to make the correction. Then click **Next** again. **Do not click on Cancel to make corrections.**
6. When all data is correct, click **Sign**.

**BANK OF AMERICA**

Third-Party Case Manager

### Review & sign your form

**5**

**Estate representative information** [Edit](#)

Name	Mailing address
John D. Smith	123 fake st
Apartment/Building/Unit number	City
	Fake City
State	ZIP code
CA	90001
Phone number	
*****5555 <a href="#">Show</a>	

**Disbursement information** [Edit](#)

How do you want the funds disbursed?	Account number
Transfer to an existing Bank of America checking or savings account	*****6789 <a href="#">Show</a>

[Cancel](#) [Sign](#) **6**

# Completing an eForm (continued)

- 7. To consent to electronically signing this form, you must click on the **Checkbox**.
- 8. Then click **CONTINUE**.
- 9. Click **START** to go to digital signature location on form.

7

8

Please read the [Electronic Consent and Signature Disclosures](#).

☒ By selecting this box, I confirm that I have read and agree to the electronic signature process.

CONTINUEOPTIO

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (ESTATE REPRESENTATIVE OR CLAIMANT - NON BENEFICIARY)

Section 1A: Deceased Client and Recipient Information

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

Deceased Client's Reference/Case Number(Required): 2023062104001872

Complete the information below, as applicable:

JANE SMITH

Deceased Client Name

7112

Deceased Client Account Number(s) (last four digits only)

JANE SMITH

Claimant/Estate Representative Name

Claimant Only Relationship to Deceased Client

123 Main St.

Claimant/Estate Representative Street Address

Fake City, CA, 90000

City, State, ZIP

555-555-5555

Telephone Number

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (BENEFICIARY OR UTMA CUSTODIAN)

Section 1B: Deceased Client and Recipient Information

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

Deceased Client's Reference Number (Required):

Please review these documents.

CONFIRM & CONTINUEOPT

9

START

Document ID: 5430E352-90CB-48E8-94E5-24E83FED0098

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (ESTATE REPRESENTATIVE OR CLAIMANT - NON BENEFICIARY)

Section 1A: Deceased Client and Recipient Information

This letter authorizes account closure and distribution of funds from the deceased client's account(s).

Deceased Client's Reference/Case Number(Required): 2023062104001872

Complete the information below, as applicable:

JANE SMITH

Deceased Client Name

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Deceased Client Account Number(s) (last four digits only)

JANE SMITH

Claimant/Estate Representative Name

Claimant Only Relationship to Deceased Client

123 Main St.

Claimant/Estate Representative Street Address

Fake City, CA, 90000

City, State, ZIP

555-555-5555

Telephone Number

LETTER OF INSTRUCTION AND ACCOUNT CLOSURE (BENEFICIARY OR UTMA CUSTODIAN)



## Completing an eForm (continued)

10. To choose and confirm your signature, click **Sign** (down arrow). A signature will be automatically generated based for your name and initials.
11. To change the signature style and font click **Change style**.
12. To draw your own signature using your mouse or laptop pad, click **DRAW**.
13. To use a previously saved signature, click **UPLOAD**.
14. Once you've chosen your signature, click **ADOPT AND SIGN**.

☐ Transfer to an existing client safe account number \_\_\_\_\_

**Note:** If the transfer of funds to a bank of America or Merrill Edge account cannot be completed, a check will be sent to the address provided above.

☐ Mail a check to the address above

☐ Mail check(s) payable to me as the UTMA Custodian/DO Minor Beneficiary Name \_\_\_\_\_ to the address above

**Section 5: Acknowledgement**

I understand that state specific laws or regulations for handling deceased client's accounts may affect the timing and amount of funds distributed. It may also include requirements that I provide additional documentation prior to distribution of funds.

I hereby certify and attest that I am the person who submitted the Small Estate Affidavit or other Court form, or that I am the person named as the Estate Representative in the Letters or Surrogate Certificate, and that I am duly authorized to perform the duties of the Custodian or Estate Representative according to the applicable law of the state of residence of the deceased customer.

I, individually and as Client/Estate Representative, agree to indemnify the Bank and hold it free and harmless from any and all claims, demands, expenses including attorney fees, and court costs, losses or damages the Bank may suffer resulting from its reliance on my statements in this Letter of Instruction or reliance on any document that I have submitted, as well as the taking of action or declining to do so in connection with this case, and with disbursing the funds to me as Client/Estate Representative or to the heir(s) as instructed herein.

(Required - Sign Here)

**Sign** (down arrow) **10**

Date: 03/26/2024

(To be acknowledged in the presence of a notary, if applicable)

After you review your information, please select Continue or Options to submit your form.

**Adopt Your Signature**

Confirm your name, initials, and signature.

\* Required

**Name\*** **12** John Smith **13**

**Initials\*** JS

**11** **Change style**

**SELECT STYLE** **DRAW** **UPLOAD**

**SIGNATURE STYLE**

John Smith JS

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts.

**14** **ADOPT AND SIGN** **CANCEL**

## Completing an eForm (continued)

- Click **CONFIRM & CONTINUE** to submit your signed form.
- A pop up will appear on your details page showing **Your form has been submitted.**

15

or you review your information, please select **Confirm & Continue** to submit your form.

**CONFIRM & CONTINUE** **OPTIONAL**

**\* Beneficiary or UTMA Custodian only**

☐ Transfer to an existing Bank of America checking or savings account number \_\_\_\_\_

☐ Transfer to an existing Merrill Edge account number \_\_\_\_\_

**Note: If the transfer of funds to a bank of America or Merrill Edge account cannot be completed, a check will be sent to the address provided above.**

☐ Mail a check to the address above

☐ Mail check(s) payable to me as the UTMA Custodian PRD Minor Beneficiary Name \_\_\_\_\_ to the address above

**Section 2: Acknowledgement**

I understand that state specific laws or regulations for handling deceased client's accounts may affect the timing and amount of funds distributed. It may also include requirements that I provide additional documentation prior to distribution of funds.

I hereby certify and attest that I am the person who submitted the South Estate Affidavit or other Court Order, or that I am the person named in the Estate Representation in the Letters or Surrogate Certificate, and that I am duly authorized to perform the duties of the Claimant or Estate Representative according to the applicable law of the state of residence of the deceased customer.

I, individually and as Claimant/Estate Representative, agree to indemnify the Bank and hold it free and harmless from any and all claims, demands, expenses (including attorney fees and court costs), losses or damages the Bank may suffer resulting from its reliance on my statements in this Letter of Instruction or reliance on any document that I have submitted, as well as the taking of action or declining to do so in connection with this case, and with distributing the funds to me as Claimant/Estate Representative or to the beneficiary as instructed herein.

**Required - Signature Required**

Signature: John Smith

Date: 02/26/2024

(To be acknowledged in the presence of a Notary, if applicable)


**BANK OF AMERICA**

Log out

---

## Third Party Case Manager

### Estate Services for Jane Smith

 Your form has been submitted  
 Your document was submitted and will be under review. Watch your task list for next steps.

Tasks

To do	Status
Upload document(s)	Under Review
CA Customer Removal Authorization/Modification Agreement (Bank Form_7125)	