



## UPDATING MORTGAGE INFORMATION FOLLOWING A DEATH:

---

*Remove a deceased customer's name from communications related to the loan.*

---

We're very sorry for your loss and understand this may be a difficult time for you. You may have questions about handling the existing mortgage. Maybe you aren't sure where to start or what questions to ask. We're here to help you understand your options, depending on your situation.

Please use this kit if you would like us to remove the name of a deceased customer from communications that relate to the loan. This includes statements, correspondence and IRS Form 1098 (Mortgage Interest Statement).

To submit your request, please send us:

- A completed cover sheet, included in this kit, and
- A copy of the certified death certificate for the deceased customer(s), if you have not already provided it to us.

**If you have questions, please call us at 1-866-299-6752;** we accept operator relay calls.

**THIS REQUEST DOES NOT  
CHANGE WHO IS  
FINANCIALLY RESPONSIBLE  
FOR THE LOAN.**



Si tiene alguna pregunta, por favor llame al 1-866-299-6752.

©2019 JPMorgan Chase & Co.

46348-FAD1-1217

---

## FREQUENTLY ASKED QUESTIONS

---

### **Does owning a property and being liable for mortgage payments mean the same thing?**

No. You can be the property owner without being liable for making payments. However, the property is still subject to the terms of the mortgage, and payments should be made to keep the loan in good standing.

### **Can I get IRS Form 1098 in my name and Social Security number?**

Yes. If you don't already get Form 1098 in your name, we will take care of that for you after you submit the documents mentioned in this kit.

### **What are my options if I am having trouble making payments on the loan?**

Please call us so we can discuss your options. If you just stop making full payments, the loan will go into default status, and you could lose the property. If you expect difficulties making payments, call us to see what assistance options we offer.

### **Can I provide photocopies of the documents you are requesting?**

Yes, we will accept copies of the death certificate and the cover letter. If you're having trouble finding the death certificate, we may be able to help you locate it. Please call us.

### **Do you charge a fee for making changes following the death of a customer(s)?**

No.

### **What if I still have questions about how to manage my account?**

Please call us at 1-866-299-6752; we accept operator relay calls. Or you can send us a message through the message center on [chase.com](https://www.chase.com).

### **For more information about your home lending and other Chase accounts, visit [chase.com/EstateServices](https://www.chase.com/EstateServices).**

---

## COVER SHEET

---

UPDATING MORTGAGE INFORMATION FOLLOWING A DEATH:  
*Remove a deceased customer's name from communications related to the loan*

**PLEASE COMPLETE** AND INCLUDE WITH YOUR DOCUMENTS

Date:

<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	--	----------------------	----------------------	--	----------------------	----------------------	----------------------	----------------------

Requestor name:

---

Relationship to deceased customer:

---

Property address:

---

---

Loan number:

---

Phone number:

<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	--	----------------------	----------------------	----------------------	--	----------------------	----------------------	----------------------	----------------------

### HOW TO SEND

**Fax:**

1-614-422-7575  
It's free from any  
Chase branch

**Mail:**

Chase  
Mail Code LA4-6555  
700 Kansas Lane  
Monroe, LA 71203

**Secure Message:**

Sign in to your  
chase.com account to  
upload your documents  
and send us a message.