

DECEASED ESTATES POLICY

About Us

Capital Com Australia Pty Ltd ("CCAU, us, we, our, the Company") is a company registered in Australia (ABN 47 625 601 489) and the holder of an Australian Financial Services Licence ("AFSL") issued by the Australian Securities and Investments Commission ("ASIC").

Overview

This Deceased Estates Policy outlines the steps and procedures that we take for the release of funds after the death of a trading account holder with Capital Com Australia Pty Ltd.

In the event of the death of a trading account holder, please notify the Customer Services Department via email, support.au@capital.com, or via telephone as soon as possible.

As soon as we are notified, we will freeze the trading account the holder has with us.

Required Documentation

To release funds from the trading account, we require the following documents:

1. A certified/notarised copy of the Account Holder's Will;
2. A certified/notarised copy of the Death Certificate;
3. A certified/notarised copy of the Grant of Probate (if applicable);
4. Proof of your identity (as executor of the will), in the form of a certified copy of a Passport or Driver's Licence; and
5. Details of the account to which the funds are to be transferred.

Time Frame

Once we receive all of the required documentation, we will process the funds to be released to the designated account within 2 working days. Please keep in mind, that submission of incomplete documentation will result in a delay to the release of funds.