La Capitol
FEDERAL CREDIT UNION

We're Here to Help During a Difficult Time
Please accept our heartfelt condolences on the loss of your loved one. We understand that handling financial matters during this time can feel overwhelming. **Our team is here to provide guidance and support every step of the way.** This guide explains what to expect, what documents may be needed, and how to begin the process of accessing or closing accounts.

Before You Begin
Determine Your Role: If you have been appointed as the personal representative, executor, trustee, or estate administrator, follow the instructions outlined in your legal documents.

Obtain a Certified Death Certificate: A certified death certificate is typically required to begin the account review process. Copies are generally available through the funeral home or your local vital records office.

How the Process Works
1. Notify La Cap: Inform us of the member's passing. Visit a local La Cap branch or call our Contact Center team at **(800) 522-2748.**
2. Gather Required Documents: Submit the requested documentation, including the death certificate, identification, and any applicable legal paperwork.
3. Document Review: Our team will review your information and contact you with any additional requirements.
4. Account Processing: We'll guide you through accessing funds or closing accounts, depending on your circumstances.
5. Confirmation: Once everything is complete, we'll provide confirmation that the process has been finalized.

Helpful Resources
- Social Security Administration: www.ssa.gov
- IRS: www.irs.gov for tax-related questions
- Defense Finance & Accounting Center (DFAS): www.dfas.mil
- LASERS (Louisiana State Employees Retirement System: – www.lasersonline.org
- Louisiana Teachers Retirement System: – www.trsl.org
- Contact current or previous employers for unpaid salary, life insurance, or retirement benefits
- Grief Support Services: Available through local community centers and healthcare providers
- Local Probate Court: For guidance on estate matters