Sample claim letter to an exchange

Exchanges ask for a signed letter from the executor or administrator alongside the death certificate and the probate or inheritance document. Copy this onto your own paper, fill in the brackets, sign and date it, and send it through the exchange's official deceased-customer process, never to an email address someone gave you.

[Your full name]
[Your address]
[Your email and phone]
[Date]

To: [Exchange name], [estate / bereavement / compliance team]

Re: Account of [full name of the deceased], deceased [date of death]
Account email: [email address registered with the exchange] · Account ID or username, if known: [ ]

I am writing to notify you that [full name of the deceased], born [date of birth], of [last address], died on [date of death] in [place]. I am the [executor / administrator / personal representative / heir] of the estate, appointed by [court or notary] on [date], as shown in the enclosed [letters testamentary / grant of probate / letters of administration / certificate of inheritance / verklaring van erfrecht / acte de notoriété].

I ask you to:

1. freeze the account against any further activity, if you have not already done so;
2. provide a statement of all balances in the account as at [date of death], with their value in [currency] on that date, for the estate's tax return;
3. provide a full transaction history for the account, if available; and
4. transfer the assets [in kind to the account in my name at your exchange, email address: … / in [currency], by bank transfer to the estate account: …], or let me know which options you offer.

Enclosed: (1) certified copy of the death certificate; (2) copy of my appointment document; (3) copy of my government photo ID; (4) [copy of the will / translation of the documents / other]. Please tell me if you need anything further, and the expected timeline.

I confirm that I am authorised to act for the estate and that the information above is correct.

[Signature]
[Printed name], [capacity]

Notes

- Use the exchange's own form if it has one (Coinbase: "Executor Services"; Kraken: the deceased-client claim form). The letter then goes with it.
- Some exchanges need you to open an account in your own name first (Coinbase, Binance, River). Others pay only to a bank account (Bitvavo, Revolut).
- Keep a copy of everything you send, and a log of dates, ticket numbers and names.
- Non-English documents may need a certified translation.