

## What to do if the account holder has died

To make things as easy as possible, you have two simple choices – either transfer the current Onestream services to another person or cancel them completely.

### Transfer of services

To transfer the services that were being supplied to the deceased, just [download](#) and complete the Bereavement notification (transfer of service) request and return it to us.

Once we've received your request we'll update the account within 14 days.

If you wish to transfer the services but make changes to the products, features or facilities provided, please call Onestream on 0333 241 4449.

Once we've received your request we'll transfer the services to a new account, in your name, within 14 days.

Any outstanding amounts relating to the deceased's account will be transferred to the new account (in your name) and appear on your first bill.

### Disconnection of services

If you'd rather cease all current Onestream services, please [download](#) and complete the Bereavement notification (disconnection of service) request and return it to us.

Once we've received your request we'll cancel all services and close the account within 14 days.

### Contact Onestream

Email Onestream [hello@onestream.co.uk](mailto:hello@onestream.co.uk)

Call Onestream 0333 241 4449

We're here to help between 8.00 am and 8.00 pm Monday-Friday (excluding bank holidays).