

Utilities and household contacts

- ◇ Landlord or local authority if they rented a property
- ◇ Any private organisation/agency providing home help
- ◇ Utility companies if accounts were in the deceased's name
- ◇ Royal mail, if mail needs directing
- ◇ TV/internet companies with which the deceased has subscriptions

Other useful contacts

- ◇ Bereavements Register and Deceased Preference Service to remove the deceased's name from mailing lists and databases
- ◇ Clubs, trade unions, associations with seasonal membership for cancellation and refunds
- ◇ Church/regular place of worship
- ◇ Social group to which the deceased belonged
- ◇ Dentist
- ◇ Creditors
- ◇ Debtors

Making a new will

Surviving relatives and friends of the deceased may need to alter their will. Its important to ask a solicitor about this.

Benefits and financial help

You may need to claim certain benefits and one off payments if you lived with or were dependant on the deceased.

Time limits apply, so contact your nearest Social Security or Jobs & Benefits office as soon as possible to find out.

- ◇ Contact Social Security or Jobs Benefits office
- ◇ Make a claim for bereavement allowance
- ◇ Make a claim for widowed parent allowance
- ◇ Make a claim for Bereavement payment
- ◇ Make a claim for a funeral payment
- ◇ Check your current benefit and tax credits.

Bereavement counselling and support

Everyone deals with bereavement in their own way. If you or someone you know needs support, ask your GP or contact an organisation such as [Cruse Bereavement Care](#).

CRUSE– 01202 302000

Further support and information is available from -
Age UK Advice—0800 169 65 65
Lines are open seven days a week from 8am-7pm.
www.ageuk.org.uk

When someone dies



Old Station Surgery

Practical Help

It is very useful to have the following information to hand about the person who has died. It will make the task of completing documents much easier ;

- ◇ National Insurance Number
- ◇ NHS number
- ◇ Date and place of birth
- ◇ Date of marriage or civil partnership
- ◇ Child Benefit number
- ◇ Tax reference number
- ◇ Wills and probate

What to do in the first five days.

- ◇ Notify the family doctor
- ◇ Register the death at the relevant registrar's office, except where the death has been referred to the coroner.
- ◇ Find the will—the deceased person's solicitor may have a copy if you can't find one
- ◇ Begin funeral arrangements—you will need to check for the will for any special requests
- ◇ If relevant, a complete Form 36 should be sent to the local Social Security or Jobs & Benefits office regarding deceased benefits
- ◇ If the person who has died was receiving any benefit or tax credits you can contact The Bereavement Service.

The Bereavement service will:

- ◇ Record the date of death and notify each office that paid benefit to the deceased
- ◇ Offer you an eligibility check, as you may be entitled to claim benefits

If you are eligible to make a claim for bereavement benefits and/or a social fund funeral payment The Bereavement Service can take the information for your application over the phone and forward this to the relevant office.

If there is a will

- ◇ Contact the executor if this is not you to enable them to start the process of obtaining probate.

If there is no will

- ◇ Decide who will apply to sort out the deceased affairs.
- ◇ Contact the Probate Registry to apply for "letters of administration"

Who else to contact

As well as informing relatives and people who are close to the person, you may need to close down accounts or change details, such as insurance details, agreements, payments or direct debits.

Government Organisations

- ◇ The relevant Tax Office
- ◇ National Insurance Contributions Office if they were self-employed
- ◇ Child benefits office
- ◇ Land & Property services if they paid rates or were in receipt of House Benefits/Rate Relief
- ◇ UK identity and passport service, to return and cancel a passport
- ◇ DVLA, to return any driving licence, cancel car tax or return registration documents/change ownership

Financial Organisations

- ◇ General insurance companies
- ◇ Any other company with which the deceased may have had rental, hire purchase or loan agreements
- ◇ If the deceased was the first named on an insurance policy, make contact as early as possible to check that you are still insured
- ◇ Pension providers/ life insurance companies
- ◇ Bank and building societies
- ◇ Mortgage provider
- ◇ Hire purchase or loan companies
- ◇ Credit card providers/ store cards