

# who to inform about a death

Initially you will tell immediate family and friends. They will be able to help you spread the news. We are also available to give personal and discrete advice at any time of the day or night, weekends, and public holidays.

Once our services are engaged, everything can be left in our care, giving peace of mind to you and dignity to the deceased.

## **PRE-PAID FUNERL PLAN**

If the deceased had arranged and paid for their funeral in advance, please inform us and we will action the Pre-Paid Funeral Plan.

## **EMPLOYER, SCHOOL OR UNIVERSITY**

Contact relevant institutions so they can inform appropriate colleagues including payroll / pensions.

## **SOCIAL SECURITY / BEREAVEMENT SERVICE**

If the deceased was getting benefits, the Bereavement Service offers a single point of contact for reporting a death to the SSA and may provide other benefits that you may be entitled to.

**Call FREE: 0800 085 2463**

## **BANK / BUILDING SOCIETY / CARDS**

You may need to close an account / amend a joint account, also contacting Credit Cards / Store Cards. They will probably need a copy of the Death Certificate.

## **INSURANCE /INVESTMENTS**

The policy holder's name may have to be changed, especially car insurance, if in the name of the deceased. To redeem life assurance, you will need the policy document and copy of the Death Certificate.

Investment company bonds / Premium Bonds are not transferable. Ask the Post Office for a form that needs to be sent to the Bonds and Stocks Office.

## **HMRC / INLAND REVENUE**

Contact the tax office with the deceased's name and National Insurance number. There may be a rebate due / further tax to pay. Ask your solicitor regarding instruction in a will.

## **UTILITY BILLS**

If in the name of the deceased, inform oil / gas / electric / telephone / internet / cable / satellite companies.

## CANCEL ITEMS

Speak to the relevant authorities to cancel, transfer or return: TV licence / Vehicle Registration / Driving Licence / Passport / Meals on Wheels / milk / newspapers / magazines / home help etc. Cancel any appointments.

## PROPERTY

If the home of the deceased will be empty, make it is secure. Consider leaving the heating on low if cold. Adjust blinds / curtains, to give the appearance of activity. Set a time clock to turn a lamp on / off. Entrust a neighbour with a key to attend to newspapers or mail.

## POST & MAILING LISTS

Post can be re-directed by Royal Mail to another address. A form is available to cancel unwanted mail being delivered to the address of the deceased.

To remove the deceased's name from mailing lists and other databases visit:

■ [www.thebereavementregister.org.uk](http://www.thebereavementregister.org.uk) ■ [www.deceasedpreferenceservice.co.uk](http://www.deceasedpreferenceservice.co.uk)

## RETURN NHS EQUIPMENT

If the deceased was using any NHS equipment, these will need to be returned to the appropriate health facility.