

What to do when someone dies

There will be certain organisations which may need to be informed and tasks which may need to be carried out when someone has passed away. To help you, we have put together a useful checklist with the main points you will need to consider.

Benefits – The 'tell us once' service lets you report a death to most government organisations in one go. Your local registrar will have given you a unique reference number to access the 'Tell us Once' service online or, by phone.

Pension provider

Check the deceased's paperwork for contact details of their personal or workplace pension schemes.

Let the deceased's landlord know

If you're privately renting and the lease is in the deceased's sole name, you'll need to let the landlord know and ask for this to be transferred into your name.

Car Insurance

Documentation will have to be changed as you are not legally insured to drive if the policy is in the Deceased Name.

Social Services/District Nurses

If there is equipment belonging to either of these, it must be returned

Hospital and/or family Doctor

Any outstanding appointments should be cancelled

Contact all the companies that you think owed money to the deceased or were owed money by the deceased

Any employer, insurers, banks, building societies, National Savings & Investments, utility companies, share registrars, investment firms and more.

Inland Revenue

Social Security - Form 344/BD8 needs to be completed to cancel any direct payments into a bank account. This white certificate is provided by the registrars.

Local Council

Cancel any housing/rate benefits and council tax.

Gas, Electric, Water, Telephone and cable companies

Cancel accounts or change names.

Post office

Arrange redirection of mail, a small charge may be made.

Credit Card companies, Banks and Building Societies

Cancel cards. Accounts need to be closed and any joint accounts need to be amended.

Television License

To change name or a refund may be issued.

Investments and Insurance Policies

Premium Bonds are not transferable. The Post Office will issue you with a form that needs to be sent to the Bonds and Stocks Office. For further advice we suggest that you consult a Financial Advisor or Accountant.

Store Cards

Loyalty, charge and credit need to be cancelled.

Items You May Need to Cancel

Milk
Newspapers
Meals on Wheels
Home Help
Chiropodist
Dentist
Eye Specialist
Hairdresser
Home Care

Items that will need to be returned

Passport - You should return the passport to: The Passport Office, U.K. Passport Agency, 5th Floor, India Building, Water Street, Liverpool.

Driving License - You should return the driving license to: D.V.L.A. Swansea, SA99 1AB.

Vehicle Registration Documents - To change name of ownership.

Season Tickets and Club Membership Cards - A refund may be issued.

Library Books

National Insurance Papers

If the Property is Unoccupied

Make sure all windows and doors are locked and secure, if there are any cat/dog flaps make sure they are secured. In winter leave some heating on, as this will prevent any pipes from freezing. Make sure that the fridge door is left ajar and that all perishable foods are disposed of. Household plants may need to be tended to. It may be advisable to let a neighbour have a key to remove any free newspapers and post to stop them building up. Blinds or curtains may be adjusted every couple of days, hence giving an appearance of the house being occupied. Time clocks can be purchased from most hardware stores, which time a lamp or light to turn on and turn off at certain times.

Further Help.

Your financial circumstances may now have changed and you could be eligible for various state grants. For more information contact the Welfare Advice service for Staffordshire on 03444 111 444.