

### What to do when someone dies – A step by step checklist

Registering the death	Complete
Contact the doctor (GP) or hospital about obtaining the Medical Certificate of Cause of Death OR contact the Coroner's Office to find out when you may be able to register the death. You may want to call the NHS Organ Donor Line to check if the deceased was on the register.	
Telephone the local Registrar of Births and Deaths to make an appointment to register the death. The Registrar will give you a Certificate for Burial or Cremation, a Certificate of Registration of Death and a Death Certificate. There is a charge for Death Certificates. It is advisable to obtain a number of additional copies, as most financial institutions will not accept photocopies. Most local councils offer a 'Tell Us Once' service. You can arrange an appointment for this when you register the death. If you prefer, you can access the service online or by telephone. This will inform all government departments and local authorities of the death.	
Contact a Funeral Director to discuss the arrangements you want to make for the funeral. If you have a Pre-paid Funeral Plan then it is one simple call to the funeral plan provider (A.R.K. Lasting Powers & Wills can assist with making a Funeral Plan. Even after someone has died this can be done retrospectively and may be cheaper than arranged a funeral direct with a Funeral Director. Feel free to contact us if you'd like more information).	
Who you need to inform regarding the death	Complete
Family members and friends.	
Employer or educational establishments.	
Health professionals. You will also need to cancel any outstanding hospital, dental, podiatry or other health related appointments.	
Agencies providing care such as social services, home carers, meals on wheels and day centres.	
Financial Organisations	Complete
Banks / National Savings / Building Societies.	
Insurance companies (e.g. life, medical, car, travel).	
Pension providers.	
Credit card/store card providers.	
Any other financial institutions must be informed so that any accounts solely in the deceased's name can be frozen to prevent fraud.	
You should also inform companies /organisations with joint accounts, although these should normally still be accessible by the other joint holder. They will require a Death Certificate in order to update their records.	

<b>Property and utilities</b>	<b>Complete</b>
Mortgage provider.	
If the deceased lived in rented accommodation, inform the local authority, housing association or private landlord.	
Buildings and property insurance companies to ensure continued cover - especially if the property is left unoccupied.	
Utility companies (electricity, gas, water and telephone) to close the deceased's accounts and arrange transfer of account if necessary to pay ongoing bills whilst the estate is wound up.	
TV / Broadband/mobile phone companies.	
<b>Government offices</b>	<b>Complete</b>
If you have not opted for the Tell Us Once service then you will need to advise:	
H M Revenue & Customs to deal with tax and Child Benefit payments (if applicable).	
Pensions Service or Jobcentre Plus to cancel any benefits paid to the deceased or their carer.	
Local government offices that provide services such as the Electoral Register, housing benefit, council tax office, bus pass, disabled parking permits, library membership.	
The DVLA	
The Passport Agency	
<b>Other contacts</b>	<b>Complete</b>
Arrange redirection of post if necessary and reduce the burden of any unwanted mail by registering with the Bereavement Register.	
Clubs / membership organisations/social groups.	

<b>Dealing with the estate</b>	<b>Complete</b>
Find out if the deceased made a Will and where it is located. It may be at the deceased's property or with a family member/solicitor/bank.	
Please <a href="#">contact us</a> at A.R.K. Lasting Powers & Wills if you cannot find the Will - we will be able to advise you on the next steps.	
If there is no Will, you will need to decide who will sort out the deceased's estate. This will be one of the people who is due to inherit under the Laws of Intestacy (or dying without a Will). Once all the information about the estate is known they may need to apply to the Probate Registry for Letters of Administration.	

<p>Establish if Probate is needed. It will always be needed where property is owned solely by the deceased; where shares are owned by the deceased (unless there are only a few) and it may also be requested by banks etc before they will release funds. Before Probate is granted, banks should release money to pay funeral expenses or any Inheritance Tax that is due to be paid on the estate.</p>	
<p>Gather any documents relating to financial affairs and property ownership. If there is a Will the executor should be responsible for this. A.R.K. Lasting Powers &amp; Wills can help you to make sure no important paperwork is missed.</p>	
<p>The executor or administrator will need to decide how to go about the Probate process, and whether to use a professional or undertake the administration themselves. For more information on the options available if professional assistance is needed, please <a href="#">contact A.R.K. Lasting Powers &amp; Wills.</a></p>	
<p>If the deceased had a registered Lasting Power of Attorney you will need to send the original document and a Death Certificate to The Office of The Public Guardian so that they can note their records accordingly.</p>	