

Helping you cope with bereavement: A Checklist

Immediately

- Phone their nearest relative, their doctor, or call 999 for the ambulance
- Check with hospital staff if they were on the Organ Donor register (doesn't apply to deaths outside of hospital)
- Ask friends or relatives to help you with any practical arrangements

First Week

- Find out whether any pets may need to be cared for
- If the person lived alone, check the house is safely locked up
- If the deceased was the first named on an insurance policy, make contact as early as possible to check that you (and or others) are still insured
- Notify their family, friends, educational establishments, employer, any social groups they may belong to
- Register a death within 5 days - Since Covid-19 the Remote Registrations system now allows you to register a death with your local authority by telephone or electronic means. Make sure you have the green slip for burial or cremation. Ask for extra copies of the death certificate.
- Check for a funeral plan and begin arrangements for the funeral
- Find out if a will has been created (this may also have details of funeral wishes)
- Check whether you may be entitled to a Funeral Expenses Payment through HMRC if you are on a low income
- Cancel all health-related appointments e.g. hospital, dentist, opticians
- Cancel any agencies offering care including social services, home carers, meals-on-wheels, day centres



Next few weeks...

- Check whether you are eligible for Bereavement Support Payment
- If there is a will*, contact the executor so that they can apply for probate to start sorting out the deceased person's estate
- If there isn't a will*, decide who will manage their estate and make an application to the Probate Registry to apply for 'letters of administration'
- Surviving relatives of the deceased may need to make a new will; ask a solicitor about this
- Contact HMRC to find out if there is any inheritance tax to be paid
- Check whether the *Tell Us Once* service is available in your area; this allows you to report a death just one time so that central and local government services can be informed to close all accounts

Close all accounts including:

- banks
- insurance firms (check whether a claim is to be made from a life insurance policy)
- mortgage provider
- utility & household suppliers
- membership subscriptions
- Inform Royal Mail (who can redirect post if required)
- Contact the Bereavement Register and Deceased Preference Service to remove the deceased's name from mailing lists and databases
- Speak to your employer about time off work (if you need it) or a phased return; they may also offer counselling through an Employee Assistance Programme

And finally, for major financial decisions that need to be made, you might want to seek help from an accountant, solicitor, the Bereavement Advice Centre, Citizens Advice or a friend/relative in the know.

If you need emotional support, please contact the Samaritans, Cruse or other bereavement charities to talk to someone. Please don't suffer in silence.