

# What to do when someone dies

Losing a loved one is an incredibly difficult thing to go through, so we've put together this checklist to help make things a little bit easier.

By breaking everything down step by step, we hope to make things as simple and stress-free as possible for you and your family.



## 1. Get a medical certificate

The first thing you need to do after someone dies is get a medical certificate detailing the cause of death. If the person died in a hospital, this should have been given to you by a member of staff. If they died at home, you'll need to call their GP to get a medical certificate.



## 2. Register the death

The next step is to register the death and get a death certificate. This usually needs to be done within five days and only takes around 30 minutes, but it can be delayed if there's an inquest into the death. To find your nearest register office, search "register office near me" online.



## 3. Arrange the funeral

If your loved one made a will, they may have included funeral wishes to help you plan a meaningful farewell. If you want to speak to a specialist about your options or need to use money from the estate to pay for the funeral, please call our cremation team on **020 3966 3935**.



## 4. Notify people and organisations

By going to [www.gov.uk/tell-us-once](https://www.gov.uk/tell-us-once), you can notify multiple government departments of your loved one's death. You can use the free service at [www.settld.care](https://www.settld.care) to inform all companies in one go. We've also included a list of other people and organisations you may need to speak to on the back of this checklist.



## 5. Apply for probate

Before you can deal with the person's estate and distribute assets to beneficiaries, you may need to apply for probate. If you think you might need probate, need help applying or want to speak to a specialist about your situation, please call our probate team on **020 3695 1713**.

# Other people and organisations you may need to notify when someone dies

Here's a list of people and organisations you may need to notify of your loved one's death. Ideally, you should contact everyone within a couple of weeks. They'll then be able to freeze accounts and cancel any direct debits from the estate.



- |   |  |
|---|--|
| <input type="checkbox"/> Employer   | <input type="checkbox"/> Banks                       |
| <input type="checkbox"/> Mortgage provider, landlord, housing association or council housing office | <input type="checkbox"/> Building societies          |
| <input type="checkbox"/> Insurance providers (home and life insurance are most common)              | <input type="checkbox"/> Pension providers           |
| <input type="checkbox"/> Gas and electricity provider   | <input type="checkbox"/> Stocks and shares companies |
| <input type="checkbox"/> Water provider   | <input type="checkbox"/> Premium bonds providers     |
| <input type="checkbox"/> TV and internet provider   | <input type="checkbox"/> Magazine subscriptions      |
| <input type="checkbox"/> Bereavement Register (this is to stop junk mail being sent)                | <input type="checkbox"/> GP                          |
| <input type="checkbox"/> Store card providers   | <input type="checkbox"/> Dentist                     |
|   | <input type="checkbox"/> Optician                    |
|   | <input type="checkbox"/> Social services or carers   |

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"I entrusted Farewill with my mother's cremation and could not be happier with my choice. They were efficiency itself right from the initial phone call and took care of absolutely everything. It was a massive weight off my shoulders."

**J. McGowan, Farewill Cremation Customer**

We know losing a loved one is never easy, but we hope this checklist helps to take some of the weight off your shoulders. If you're finding this time particularly difficult, you can get free support from **Cruse Bereavement Care** by calling 0808 808 1677.