
Who else should be contacted?

Dealing with the estate

Your first step is to find out whether a will has been made. It may be being held by the family solicitor or bank. The will should name the person who will act as Executor.

If there is a will – depending on the circumstances, before the estate can be realised, including the assets being given to any beneficiaries and any debts repaid, a Grant of Probate or Letters of Administration may be needed.

If there is no will – the next of kin will need to apply to the Probate Registry for Letters of Administration, which will enable them to act as Executors.

If you do not already have a family solicitor to help you with dealing with the estate, you can find more useful information in our section on estates and probate.

Who else should be contacted?

There are a wide variety of organisations that need to be contacted when someone dies. The registrar will inform the Area Health Authority, the Electoral Services and Council Tax Department.

Other organisations that should be informed are listed below:

Pensions and benefits

- The Department for Work and Pensions – Please complete the BD8 form issued by the registrar.
- Any company pension provider – They will need to see a certified death certificate.
- Any personal pension provider – They will need to see a certified death certificate.

Money

These organisations will require a certified death certificate

- Banks, building societies and credit card companies
- Life insurance providers
- Premium Bonds and National Savings
- HMRC
- Investments and shares

Health Services

- The family doctor.
- Any hospital or clinic the person was attending. Any NHS equipment (e.g wheelchairs, crutches, hearing aids) should be returned.
- The dentist, optician and any other health services used.
- Social Services department to cancel any services they used such as home helps and meals on wheels.

Houses and household bills

- Mortgage company, private landlord, housing department or housing association depending on circumstances.
- Utility companies including gas, electricity, water and oil heating companies, if appropriate.
- Household insurance company
- Companies providing a home phone line and, if they had a contract, the company providing mobile phones and internet.
- Television licensing

Transport and Travel

- Return the driving licence to the DVLA
- Return a blue badge, if appropriate.
- Cancel any travel passes that may have been held.
- Return any passport to the passport agency.
- Inform the Car insurance company – this may have implications to anyone who is a named driver on the person's car insurance, as they will no longer be insured.

Personal

- Return any library books and cancel the person's membership
- Contact any societies or groups of which they were a member.
- Contact any professional institutions.