

# TELL US ONCE

A free and easy way to inform various Government services all at once of the death of a loved one.

Service provided by HM Government's Department for Work & Pensions.

## About the service

Rather than having to write, telephone or even attend each service individually, Tell Us Once allows you to inform central and local Government services all at once of the death of a loved one. It's free to use and can save you a great deal of time and effort.

### **Tell Us Once will notify:**

- HM Revenue and Customs (HMRC) - to deal with personal tax (you need to contact HMRC separately for business taxes, like VAT)
- Department for Work and Pensions (DWP) - to cancel benefits and entitlements, for example Universal Credit or State Pension
- Passport Office - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA) - to cancel a licence and remove the person as the keeper of up to 5 vehicles (contact DVLA separately if you keep or sell a vehicle)
- The local council - to cancel Housing Benefit, Council Tax Reduction (sometimes called Council Tax Support), a Blue Badge, inform council housing services and remove the person from the electoral register
- Veterans UK - to cancel Armed Forces Compensation Scheme payments.

### **Tell Us Once will also contact some public sector pension schemes so that they cancel future pension payments. They'll notify:**

- My Civil Service Pension
- NHS Pension Scheme
- Armed Forces Pension Scheme
- Pension schemes for NHS staff, teachers, police and firefighters in Scotland
- Local authority pension schemes that participate in Tell Us Once.

### **Tell Us Once won't notify:**

- Banks and other financial organisations.

You will need to contact the bank or mortgage, pension or insurance providers to close or change the details of the accounts.

There's also a different process to update property records if the person who died owns land or property.

Visit [www.gov.uk/update-property-records-someone-dies](http://www.gov.uk/update-property-records-someone-dies).

## How to use the service

### Step 1: Register the death and note your unique reference number

When the death is registered, a unique reference number will be provided, to use the Tell Us Once service online or by phone.

Under normal circumstances, you must use the service within 28 days of the registration of the death. However, due to COVID-19, if the death was registered after 9th April 2020 you have 84 days to use the service. After this time, the details will be deleted and you will no longer be able to use Tell Us Once. The quicker you use the service, the quicker those organisations you wish to notify will update their records.

### Step 2: Gather the required details and documentation

You'll need the following details of the person who has died. You may not necessarily need all of them depending on which organisations you wish to inform.

- Date of birth and death
- National Insurance number
- Driving licence number and / or vehicle registration number
- Passport number and town of birth
- Details of any benefits or entitlements they were getting - for example State Pension
- Details of any local council services they were getting - for example Blue Badge
- Details of any public sector or armed forces pension schemes they were getting or paying in to
- Name and contact details of any surviving spouse or civil partner and their date of birth and/or National Insurance number
- Name and contact details of their next of kin - if there is no surviving spouse or civil partner, or their spouse or civil partner is not able to deal with their affairs
- Name and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'.

Please note, you will need permission from any surviving spouse or civil partner, the next of kin, executor, administrator or anyone who was claiming joint benefits or entitlements with the person who died, before you give their details to organisations.

### Step 3: Go online or call the Department for Work & Pensions

Visit [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once) and enter your unique reference number. Alternatively, you can contact the Department for Work & Pensions by phone on **0800 085 7308** (open Monday to Friday, times may vary due to COVID-19).

(The service is available throughout England, Wales and Scotland. It isn't currently offered in Northern Ireland. Where the service is unavailable, you will need to let each of the relevant organisations know about the death yourself. Source: gov.uk May 2020)



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