

TELL US ONCE

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

Service provided on behalf of The Department for Work & Pensions

About the service

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 and to cancel benefits and credits, for example Child Benefit and tax credits (you need to contact HMRC separately for business taxes, like VAT)
- **Department for Work & 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 (you must contact DVLA separately if you either sell the vehicle or keep it and tax it in your own name)
- **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
- **Social Security Scotland** - to cancel benefits and entitlements from the Scottish Government, for example Scottish Child Payment

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 for NHS staff in England and Wales
- Armed Forces Pension Scheme
- Scottish Public Pension Agency schemes for NHS staff, teachers, police and firefighters in Scotland
- Local Government Pension Schemes (LGPS)

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

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 with 28 days of the registration of death.

Step 2: Gather the required details and documentation

You'll need the Tell Us Once reference number that you got from the registrar.

- Name
- Address
- Date of birth
- Date they died
- Name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'
- If there's a surviving spouse or civil partner, the name, address, telephone number and the national insurance number or date of birth of the spouse or civil partner
- If there's no surviving spouse or civil partner or their spouse or civil partner is not able to deal with their affairs, the name and address of their next of kin
- If they died in a hospital, nursing home, care home or hospice, the name and address of that institution - you'll also be asked if the stay was for 28 days or more

YOU MAY ALSO NEED:

- If they had a passport, their passport number and town of birth
- If they had a driving licence, their driving licence number
- If they owned any vehicles, the vehicle registration numbers
- If they were getting services from their local council, such as housing benefit payments or council tax reductions, the name of their local council and which services they were getting
- If they were getting any benefits, tax credits or state pension, information about which ones they were getting
- If they were getting money from an armed forces pension or compensation scheme, details of that scheme
- If they were getting money or paying into public sector pension schemes, details of those schemes

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 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 during normal office hours).

(The service is available through 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 of the death yourself. Source: gov.uk May 2020)

