

What to do when someone dies

Who to inform about the death (1 of 2)

1 | Who to inform first

- ☐ The person's GP
- ☐ The funeral director
- ☐ The register office
- ☐ Any other medical carers – remember to cancel any hospital appointments
- ☐ Any care agencies – such as social services
- ☐ The person's employer or place of education

2 | Who to inform next

Government departments

- ☐ HM Revenue and Customs (HMRC) – for tax
- ☐ Department for Work and Pensions (DWP) – for state pension and benefits
Tel: 0345 606 0265 (Textphone: 0345 606 0285)
(Welsh): 0345 606 0275 (Welsh textphone: 0345 606 0295)
- ☐ Passport Office (HMPO) – to cancel a passport
- ☐ Driver and Vehicle Licensing Agency (DVLA) – for driving licence, car tax and registration document
- ☐ Local council – for council tax, electoral register, some housing benefits, bus pass, blue badge and library membership
- ☐ Public sector or armed forces pension schemes (if applicable) – for their pension

Financial organisations

- ☐ Bank
- ☐ Life insurance providers
- ☐ Building society
- ☐ Investment providers (e.g. shares, ISAs)
- ☐ National Savings
- ☐ Other insurance (e.g. medical, travel, car)
- ☐ Loans/Hire Purchase
- ☐ Credit cards/store cards

Property and bills

- ☐ Mortgage company or landlord
- ☐ Buildings and contents insurance provider
- ☐ Mobile phone provider – if under contract
- ☐ Electricity
- ☐ Gas
- ☐ Water
- ☐ Telephone and internet service provider
- ☐ TV licensing
- ☐ TV companies (e.g. Sky)

Revisit our [guide](#) if you want to check back and see what to do next. And don't be afraid to reach out for support if you need it.

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Who to inform about the death (2 of 2)

3 | Who can wait

Cancel

- ☐ Charity donations
- ☐ Club memberships
- ☐ Magazine subscriptions
- ☐ Any other regular payments not already cancelled

Tell

- ☐ Dentist ☐ Optician ☐ Chiropodist
- ☐ Hairdresser ☐ Social groups
- ☐ Anyone else the person dealt with regularly

4 | Other things to do

Redirect the post

- ☐ Inform the Bereavement register
- ☐ Inform the Mailing Preference Service

Close online accounts

- ☐ Google ☐ Facebook ☐ Twitter
- ☐ Whatsapp ☐ Snapchat ☐ YouTube
- ☐ LinkedIn ☐ Instagram ☐ Pinterest
- ☐ Amazon ☐ iTunes ☐ Other