

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.

What to do when someone dies



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

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.