

'Tell Us Once'

A free and simple service to help you tell us that someone has died.

When someone has died, there are a lot of people that need to be told, at a time when you probably feel least like doing it. Tell us Once will make this easier for you. This means that when you tell us about a death, we can then contact other organisations on your behalf.

How the service can help you

After someone has died, one of the first things that must be done is to legally register the death with the Council's Registration Service. Once that's done, several other organisations may still need to be contacted and given the same information.

To save you time and worry, the Registration Service offers a free service which can pass this information directly to a number of other government departments and local council services.



Who can we inform?

- HM Revenue and Customs (HMRC) - personal tax
- Department for Work and Pensions (DWP) - benefits, and 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 Benefit, 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

www.somerset.gov.uk/births-ceremonies-and-deaths/tell-us-once/

If the deceased person lived outside of Somerset or North Somerset we will advise you at your appointment if their local District or Borough Council offers this service.

Information that you will need to use this service

We want to make sure that the right information is passed onto other organisations. When you have your appointment with the Registrar, we therefore ask you to bring the following information about the person who has died:

- Their national insurance number and date of birth
- Details of any benefits or services they were receiving
- Their driving licence or driving licence number (if they had one)
- Their passport (if they had one)

We may also ask for information about

- The next of kin
- The person dealing with the deceased's estate

If you are the person registering the death, but not the next of kin or the person who is dealing with the deceased's estate, you can still use this service if you have their permission to provide their details and act on their behalf.

How we will treat the information you give us

We will treat your information securely and sensitively. All the organisations that we contact will use the information to update their records in accordance with the law within 15 working days.

Please remember, that it remains your responsibility to ensure that organisations that provided a service to the deceased have correct and up to date information.

How you can contact us to use the service

All Registration Offices in Somerset will automatically offer the 'Tell us Once' service when you make an appointment to register a death.

Contact details and opening hours for all the Registration offices in Somerset are available on the website. Alternatively, you can call us for details of your local office.



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01823 282251