Who to contact – checklist

This can be tiring, and it’s easy to miss someone. Everyone’s list will be different, but this covers most.

#### Immediate (as soon as possible)

|  |  |  |
| --- | --- | --- |
|  | **Doctor** | Contact immediately if the death is at home |
|  | **Funeral Director** |  |
|  | **Registrar** | Legal requirement to authorise the funeral and provide certificates |
|  | Bank(s) | You will need a copy of the registrar’s certificate |
|  | Cancel any appointments | Including medical and outpatient appointments |
|  | Credit card companies | Need registrar’s certificate |
|  | DWP / Jobcentre Plus\* | For state pensions and benefits |
|  | Family, friends & neighbours | Especially to notify funeral arrangements. Can anyone help do this? |
|  | GP and other healthcare agencies |  |
|  | Home care agency |  |
|  | HP repayments | Need registrar’s certificate |
|  | Insurance (home, car and other) | To keep valid, including joint policy. NB if you are a named driver |
|  | Landlord or Mortgage provider |  |
|  | Minister / priest / place of worship | Especially if they are to conduct / attend the funeral |
|  | Personal/work pension provider(s) |  |
|  | Social services & volunteers | Meals provision, volunteer transport, volunteer visitor… |
|  | Solicitor and the will | Especially if you are the executor. NB to check for funeral wishes |
|  | Work colleagues and employer |  |

### Urgent (as soon as you can)

|  |  |  |
| --- | --- | --- |
|  | Accountant (if applicable) |  |
|  | Blue Badge\* |  |
|  | Council Tax office\* |  |
|  | Customers and clients (if applicable) |  |
|  | Dentist |  |
|  | DVLA | You will need to return the driving licence |
|  | Equipment loan | You will need to return loaned equipment (may be collected) |
|  | Pharmacist | You will need to return unused medicines |
|  | Utility companies | Electricity, gas, internet, telephone, water |

### Important but less urgent

|  |  |  |
| --- | --- | --- |
|  | Library membership\* | More urgent if you need to return books or DVDs |
|  | Other savings, bonds and shares | Need registrar’s certificate for each of these |
|  | Passport office\* | You will need to return the passport |
|  | Season tickets and clubs | You will need to cancel memberships |

<https://www.moneyadviceservice.org.uk/en/articles/what-to-do-when-someone-dies-a-checklist> (adapted and expanded). NB this website also includes templates for letters you may need to write.

\*Tell Us Once (where available, via the registrar, one call covers local and national government aspects)