



British Embassy Ljubljana

Bereavement Information for Slovenia

Prepared by

British Consular Services Slovenia

www.gov.uk/government/world/slovenia

Disclaimer: This information is provided as a general guide and is based upon information provided to the British Embassy by the relevant local authorities and may be subject to change at any time with little or no notice. Accordingly the FCO and the British Embassy will not be liable for any inaccuracies in this information. British nationals wishing to obtain any further information must contact the relevant local authority.

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BEREAVEMENT INFORMATION

The death of a relative is always distressing but if it happens abroad it can be made worse by practical problems. Consular Directorate in the Foreign and Commonwealth Office in London and the British Embassy in Ljubljana are ready to help in any way that they can. The information below is to help you through the practical arrangements you will need to make. Please note that while care has been taken in compiling this information no legal liability for their contents is accepted by the British Embassy or HM Government.

GENERAL INFORMATION

Following the death of a British national in Slovenia, their next-of-kin, or a formally appointed representative, must decide whether to repatriate the deceased to the UK or carry out a local burial or cremation. If the deceased was covered by travel insurance it is important for the next-of-kin to contact the insurance company immediately. If there is no insurance cover, the cost of repatriation or burial in Slovenia will need to be met by the family.

If the next-of-kin is in the UK our Consular staff in London will pass on to the Embassy in Ljubljana the wishes regarding the disposal of the body together with details of who is taking responsibility for the costs involved. We will do our best to make sure that these wishes are carried out. However, post-mortems may be carried out by the local authorities without the permission of the next-of-kin. You should be aware that in Slovenia small tissue samples and organs may be removed and kept during these procedures without the next-of-kin being informed or consulted.

It is important to let the Embassy know if the person who died was travelling with a tour company. The company can be a valuable source of assistance and information.

All deaths must be registered locally in Slovenia. Local and International death certificates are issued by the local General Registers Office at the place of death. Register Offices are located in all the main cities and towns. If a death occurs in a village the nearest town would issue the certificate required. The local authorities need to be told if the person suffered from an infectious condition (such as hepatitis or HIV) so that they can take precautions against infection.

CONSULAR DEATH REGISTRATION

There is no obligation for the death overseas of a British national to be registered with the British Embassy. However, there are the advantages that a British form of death certificate is then available, and that a record of the death is afterwards held at the General Register Office in the UK.

To apply from within the UK, you should visit website: <https://www.gov.uk/register-a-death>

Or alternatively write to:

Overseas Residence Services Unit
Foreign & Commonwealth Office
Room WH4.6
King Charles Street
London, SW1A 2AH

Further information & advice is available from:

Tel: (+44) 0370 000 2244; phone lines are open 12:00 – 16:00, Monday to Friday

Email: bmdenquiries@fco.gov.uk

If you are applying from Slovenia you should contact the British Embassy in Ljubljana.

If you require any form of assistance or help, please contact the British Embassy Consular Section in Ljubljana. The Consular staff will be ready to help you in any way they can. Contact address:

BRITISH EMBASSY LJUBLJANA
Consular section

Trg Republike 3
1000 Ljubljana
Telephone: + 386 (0) 1 2003910
Fax: +386 (0) 1 425 0174
Email: consular.enquiriesljubljana@fco.gov.uk

DEATH OF A BRITISH NATIONAL ABROAD IN SUSPICIOUS CIRCUMSTANCES

As well as the support which we can offer if someone dies from natural causes, we can also suggest the best way to raise any concerns with the local authorities if there is evidence of someone dying in suspicious circumstances.

BASIC INFORMATION

We can also offer basic information about the local police system and legal system, including any legal aid that is available.

If required, we can provide lists of local lawyers and interpreters and, where possible, details of support groups.

In all cases where you, as next of kin, have concerns about the circumstances surrounding the death, we suggest you get professional legal advice.

INVESTIGATION

We cannot investigate deaths ourselves and, in many countries, investigating authorities and the courts will not answer questions, including from our own staff. If this is the case, it is very important to consider appointing a local lawyer who can look after your interests in court and follow any trial for you.

STANDARDS

We will consider making appropriate representations to the local authorities if there are concerns that the investigation is not being carried out in line with local procedures or if there are justified complaints about discrimination against the person who has died or their family. The standard of investigative procedures and expertise varies greatly across the world.

MEETING FAMILY REPRESENTATIVES

Consular staffs in London are available to meet family representatives. They will contact the next of kin if the investigating authorities tell us about any new developments. Where possible, if the next of kin visits the country where the person died during the early stages of the investigation and initial court hearings, our staff there may be able to meet them.

REPATRIATION

If the deceased was covered by travel insurance, the insurance company will normally have a standing agreement with an International funeral director in UK to arrange repatriations. If the deceased is not covered by insurance the next-of-kin will need to appoint an undertaker in Serbia or an International funeral director themselves.

PASSPORTS

It is important that the passport of a deceased British National is cancelled so it cannot be used illegally. The passport of a deceased person is kept for a period of 2 months at the British Embassy in Ljubljana and then destroyed if no contact has been made with next of kin during that period. Any next of kin who would like to have a passport returned to them should complete the form D1 (*returning the passport of a deceased person*) and return it with a local death certificate to:

Consular Directorate – Foreign and Commonwealth Office
Greece and Greek Islands Desk
Room WH552
King Charles Street

Consular Directorate
Whitehall
London, SW1A 2AH
Tel: (+44) 020 7008 0141 /138

If you are residing in Slovenia, you should contact the British Embassy in Ljubljana.

LOCAL UNDERTAKERS

Slovenian undertakers are modern, well-equipped companies used to working with foreigners. Most have at least one English speaking staff member.

Following the death of a British national in Slovenia, next of kin, or a formally appointed representative, must decide whether to repatriate the deceased to the UK or carry out a local burial or cremation. If the deceased was covered by travel insurance, it is important for next of kin to contact the insurance company without delay. If there is no insurance cover, the cost of repatriation or burial will need to be met by the family. Neither the FCO nor the Embassy have the budget to pay the cost.

Local undertakers are responsible for preparing the necessary local or international certificates to transport the body.

Local undertakers will obtain the necessary documents for transportation of the body to the UK:

- local/international death certificate;
- doctor's death certificate (indicating cause of death);
- certificate of embalming;
- certificate of permission given to transfer the remains to the UK.

SLOVENIAN FUNERAL DIRECTORS

| Funeral Director | Address | Telephone / Fax | E-mail / Web address |
|--|---------------------------------------|--|---|
| Žale d.o.o. | Med Hmeljniki 2 1000 Ljubljana | T: (386) (1) 420 17 00/50 F: (386) (1) 420 17 02 | info@zale.si www.zale.si |
| Pogrebni zavod Yamaco d.o.o. | Masarykova 16 2000 Maribor | T: (386) (2) 320 41 70 F: (386) (2) 320 41 71 | yamaco@siol.net www.yamaco.eu |
| Balkan Repatriation Babajic Ltd. Babajić, d.o.o. | Škale 98a 3320 Velenje Slovenia | T: (386) (3) 891 3040 F: (386) (3) 891 3041 Mobi:(386) (0)41 355 426 | http://www.pogrebne-storitve-babajic.si/eng/funeral_home_Babajic.html elvina.babajic@gmail.com |

INTERNATIONAL FUNERAL DIRECTORS

| Funeral Director | Address | Telephone / Fax | E-mail / Web address |
|---|--|---|--|
| Albin International Repatriation Ltd | 51, Neptune Street London, SE16 7JP | T: (+44) 020 7313 6920 F: (+44) 020 7313 6999 | info@albininternational.com www.albininternational.co.uk |
| Co-Operative International Funeralcare | 221, Upper Richmond Road, Putney, London, SW15 6SQ | T:(+44) 0208 729 0029 UK: 0844 600 9088 F:(+44) 020 8780 2704 | funeralcare.worldwiderepatriation@co-operative.coop www.cooperative.coop/funeralcare |
| Haven Repatriation Services | 13 , The Broadway, Gunnersbury Lane, London, W3 8HR | T: (+44) 020 8993 8767 F: (+44) 020 89938075 | repats@havefunerals.com www.havenfunerals.com |
| Kenyon Air Transportation | 81, Westbourne Grove, London W2 4UL | T: (+44) 020 7258 1130 F: (+44) 20 7243 3125 | katuk@dial.pipex.com |
| National Association of Funeral Directors | 618, Warwick Road, Solihull B91 1AA | T: (+44)121 711 1343 F: (+44) 121 711 1351 | info@nafd.org.uk www.nafd.org.uk |
| Rowland Brothers International | 301-305 Whitehorse Road, Croydon, CR0 2HR | T: (+44) 020 8684 2324 F: (+44) 020 8684 8000 | Info@rowlandbrothersinternational.co.uk www.rowlandbrothersinternational.co.uk |

Disclaimer: Please note that the listing of the companies above does not represent FCO endorsement of their services.

ADDITIONAL INFORMATION

Please see our separate leaflets that are available online at:
"Bereaved Families"

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/35526/bereaved-families.pdf

" Victims Support National Homicide Service"

<http://www.victimsupport.org>

About Brakecare:

Brakecare provides services for people affected by road crashes, including information contained in a Bereavement Pack that is given to families following a death on the road. Brakecare also works to promote road safety through community campaigns including Road Safety Week, educational literature. You can contact Brakecare about their Bereavement Pack or about their road safety work on 01484 559 909 or e-mail them at brake@brake.org.uk.

Alternatively, you can write to them at:

Brakecare

P.O. Box 548

Huddersfield

West Yorkshire, HD1 2XZ

Further information can also be found on their website at: www.brake.org.uk

Brake main support pages <http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes>

Brake main literature page <http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/243-agencycodes>

Coping with grief <http://www.brake.org.uk/victims/victimhelp/online-support-guides/14-help-for-victims/services-for-victims/37-coping-with-grief>

Brake's helpline <http://www.brake.org.uk/victims/victimhelp/helpline>

SAMM - Support After Murder & Manslaughter

SAMM is a national UK Charity (No 1000598) supporting families bereaved by Murder and Manslaughter. They also provide advice and training to many agencies on issues relevant to the traumatically bereaved.

Support After Murder and Manslaughter

Kings Norton Police Station

20 Wharf Road

Kings Norton

B30 3LT

Email: info@samm.org.uk

SAMM's helpline: 0121 451 1618 and 0845 872 3440

Further information can also be found on their website at www.samm.org.uk