

Deceased partner of a Bereavement Benefit

Background

1. Bereavement Benefit is based on the deceased's National Insurance (NI) contributions. Sometimes, the deceased may have paid NI contributions but not have a NINo.
2. This is only in respect of a deceased partner. If the person claiming Bereavement Benefit needs a National Insurance Number (NINo) then the normal Benefit Inspired instructions must be followed.

NINo centre action

3. Bereavement Benefit teams send an email to the NINo Centre (NC) to request the allocation of a NINo via an eDCI1. The email must include a completed eDCI1 and scanned copies of the identity documents of the deceased person, including the death certificate.
4. When the email is received at the NC, the decision maker must complete a CA5400 based on the details provided by the benefit office.

Completing the CA5400 form

5. As the details provided will be limited to what is held on the identity documents and death certificate, not all parts of the CA5400 can be completed, including the signature. Follow the completing the CA5400 instructions.
6. When completed, the form and the associated copies of documents are passed by hand to the specialist team leader to process.

Note: The documents and CA5400 are retained clerically on site for 3 years.

Search for and create LMS record

7. The decision maker must create a LMS record by following creating LMS record instructions.

Create registration on LMS

The decision maker creates a registration on LMS:

Step	Action
1	Open LMS and click Client from icon bar
2	Input customer's LMS reference number
3	Click Search and OK
4	Click Conv and note form number
5	Click Close
6	Click NINo/RefNo hotspot
7	Click Yes to register a NINo application
8	Select Fastpath from App Type dropdown menu
9	Select Miscellaneous CA5409 from App Source dropdown menu
10	Click Save and OK

11	Click No to Clarification Request
12	Click the Trace tab
13	Click Amend
14	Select No from the Possible NINo found dropdown
15	Click Save and OK
16	Click Forms tab
17	Click Amend tab
18	Type CRS in Ref for Misc Application box
19	Click Save and OK
20	Click Link Form hotspot
21	Input the form number from Conv
22	Click Link tab and OK
23	Click Detail hotspot
24	Click the Return tab and OK
25	Click Close and Close

CIS trace

8. The decision maker must conduct a CIS trace in all cases.

Allocating a NINo to the deceased person

UK passport checks

9. If a UK passport is provided as evidence to support the application for a NINo, the decision maker must send a copy to National Identity Unit (NIU) for further checks before NINo allocation is considered.

To allocate or refuse a NINo

10. To allocate a NINo follow the instructions below. To refuse a NINo, follow the refusal instructions.

Step	Action
1	In CIS, select SA Create New CIS Account
2	Click on Title dropdown, select applicants title from dropdown
3	Enter Forenames of applicant in Forenames box
4	Enter surnames of applicant in Surname box
5	Click on Sex dropdown, select either M or F
6	Enter date of birth in Date of Birth box, format as DD/MM/YYYY
7	Click on Date of Birth Verification dropdown select correct Verification level from dropdown i.e. 'Verified to level 2'
8	Click on NINo Verification dropdown, select 'Verified' from dropdown
9	Click 'Next'
10	If applicant does not have historic name click Next and go to step 17. If applicant has historic name, click on Add Historic Names
11	In 1. Hist Name, enter historic name title from Title dropdown
12	Enter historic Forenames in Forenames box
13	Enter historic surname in Surname box

14	Do not overtype the system default name start and end dates If applicant has another historic name, click on Add Historic Names button and repeat the process
15	Click Next
16	Name Type 2 is name being used concurrently, Historic name is name previously known by. Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
17	On the Residential Address dropdown, click Add Address.
18	Enter postcode in Postcode box
19	Enter address building number in Building Name/Number box
20	Click Search
21	From Address Details- Search Results click on the hyperlink that corresponds to applicants address (if no/incorrect results found click on Address not listed to input address manually then go to step 23)
22	Enter any more details needed in Address Line 1 box, or leave blank if address is complete
23	Enter Address Start Date from CA5400 application form. If none provided address is complete.
24	Click Next. If a previous address has been provided repeat steps 17-23 selecting Former Residential Address from the dropdown menu. You must complete the following fields: Address Notified Start Date – enter today’s date Address End Date – enter the date started on the CA5400 Address Notified End date – today’s date Note: Only one former residential address can be recorded in CIS. There must not be a break between the end date of the former residence and the start date of the current residence. For example: Current address from 02/01/2016 Former address from 27/09/2015 to 02/01/2016 If there is a break, the former address will not be recorded in CIS.
25	Click Next. If a correspondence address has been provided, repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
26	To add phone contact details click on Add New Contact Detail
27	Click inbox for Preferred Method of Contact to add tick
28	Click on Select Contact Type dropdown tab
29	From dropdown tab select relevant phone type
30	Enter phone number in Contact Details tab
	If applicant has additional contact details then repeat steps 25-29 , if no extra contact details go to next step
31	Click Next
32	On Personal Details screen click on Marital/Civil Status dropdown

33	From dropdown tab select relevant marital/civil status of applicant
34	Click on Nationality dropdown
35	From dropdown select applicants nationality
36	Click on Create Account
37	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
38	Created NINo will then show. If needed to access applicants account click on NINo in the Account Successfully Created for box

Update and authorise LMS, print and destroy the decision letter

Step	Action
1	In LMS, select Decision tab
2	From drop down list select Allocated
3	Enter NINo in NINo field
4	Save and OK
5	Select Print tab
6	Select Allocation letter and print then click OK.
7	Select Not Checked hotspot
8	Select Amend tab
9	Enter today's date in the Authorisation Date field
10	Save and OK (then Hide)
11	Select Amend tab
12	Enter today's date in the Completion Date field
13	Save and OK
14	Close Decision screen
15	Close View Clients Details screen
16	Destroy the decision letter. This letter must not be issued.

Register NINo on eNIRS

11. It is important to input as much relevant information as is available. See eNIRS knowledge library for further information.

Step	Action
1	Access eNIRS, enter the Adult Registration Application, then click OK
2	Enter NINo in Adult Registration screen and Submit
3	Check Name, DOB, Sex and NINo have pulled through correctly from CIS
4	If OK click registration and move to step 5
	If the wrong person appears, cancel out and check NINo
	If the wrong DOB appears, this can be changed in Adult Registration page

5	Enter Date of Entry, which is the applicant's first ever entry into the UK. Unless date of entry is before 16th birthday, then enter 16th birthday as date of entry
6	Click Complete Registration, then OK and Yes
7	Access Adult Registration Update screen, enter NINo and click OK
	No need to take action in the General Details screen
8	If dealing with a single name case go to step 14 Note: Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
9	Access Name screen and update
10	Click Name tab. For applicants who have used more than one name, the additional names must be entered onto the system on separate days. See second day name action
11	Click on any of the blue hyperlinks
12	Overtyping the name details as appropriate using the oldest historic name held on CIS
13	Click Update and OK
14	Access Address screen and update Country codes are: <ul style="list-style-type: none"> • 114 England • 115 Scotland • 116 Wales • 008 Northern Ireland
15	Click Update and OK
	If no correspondence address, go to step 20
16	Click Insert
17	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS
18	Complete address boxes – the start date is always today's date
19	Click Update and OK
20	If partner/ex-partner NINo is provided on the CA5400, access the marriage/civil partnership screen and enter all details. If partner/ex-partner NINo is not provided, go to step 30.
21	Click Insert
22	Complete Start date of marriage or civil partnership
23	Select appropriate marriage/civil partnership status from dropdown
24	In last box enter the spouse's/civil partner's NINo
25	Click Update
26	Check the spouse's or civil partner's details shown. These must match
27	If they do match click Confirm
28	Click OK
29	If they do not match click Cancel

30	Access Migrant Worker screen
31	In Surname box enter surname at birth
32	If the applicant is a national of one of the 12 EU/EEA specific countries – enter Town/Commune and Province/Department/County of birth (even if this is not an EU/EEA country), then complete the 'Country' box
	If the applicant is not a national of one of the 12 EU/EEA specific countries – complete the Country box with '249 – not yet recorded'
33	Complete the Nationality box with the appropriate nationality. Note: If the customer is Palestinian, use '250', for any other Nationality not on the list, use '249 – not yet recorded'
34	For all nationalities, input the full social security number. If the full social security number is not known, do not complete.
	Maiden name box- Do not complete this box
35	If the applicant is Spanish, also enter their parents names
36	If the applicant is a national of one of the 12 EU/EEA specific countries input their last address in the EU/EEA
37	Click Update and OK
	Liability details for 16th Birthday Cases <ul style="list-style-type: none"> • Where the date of entry is the 16th birthday and there has been a single entry into the UK, then staff must record migrant worker details but no liability dates, regardless of nationality. • Where the date of entry is the 16th birthday and there are multiple UK entry and exit dates after the 16th birthday, then staff must record migrant worker details and all valid liability dates, regardless of nationality.
38	Access Liability Details screen
39	Click on Liability tab
40	Click on Add liability
41	In Liability Details enter the first date that applicant arrived in UK in the End Date box
42	In Office no. box enter 2106 for Isle of Wight NC or 4061 for Glasgow NC
43	Click Submit
44	Click OK and OK. If only one liability date to input, go to Step 46
45	For next liabilities enter Date left UK in the 'start date' box
46	Enter next Date Arrived in UK in 'end date' box
47	In Office no. box enter 2106 for IOW NC or 4061 for Glasgow NC
48	Click OK and OK
49	Repeat until all liabilities are entered
50	Click black cross at top right hand side to close eNIRS
51	Close eNIRS browser

Update DRS and CAMLite

Step	Action
1	Return to DRS screen
2	Tick all documents boxes and select Bulk Update
3	Enter NINo, amend any name errors, click Update and then click Update Metadata
4	Close DRS screen
5	Return to CAMLite
6	Change Status on task to Closed
7	Enter NINo in Notes box
8	In Case Resolution click on dropdown arrow and select Closed.

12. Applicant Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.

Issue a CIS500

13. For CIS500 action, see issue a CIS500. The additional information is the date of death.

14. The decision maker must email the date of death to CIS frontline services on a CIS500. The email must include a copy of the date of death notification supplied by the bereavement benefit team.

Return eDCI1 form

Step	Action
1	Access the DCI1 folder
2	Input applicants LMS reference number in the 'Search' field
3	Open applicants eDCI1
4	Check that applicant's details are accurate
5	Complete the eDCI1 with applicants NINo if appropriate
6	Select the appropriate decision from the NINo Decision drop down list
7	This automatically populates the NINo Reason Code box
8	Enter any relevant comments to the free text box
9	Enter today's date in the suggested format
10	Click on Email form back to originating office
11	Click OK, and then Allow
12	Click Send
13	Close the email and delete it from the DCI1 folder