



HM Government

Get help from **Tell Us Once**

**Easy
Read**



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1

Introduction



Tell Us Once is a service from the government.

Tell Us Once



This information is about the Tell Us Once service and how to use it.



Tell Us Once helps you let most government departments and local councils know when someone dies.



Tell Us Once is free to use.

Where you live



To use the Tell Us Once service, the person who died needed to have lived in England, Scotland or Wales.



Northern Ireland



The Tell Us Once service is not available in Northern Ireland.

For more information if you live in Northern Ireland, go to www.nidirect.gov.uk/articles/who-tell-about-death

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About Tell Us Once



When you use Tell Us Once, they will help you let different organisations know about who has died.

Tell Us Once will contact:



HM Revenue
& Customs

Her Majesty's Revenue and Customs (HMRC)

They deal with personal tax and will cancel benefits such as Child Benefit, Tax Credits or Tax Free Care.

VAT



The person who died may have been self-employed, or owned a business.

Tell Us Once do not deal with business taxes, such as VAT.

You need to contact HMRC for this separately.



Department
for Work &
Pensions

Department for Work and Pensions (DWP)

They will cancel any DWP benefits,
if the person who died had them.



Passport Office

They will cancel British passports,
if the person who died held one.



Driver and Vehicle Licensing Agency (DVLA)

They will cancel driving licences.



The DVLA can remove the person who died from their records, if they were the keeper of a vehicle.

They will also cancel tax for their vehicle.



Tell Us Once will not deal with the sale of vehicles or changing details.



You need to contact the DVLA for this or if you want to keep the vehicle.

The vehicle will need to be taxed again before you or someone else drives it.



Local councils

They will cancel Housing Benefit and Council Tax Reduction (sometimes called Council Tax Support).



Local councils will also cancel a Blue Badge and let council housing services know what has happened.

They will remove a person from the electoral register.



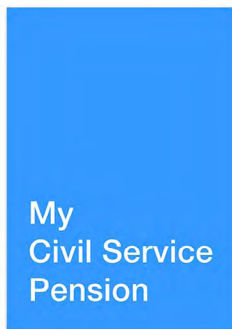
HMRC and DWP will contact you about the tax, benefits and entitlements of the person who died, if they need to.

Who else Tell Us Once will contact



Tell Us Once will contact other public sector pension schemes so that they cancel future pension payments.

These include:



- My Civil Service Pension



- National Health Service (NHS) Pension Scheme




- Pension schemes for NHS staff, teachers, police and firefighters in Scotland




Local
Authority
Pension
Scheme


- Local authority pension schemes.



Armed
Forces
Pension
Scheme



War Pension
Scheme



Armed Forces
Compensation
Scheme

Veterans UK, will cancel payments from:

- Armed Forces Pension Scheme
- War Pension Scheme
- Armed Forces Compensation Scheme.



Veterans UK is an organisation within the Ministry of Defence and support service personnel, veterans and their families.

They will also check if any payments can be made to a **dependant**.



Explaining what is a dependant

A **dependant** can be the child, spouse or civil partner of the person who died.



There is a different process to update property records if the person who died owned land or property.

For more information, go to www.gov.uk/update-property-records-someone-dies

Who Tell Us Once will not contact

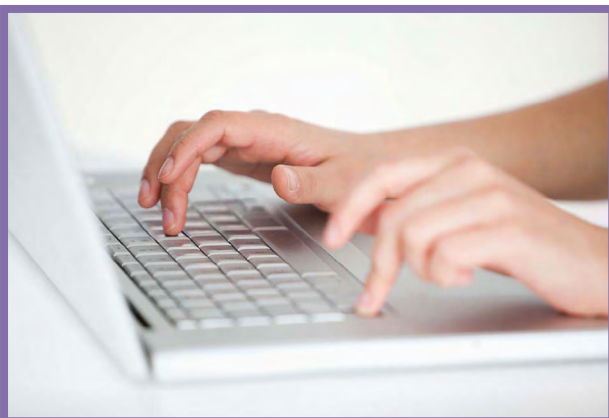


When your family member or friend dies, you will need to contact their:

- Bank or building society
- Private pension and insurance providers
- Utility companies.



You will also need to contact TV Licensing.



This is so these organisations can close or change the details of the person's account.

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Before you use Tell Us Once



You need to have some information about the person who died before you use Tell Us Once.

This includes their:



- Date of birth



- National Insurance number, if they had one



- The date they died.

You will also need to have:



Personal details of their spouse or partner, if they had one.

This includes their name, address, telephone number, National Insurance number and date of birth.

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Explaining what is a spouse

A person's **spouse** is their husband or wife.



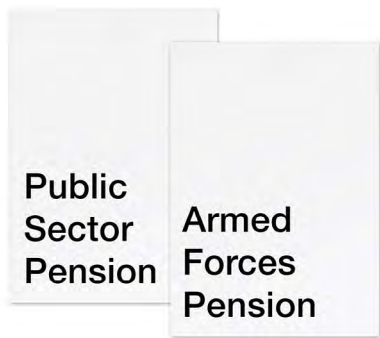
Personal details of a family member.
This would be if the person who died had no spouse or civil partner.



Details of any benefits they got or could get.
State Pension could be one example.



Details of any local council services they got or could get.
A Blue Badge could be one example.



Details of public sector or armed forces pension schemes they were getting or paying in to.



Permission to share any details about any of the people who you get the information from.

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Using Tell Us Once



When a family member or friend dies, their death needs to be registered.



You must do this within:

- 5 days in England and Wales
- 8 days in Scotland.



When you register the death, you will speak with a **registrar**.

They will provide you with a death certificate.



Registrars will tell you how to use the Tell Us Once service.



They will either:

- Complete the Tell Us Once service with you
- Give you a reference number so you can use the service yourself.

**Unique Reference
Number:**

0123456789



This reference number is unique.

This means that it is the only one like it.



You will need the reference number to use the Tell Us Once service.



You must use this number within 28 days of getting it.

It is best to use it as soon as you can.



You can use the service online via www.gov.uk or by telephone.



If you cannot hear or speak on the phone, you can use **Relay UK**.

The registrar will give you this number.

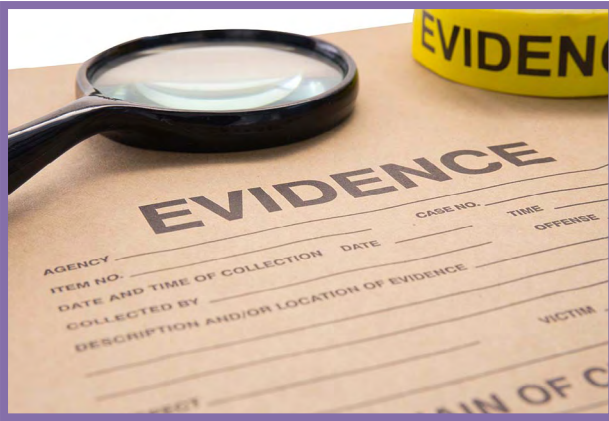


If you are deaf and use British Sign Language you may be able to use the video relay service.

If you cannot register the death of a family member or friend



You may not be able to register a death.



This may be because there is an **inquest** about the death of your family member or friend.

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Explaining what is an inquest

An **inquest** happens when a coroner needs to find out how a person died and may not be from natural causes.



If this happens, you can get an interim death certificate from the coroner that will enable you to use a Tell Us Once reference number.

For more information, go to

www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

For more information about telling organisations yourself, go to

www.gov.uk/after-a-death/tax-benefits-vehicles

For more information about what to do when someone dies, go to

www.gov.uk/when-someone-dies