



Other ways to communicate with us

If you need braille, British Sign Language, a hearing loop, translations, large print, Easy Read, audio or something else, please contact us on **0800 731 0469**.

If you use Relay UK dial 18001 followed by our telephone number.

If you live in Wales and want this form in Welsh call **0800 731 0453**.

About this form

What you need to do:

- Use this form to claim a Funeral Expenses Payment for an adult if you live in England or Wales. But remember, the easiest way to claim is by calling **0800 151 2012**. If you are an adult living in Scotland, you may be able to claim Funeral Support Payment. Go to www.mygov.scot for more information.
- This form and the notes are available in Welsh.
- Before you fill in the claim form, please take a few minutes to read the notes that came with this form. They contain important information and help explain some of the questions we ask you and why we are asking them.
- Please complete this form carefully. If you fill in this form using a pen, use **black ink** and **CAPITAL LETTERS**.
- Please answer all the questions as fully as possible, and send us all the documents we have asked for, including a final funeral bill or contract. This will help us decide quickly if you can get a Funeral Expenses Payment or not.
- If you have difficulty filling in this form, ask for help. You can ask a relative, friend or someone at an advice centre to help you **but you must sign the form yourself**.
- You must claim a Funeral Expenses Payment within 6 months of the date of the funeral. If you are waiting for a decision on a qualifying benefit, you must still claim within the time limit.

About you

01 Do you have a partner?

We use partner to mean:

- a person you live with who is your husband, wife or civil partner, or
- a person you live with as if you are a married couple

If your partner is the person who has died do not complete their details in the partner section below but tell us about them in **question 18**.

No [Go to question 2](#)

Yes

Tell us about you from **question 2** and your partner from **question 10**.

02 Your National Insurance (NI) number

You can find the National Insurance number on a National Insurance number card, letters about benefit, or payslips.

03 If you do not know your National Insurance number, have you ever had one or used one at any time?

No

Yes

04 Your surname or family name**05 All your other names, in full****06 Your date of birth**

DD/MM/YYYY

07 A phone number we can contact you on, if you have one

We may need to contact you by phone to get more information or to let you know when we have made a decision on your claim. Please note that our number may show as 0800, unknown or withheld.

08 Your email, if you have one**09 Your address**

Please tell us your current address.

Postcode

About your partner

10 Your partner's National Insurance (NI) number

You can find the National Insurance number on a National Insurance number card, letters about benefit, or payslips.

11 If you do not know your partner's National Insurance number, has your partner ever had one or used one at any time?

No

Yes

12 Your partner's surname or family name

13 All your partner's other names, in full

14 Your partner's date of birth

DD/MM/YYYY

15 A phone number we can contact your partner on, if they have one

We may need to contact your partner by phone to get more information or to let them know when we have made a decision on your claim. Please note that our number may show as 0800, unknown or withheld.

16 Your partner's email, if they have one

17 Your partner's address

Please tell us your partner's address.

Postcode

About the person who has died

18 Their surname or family name

19 Their other names, in full

20 Their date of birth

DD/MM/YYYY

21 Their address

Postcode

22 Their National Insurance (NI) number

23 The date they died

DD/MM/YYYY

24 The date of funeral if known

DD/MM/YYYY

25 Will the funeral take place in the United Kingdom (UK)?

The UK is England, Scotland, Wales and Northern Ireland.

No

Yes

26 If the funeral is not in the UK, in which country will it take place?

Please see the notes booklet. If the funeral is not in one of the countries shown, you cannot get help.

27 Did the person who has died have their main home in the UK?

No

We will contact you about this.

Yes

About paying for the funeral

28 Have you or your partner taken responsibility for the funeral expenses?

No

You will not be able to get Funeral Expenses Payment.

Yes

29 Is the signed contract or the final bill for the funeral in either your name or your partner's name?

The contract is the signed agreement between you and the funeral director.

No

Yes

If you ticked No, please say why you are responsible for paying the bill.

For example, someone may have made the arrangements on your behalf because you were ill.

30 Has anyone else claimed a Funeral Expenses Payment for this person?

No

Yes

Please tell us about them.

Their full name

Their date of birth

DD/MM/YYYY

Their National Insurance number

Their address

Postcode

Please tell us why they have claimed a Funeral Expenses Payment for this person?

31 Has a Funeral Support Payment from the Scottish Government been paid to either you or someone else for this funeral?

No

Yes

Please tell us about them.

Their full name

Their date of birth

DD/MM/YYYY

Their National Insurance number

Their address

Postcode

About benefits

32 Are you or your partner claiming any of the following:

- Universal Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit
- The disability or severe disability element of Working Tax Credit
- Child Tax Credit
- Housing Benefit
- Support for Mortgage Interest.

No

Yes

Please tell us which benefits you are getting.

If you or your partner are getting Housing Benefit, send us the latest award letter from the council which shows your claim award details for Housing Benefit. Send it with this form.

33 Are you or your partner waiting to hear about a claim for any of the following:

- Universal Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit
- The disability or severe disability element of Working Tax Credit
- Child Tax Credit
- Housing Benefit
- Support for Mortgage Interest.

No

Yes

Please tell us which benefits you are waiting to hear about.

If you or your partner are waiting to hear about a claim for Housing Benefit, do not wait until you hear about the claim. Send this form to us.

You will get a letter from the council to tell you if you can get Housing Benefit. Send this letter to us as soon as you can.

Now go to question 34.



If you or your partner are not getting, or waiting to hear about a claim for any of the above benefits, you will not be able to get a Funeral Expenses Payment.

About taking responsibility for the funeral

34 Was the person who died your partner and living with you at the time of their death? Or had you been living together immediately before one or both of you moved into a care home?

By partner we mean:

- a person you live with who is your husband, wife or civil partner, or
- a person you live with as if you are a married couple.

No

Yes [Go to question 133](#)

35 Please tell us their relationship to you

For example, they were your son, daughter, sister, brother, daughter-in-law, father-in-law, step-parent, step-son, step-daughter-in-law, close friend.

36 Is there a surviving partner of the person who has died?

No [Go to question 37](#)

Yes

Please tell us about them.

Their full name

Their address

Postcode

Please tell us why this person is not claiming the Funeral Expenses Payment.

37 Did the person who has died have any other surviving parents or children?

Do not include yourself or any children of the person who has died if Child Benefit is still in payment for them.

No [Go to question 84](#)

Yes

38 Had the relationship between the person who has died and any of the surviving parents or children broken down?

No

Please tell us about the other surviving parents or children on **questions 40 to 83**. If you need more space, please use a separate sheet of paper. Remember to put your full name and National Insurance number on any separate sheet of paper you use.

Yes

Tell us their full names

39 Please tell us how the family relationship had broken down and for how long.

Please tell us about any other surviving parents or children of the person who has died. It is important that you give us as much information as possible.

Parent or child 1

40 Their full name

41 Their address

Postcode

42 Their relationship to the person who has died

43 Their date of birth

DD/MM/YYYY

44 Their National Insurance number, if you know it

45 Do they get a qualifying benefit?

Please see the notes booklet.

No

If they do not get a qualifying benefit, do they live in a local authority or local government funded care establishment where they pay the costs either in full or partly?

Do not know

We will contact you about this.

No

Yes

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box.

46 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

47 Did they give domestic or caring help to the person who has died?

No

Yes

48 Did they go on social outings or holidays with the person who has died?

No

Yes

49 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

50 Tell us anything else about their relationship with the person who has died that might be relevant

Parent or child 2

If the person who had died did not have any other surviving parents or children please go to **question 84**.

51 Their full name

52 Their address

Postcode

53 Their relationship to the person who has died

54 Their date of birth

DD/MM/YYYY

55 Their National Insurance number, if you know it

56 Do they get a qualifying benefit?

Please see the notes booklet.

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box.

No

If they do not get a qualifying benefit, are they resident in a care establishment and their expenses are met in whole or in part by the local authority or local government?

Do not know

We will contact you about this.

No

Yes

57 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

58 Did they give domestic or caring help to the person who has died?

No

Yes

59 Did they go on social outings or holidays with the person who has died?

No

Yes

60 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

61 Tell us anything else about their relationship with the person who has died that might be relevant**Parent or child 3**

If the person who had died did not have any other surviving parents or children please go to **question 84**.

62 Their full name**63 Their address**

Postcode

64 Their relationship to the person who has died**65 Their date of birth**

DD/MM/YYYY

66 Their National Insurance number, if you know it

67 Do they get a qualifying benefit?

Please see the notes booklet.

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box.

No

If they do not get a qualifying benefit, are they resident in a care establishment and their expenses are met in whole or in part by the local authority or local government?

Do not know.

We will contact you about this.

No

Yes

68 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

69 Did they give domestic or caring help to the person who has died?

No

Yes

70 Did they go on social outings or holidays with the person who has died?

No

Yes

71 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

72 Tell us anything else about their relationship with the person who has died that might be relevant

Parent or child 4

If the person who had died did not have any other surviving parents or children please go to **question 84**.

73 Their full name

74 Their address

Postcode

75 Their relationship to the person who has died

76 Their date of birth

DD/MM/YYYY

77 Their National Insurance number, if you know it

78 Do they get a qualifying benefit?

Please see the notes booklet.

No

If they do not get a qualifying benefit, are they resident in a care establishment and their expenses are met in whole or in part by the local authority or local government?

Do not know

We will contact you about this

No

Yes

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box.

79 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter

80 Did they give domestic or caring help to the person who has died?

No

Yes

81 Did they go on social outings or holidays with the person who has died?

No

Yes

82 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

83 Tell us anything else about their relationship with the person who has died that might be relevant

84 Did the person who has died have any other surviving close relatives?

Do not include yourself even if you are a close relative. Include your partner if you have one.

By other close relative we mean a:

- father-in-law, mother-in-law or step-parent
- son-in-law, step-son, or step-son-in-law
- daughter-in-law, step-daughter or step-daughter-in-law
- brother or brother-in-law
- sister or sister-in-law.

No [Go to question 133](#)

Yes

Please answer the following questions.

Tell us about any other surviving close relatives of the person who has died. It is important that you give us as much information as possible.

Close relative 1

85 Their full name**86 Their address**

Postcode

87 Their relationship to the person who has died**88 Their date of birth**

DD/MM/YYYY

89 Their National Insurance number, if you know it**90 Do they get a qualifying benefit?**

Please see the notes booklet.

No

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box

91 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

92 Did they give domestic or caring help to the person who has died?

No

Yes

93 Did they go on social outings or holidays with the person who has died?

No

Yes

94 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

95 Tell us anything else about their relationship with the person who has died that might be relevant

Close relative 2

If the person who had died did not have any other surviving close relatives, please go to **question 133**.

96 Their full name

97 Their address

Postcode

98 Their relationship to the person who has died

99 Their date of birth

DD/MM/YYYY

100 Their National Insurance number, if you know it

101 Do they get a qualifying benefit?

Please see the notes booklet.

No

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box

102 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

103 Did they give domestic or caring help to the person who has died?

No

Yes

104 Did they go on social outings or holidays with the person who has died?

No

Yes

105 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

106 Tell us anything else about their relationship with the person who has died that might be relevant

Close relative 3

If the person who had died did not have any other surviving close relatives, please go to **question 133**.

107 Their full name

108 Their address

Postcode

109 Their relationship to the person who has died

110 Their date of birth

DD/MM/YYYY

111 Their National Insurance number, if you know it

112 Do they get a qualifying benefit?

Please see the notes booklet.

No

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box

113 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

114 Did they give domestic or caring help to the person who has died?

No

Yes

115 Did they go on social outings or holidays with the person who has died?

No

Yes

116 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

117 Tell us anything else about their relationship with the person who has died that might be relevant

Close relative 4

If the person who had died did not have any other surviving close relatives, please go to [question 133](#).

118 Their full name

Postcode

120 Their relationship to the person who has died

121 Their date of birth

DD/MM/YYYY

122 Their National Insurance number, if you know it

123 Do they get a qualifying benefit?

Please see the notes booklet

No

Yes

Please tell us which benefits they are getting. If you do not know, write 'Do not know' in the box

124 Did they keep in touch with the person who has died?

No

Yes

How often did they keep in touch?

How did they keep in touch?

For example, by visit, telephone or letter.

125 Did they give domestic or caring help to the person who has died?

No

Yes

126 Did they go on social outings or holidays with the person who has died?

No

Yes

127 Was the contact they had with the person who has died limited because of work or domestic responsibilities?

No

Yes

128 Tell us anything else about their relationship with the person who has died that might be relevant

Please tell us why you or your partner, rather than anyone else, are taking responsibility for the funeral expenses.

We need to decide if this is reasonable. To do this we need to look at the kind of relationship you or your partner had with the person who has died.

129 Did you or your partner keep in touch with the person who has died?

No

Yes

How often did you keep in touch?

How did you keep in touch?

For example, by visit, phone or letter.

130 Did you or your partner give domestic or caring help to the person who has died?

No

Yes

131 Did you or your partner go on social outings or holidays with the person who has died?

No

Yes

132 Was the contact you or your partner had with the person who has died limited because of work or domestic responsibilities?

No

Yes

133 Please tell us anything else about your relationship with the person who has died that might be relevant

If you have any more information that might be relevant, tell us in **question 158 Other information**.

About the funeral



Although we will not be able to decide if you can get a Funeral Expenses Payment until we have received the signed contract of the final bill for the funeral, you should make your claim straight away.

Remember to tell the funeral director, if you have one, that you are claiming a Funeral Expenses Payment and that we will contact them about payment into their bank account.

134 Have you used a funeral director to arrange the funeral?

No [Go to question 136](#)

Please send us any invoices or receipts you have from arranging the funeral.

Yes

Please tell us their details.

Name of the funeral director

Their address

Postcode

A phone number we can contact them on, if you know it

135 Can we get in touch with the funeral director for more information?

No

Yes

136 Do you have any other bills for things not included on the funeral estimate or bill?

For example, flowers or a wreath.

No

Yes

Please tell us what they are for.

How much did you pay?

Please send your receipts with this form, if you have them.

137 Did you have any travel expenses to arrange or to attend the funeral?

We may be able to pay for either:

- one return journey to arrange the funeral, or
- one return journey to go to the funeral.

No

Yes

Why are you claiming travel expenses?

Please tick one box.

To arrange the funeral

To go to the funeral
How did you travel?
For example, by car, bus or train.

How much did you have to pay?

Please send your tickets or receipts with this form, if you have them.

138 Did you need additional death certificates or other documents to release insurance or other money of the person who has died?

For example, a full death certificate.

No

Yes

Was this to release an insurance policy or other money of the person who has died?

No

Yes



You must remember to send us all the documents we ask for. If you do not, your claim may be delayed.

About the estate

We need to know about the money, savings and property of the person who has died. These are sometimes called the assets.

We also need to know who is sorting out the financial affairs, the assets and the bills, of the person who has died.

We will also need to know if you have applied for grant of probate, letters of administration or, in Scotland, confirmation.

This is when you need to apply to an office of the court to get a document giving you permission to collect any assets, pay any debts and to distribute any remaining assets.

You apply for probate or, in Scotland, confirmation as executor-nominate, if the person who has died left a will.

You apply for letters of administration or, in Scotland, confirmation as executor-dative, if the person who has died did not leave a will.

139 Have you already applied for grant of representation, letters of administration or confirmation, or have you instructed a solicitor to apply on your behalf?

No

Yes

Who has applied?

You

Your solicitor

Please tell us about them.

Their name

Their address

Postcode

A phone number we can contact them on, if you know it



You should tell your solicitor about your claim for a Funeral Expenses Payment. We will get in touch with them about anything that we pay you.

140 If you have not already applied for grant of probate, letters of administration or confirmation, do you intend to apply, or instruct a solicitor to apply on your behalf?

No

Yes

141 Is someone else sorting out the financial affairs of the person who has died?

No

Yes

Please tell us about them.

Their full name

Their address

Postcode

Their phone number, if you know it



You should tell them about your claim for a Funeral Expenses Payment. We will get in touch with them about anything that we pay you.

About money available or due to pay for the funeral

If there is any money available to help pay for the funeral, we will take this into account when we work out how much Funeral Payment we can pay you. **Do not** include any of your personal savings.

Any assets of the person who has died must be used to pay the funeral bill before any other bills are paid.

We will not take into account any arrears of benefit or any lump sum Bereavement Payment. We will also not take into account any contributions from charities, friends or relatives towards the cost of the funeral.

This is in recognition that the total cost of a funeral may be greater than the value of the Funeral Expenses Payment.

Remember, money belonging to the person who has died will sometimes be released to pay for the funeral if you apply for it. This can even apply before probate or letters of administration, or, in Scotland, confirmation, have been granted.

142 Is there any money available or due to you or a member of your family to pay for the funeral?

By your family we mean your partner or any children or qualifying young persons living in your household who you are responsible for.

We use child to mean a person aged under 16 who you are getting Child Benefit for.

We use qualifying young person to mean a person aged 16, 17, 18 or 19 who you are getting Child Benefit for.

No [**Go to question 152**](#)

Yes

Please answer all the following questions.

143 Is there any cash belonging to the person who has died?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

144 Is there any money in accounts at date of death?

For example, in a bank, building society, credit union or post office card account.

Please send us final statements from the accounts of the person who has died.

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

Were any of the savings in a joint account?

No

Yes

Please tell us how much.

Please send us the last bank statement.

Have the savings been transferred to the other joint account holder?

No

Yes

Please tell us how much.

145 Is there any money in an ISA?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

146 Is there any money from insurance policies?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

147 Is there any money from an occupational pension scheme?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

148 Is there any money from a burial club?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

149 Is there any money from a prepaid funeral plan?

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

Has the funeral plan been paid for and does it meet some or all of the funeral costs?

No

Yes

Please send us a copy of the original plan and any documents you have received from the funeral plan provider showing the items and services that the plan provides for this funeral.

Can we get in touch with the plan provider if we need more information?

No

Yes

150 Is there any other money available to pay for the funeral?

Do not include any of your personal savings.

Do not know

We will contact you about this.

No

Yes

Please tell us how much.

Where did this money come from?

151 Has anyone claimed a War Pension Funeral Grant for the person who has died?

Do not know

We will contact you about this.

No

Yes

If there has been a payment, tell us how much.



You must remember to send us all the documents we ask for. If you do not, your claim may be delayed.

Making payment



We usually pay the funeral director. But if you have already paid all of the funeral director's bill, or if you have not used a funeral director, we will pay you. Please see the notes booklet.

152 Have you already paid the funeral bill?

No [Go to Question 158](#)

Yes

Did you pay the full funeral bill?

No

Yes

Did you pay part of the funeral bill?

No

Yes

What date was it paid?

DD/MM/YYYY

How much was paid?

If you paid the funeral bill in part, who else paid part of the bill?

How was the bill paid?

How we pay you

We normally pay your money direct into an account

Many banks and building societies will let you collect your money at the post office. We will tell you when your payment will be made and how much it will be for.

Finding out how much we have paid into your account

You can check your payments on account statements. The statements may show your National Insurance number next to any payments we have made. If you think your payment is wrong, tell the office that pays you straight away.

What to do now

- Tell us about the account you want to use on the next page. By giving us your account details you:
 - agree that we will pay you into an account, and
 - understand what we have told you above
- If you are going to open an account, please tell us your account details as soon as you get them.
- If you do not have an account, and do not intend to open one, please tick the box and we will contact you.



Fill in the rest of this form. You do not have to wait until you have opened an account or contacted us.

About the account you want to use

Please tell us your account details below.

It is very important you fill in all the boxes correctly, including the building society roll or reference number, if you have one. If you tell us the wrong account details your payment may be delayed or you may lose money.

You can find the account details on your chequebook or bank statements. If you do not know the account details, ask the bank or building society.

- You can use an account in your name, or a joint account
- You can use someone else's account if:
 - the terms and conditions of their account allow this, and
 - they agree to let you use their account, and
 - you are sure they will use your money in the way you tell them
- You can use a credit union account. You must tell us the credit union's account details. Your credit union will be able to help you with this.
- If you are an appointee or a legal representative acting on behalf of the claimant, the account should be in your name only.

153 Name of the account holder

Please tell us the name of the account holder exactly as it is shown on the chequebook or statement.

154 Full name of the bank or building society

155 Sort code

Tell us all 6 numbers, for example 12-23-56.

— —

156 Account number

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

157 Building society roll or reference number

If you are using a building society account you may need to tell us a roll or reference number. This may be made up of letters and numbers, and may be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

Other information

158 Please use this space to tell us anything else you think we might need to know.

If there is not enough space, please use a separate sheet of paper. Make sure that you put your full name and NI number on each separate sheet of paper you use.

For people filling in and signing this form for someone else

If you are filling in this form for yourself, please do not fill in **question 159** and please go to the **declaration on page 26**.

159 Please tell us why you are filling in and signing this form for someone else

I am sending a letter signed by the claimant with this form. The letter tells you that they agree to me making the claim for them.

I am their appointee

I have power of attorney

Your full name

Your date of birth

DD/MM/YYYY

Your address

Postcode

A phone number we can contact you on, if you have one.

Now sign the declaration below.

Declaration

I agree that the information I have given is complete and correct. If I give wrong or incomplete information, or I do not report changes straight away, I may:

- be prosecuted
- need to pay a financial penalty
- be paid too much Funeral Expenses Payment and have to pay back any money that I am not entitled to

If you pay me less than you should, you may pay me the money that you owe me.

I understand that if I have provided a signed contract or funeral bill, I must let the department know straight away if any later changes are made to this contract. The contract is the signed agreement between you and the funeral director.

Your signature

Date

DD/MM/YYYY

What to do now

Please check that you have done everything you need to and are sending all the documents we have asked for. Use the checklist below.

- Have you answered all the questions that apply to you?
- Have you signed and dated this form?
- If you have the funeral director's bill or the signed contract, have you sent it to us?

We cannot accept estimated bills. If you do not have the final bill or signed contract yet, please send it to us as soon as possible. Make sure that the final bill or signed contract has your name, address and NI number written on it.

- If the bill has already been paid, have you told us about the money you have used to pay the bill in **question 142** of this form?
- Have you sent any other bills or receipts you may have in connection with this claim? For example, for things like flowers.
- If the person who has died had a prepaid funeral plan, have you sent the documents we have asked for in **question 149** of this form?
- If you have had to pay for any documents to release money of the person who has died, have you sent us the bill or receipt?

What to do with this form and any documents we have asked for

Send it by post to:

Freepost DWP Funeral Payments

Take it to:

your local Jobcentre Plus.

More information

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality Act' on www.gov.uk

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

How DWP collects and uses information

When we collect information about you we may use it for any of our purposes. These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy and
- retirement planning.

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime.

If you have included another adult's personal information in your claim you should let them know.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, go to www.gov.uk/dwp/personal-information-charter

Official DWP social media channels

 www.youtube.com/dwp

 www.facebook.com/dwp

 www.x.com/dwpgovuk

 www.instagram.com/dwpgovuk

 www.linkedin.com/company/dwp

DWP British Sign Language (BSL) videos

 www.youtube.com/dwpsign