



# When someone has died

Telling the people who need to know

[www.milton-keynes.gov.uk/registrars](http://www.milton-keynes.gov.uk/registrars)

[www.gov.uk](http://www.gov.uk)

## Who do I need to inform of the death?

When somebody dies there are lots of things that need to be done at a time when you probably feel least like doing them. There are many people to be contacted too; friends, family, government agencies, local council services and many other organisations.

The death needs to be registered first, but once that is done several organisations have to be notified and given the same information. The Department of Work and Pensions (DWP) provides a service which makes contacting government and local council services easier. "Tell Us Once" (TUO) means that you can just tell the DWP and they will tell government and local council services for you.

TUO is not available where the death occurred outside of the UK. However, the following checklist can be used in these instances or a copy downloaded from our website.

## How do I use the TUO service?

Once you have registered the death you will be given a letter with a unique reference number to use the service. You have 28 days to complete the process either by:

Telephone – the letter will show the DWP telephone number

Online – by going to the [www.gov.uk](http://www.gov.uk) website

## What information do I need to use TUO?

Have the following information about the deceased to hand when you contact the DWP to ensure the correct information is provided:

- Their National Insurance number and date of birth
- Details of any benefits and local Council Services they were getting (eg State Pension or a Blue Badge)
- Their death certificate
- Their Driving Licence or Driving Licence number
- Their Passport or Passport number and town/country of birth
- Contact details of their next of kin, a surviving husband, wife or civil partner; and the name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'

You must have the permission of the persons listed above if you are going to provide DWP with information about them.

## Who will TUO inform?

If you decide to use the service the DWP will inform the following on your behalf:

### Government departments:

- Department for Work and Pensions; the Pension, Disability and Carers Service; Jobcentre Plus; Overseas Health Team
- HM Revenue & Customs; (Personal taxation; Child Benefit, Child Tax Credit & Working Tax Credit)
- Ministry of defence, Service Personnel and Veterans Agency (war pension scheme)
- Local Councils Electoral Services and Council Tax Office\*
- Housing Benefit Office

### And also:

- Libraries
- Blue Badges / concessionary travel
- Adult Services
- Children's Services
- Sundry Debts - Collection of outstanding payments for Council services
- Driver and Vehicle Licensing Agency
- Passport Service

## Who do I need to inform?

You may also need to close down accounts, cancel or change other services. This fuller list may help:

Accountant

Bank and/or building society

Benefits agency

Bereavement register (removal from mailing lists)

Car insurance companies (to ensure any cars are still insured to drive before you use them)

Child benefit office

Child's school/childcare provider

Church or place of worship

Clubs and social groups

Council tax (this will be done for you if the deceased lived and died in Milton Keynes)

Credit card companies

Creditors (anyone owing money to the deceased)

Debtors (anyone the deceased owed monies to)

Dentist

Disabled parking permit (Blue Badge) and community transport if used

Doctors

DVLA (to cancel car tax and driving licence; change vehicle ownership)

Employers

*continued overleaf...*

\* Registrars have a statutory responsibility to inform Council Tax, Electoral Services and Public Health of all deaths within their district on a weekly basis. We also have to inform certain government pension schemes.

Hire purchase/loan companies	National savings and investments
Home help or carers	NHS equipment (wheelchairs, hearing aid etc)
Hospital and clinics	Passport Office
Household insurance	Pension plans
Income tax office	Premium Bond Office
Insurance providers	Probate Office
Internet provider	Professional bodies
Land registry	Private health care provider
Landlord	Relatives and friends
Library	School, college or university
Local authority (rental or parking)	Solicitor
Life assurance	Telephone provider - landline and mobile
Local Co-operative share dividend	TV Licencing
Mail for redirection	Utilities (water, gas, electric)
Mortgage provider	
National Insurance contribution office (if self-employed)	

Please remember that it is your responsibility to ensure that all organisations, that pay you a benefit/credit or provide a service to you, have correct and up to date information about you and the deceased.

Some may want to see the death certificate so ensure you purchase enough when you register the death.

For more information about registering a death, TUO or other registration services please visit our website.

### **The Register Office**

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