

**When someone dies at home, you should call their GP immediately. If this is not possible, call an ambulance.**

## Obtain a Medical Certificate of Cause of Death

If the person died in hospital, the hospital will give this to you.

If the person died at home, and the death was expected the person's GP will issue this with the cause of death, as long as they saw your loved one in the last 14 days.

If the person died unexpectedly, the police may be called – this is a normal part of the process. For unexpected deaths or if the person did not see their GP within 14 days of their death, the doctor will report the death to a coroner.

If the cause of death was unclear, the coroner will arrange for the body to be collected and decide if a post mortem needs to take place. Unfortunately, if this is the case, it may delay your ability to make funeral arrangements.

---

## Apply for probate

**Register the death within 5 days in England and Wales, and 8 days in Scotland, to do this you will need to:**

Locate your local register office

Make an appointment at the register office (if required)



In England & Wales visit [gov.uk/register-offices](https://www.gov.uk/register-offices)  
In Scotland visit [nrscotland.gov.uk/registration/registering-a-death](https://www.nrscotland.gov.uk/registration/registering-a-death)

You should check the opening hours of the office you wish to go to. Some offices have an appointments system so you are best to call beforehand.

**If there's a coroner's inquest (or procurator fiscal in Scotland), the registration is delayed until the inquest concludes.**

## You need the following information for the person who has died:

Medical certificate with the Cause of Death

Full name (including their maiden name)

Date and place of birth

Last address

Full name, DOB and occupation of their surviving/  
late spouse or civil partner (if applicable)

Occupation

## If available, you should also take their:

Birth certificate

Marriage or civil partnership certificate (if applicable)

National Insurance number

NHS medical card

Proof of address (e.g. utility bill)

Driving license

Passport

## Ensure the registrar provides you with the following:

Certificate of the Registration of Death

Death certificate – this will require a small fee and may be needed for legal and financial purposes. It is advisable to purchase a few additional copies.

In England: Green Certificate for burial or cremation

In Scotland: Registration or Notification of Death

## Arrange the funeral

Did the person leave any funeral instructions?	Yes	No
Did they have a funeral plan?	Yes	No

Remember to check their will or if they left any funeral wishes

## If you aren't clear on their wishes, you will need to make the following decisions:

The committal:	Cremation	Burial
Will there be:	Funeral service	No funeral service
If there is a funeral service, will it be:	Religious	Non-religious

Funeral providers can provide help with the practical aspects of a funeral. This could include collecting and caring for your loved one, taking care of the paperwork and helping you to arrange a service, if you want one.

You don't have to use a funeral provider, but if you decide to, remember that costs can vary considerably so you should check exactly what's included. Simplicity Cremations start at £995.

By choosing Simplicity, the process can be started with one simple phone call to our team of telephone-based funeral arrangers. Call us on **0800 484 0260** - we're available 24 hours a day, 7 days a week.

## Inform organisations about the death

Some people initiate this process prior to the funeral. If this is not the case, you should notify the following organisations of your loved ones death.

### Government departments

HM Revenue and Customs  
HM Passport Office  
DVLA (if the deceased held a driving license)  
Department for Work and Pensions  
Local council

### Financial organisations

Banks & building societies  
Insurance companies (medical, travel, life, car)  
Pension providers  
Credit card providers  
Solicitor/accountant

### The Tell Us Once service on the GOV.UK website

Allows you to notify all government departments at the same time. If this service is not offered by your local authority, you will need to notify these departments individually.

Use the **Death Notification Service** to notify a number of banks and building societies at the same time.

Visit [www.deathnotificationsservice.co.uk](http://www.deathnotificationsservice.co.uk)

### Property and utilities

Mortgage provider  
If the deceased lived in rented accommodation – local authority, housing association or private landlord  
Utility companies (gas, electricity, water)  
TV/internet providers  
Buildings and content insurance

### Other

Employer or place of education  
The person's GP  
Dentist  
Optician  
Other health professionals  
Social groups and clubs

Stop marketing mail - Inform the Bereavement Register ([www.thebereavementregister.org.uk](http://www.thebereavementregister.org.uk)) and the Mailing Preference Service ([www.mpsonline.org.uk](http://www.mpsonline.org.uk))

Redirect the persons post - Go to your local Post Office and request a Special Circumstances form.

**For more information on what to do when someone dies, please call us on 0808 296 3963**