

Tell Us Once: A Guide to Notifying Government Departments of a Death

Losing a loved one can be a difficult and emotional experience. Dealing with the administrative tasks that follow can add to the stress and burden. The Tell Us Once service is here to help. This guide will walk you through the process of notifying government departments of a death, making it easier for you to focus on what matters most.

What is Tell Us Once?

Tell Us Once is a free service provided by the UK government to help you notify multiple departments and organisations of a death. By using this service, you can avoid having to contact each department individually, saving you time and effort.

Who can use Tell Us Once?

Anyone can use Tell Us Once, including:

- The person dealing with the deceased person's affairs (executor or administrator)
- A relative or friend of the deceased
- A funeral director or other professional

What departments and organisations are notified?

The Tell Us Once service notifies the following departments and organizations:

- Department for Work and Pensions (DWP)
- HM Revenue & Customs (HMRC)
- Driver and Vehicle Licensing Agency (DVLA)
- Passport Agency
- Local Authority (council)
- Public Sector Pension Schemes
- Veterans UK (if the deceased was a veteran)

Additionally, you can also use the service to notify other organizations, such as:

- Banks and building societies
- Credit card companies
- Loan and credit providers

- Insurance companies
- Utility providers (gas, electricity, water, etc.)
- Phone and internet providers
- Council Tax and Housing Benefit offices

How to use Tell Us Once

Option 1: Online

You can use the Tell Us Once online service to notify the relevant departments and organizations. You will need to provide the following information:

- The deceased person's details (name, date of birth, date of death, etc.)
- Your own details (name, address, etc.)
- The death certificate (you will need the certificate number and the date of issue)

Option 2: By Phone

You can call the Tell Us Once helpline to notify the relevant departments and organizations over the phone. You will need to provide the same information as above.

Option 3: Through a Funeral Director

Ryan Richards Funeral Director is able to offer the Tell Us Once service as part of their funeral arrangements. We will gather the necessary information and notify the relevant departments and organisations on your behalf.

What happens after I use Tell Us Once?

Once you have used the Tell Us Once service, the relevant departments and organisations will be notified, and they will update their records accordingly. You may still need to contact some organisations directly to provide additional information or to confirm the notification.

Additional Tips and Advice

- Make sure you have the necessary documents and information before using the service.
- If you are using the online service, you can save your progress and return to it later if needed.
- If you are unsure about any part of the process, you can contact the Tell Us Once helpline for assistance.
- Remember to also notify any private companies and organizations that the deceased person was associated with, such as banks, credit card companies, and utility providers.

By using the Tell Us Once service, you can simplify the process of notifying government departments and organizations of a death, allowing you to focus on what matters most during this difficult time.