

## Information you will need to use the service.

We want to make sure we give the right information to any organisations we contact. So we will need the following information about the person who has died:

### Checklist

- Their National Insurance number and date of birth
- Details of any benefits or services they were receiving
- Their death certificate
- Their driving licence or driving licence number
- Their passport number

### We may also ask you for information about:

- Their next of kin
- Any surviving husband, wife or civil partner
- Anybody who is getting Child Benefit on their behalf
- The person dealing with their estate.

You must obtain the agreement of the persons listed above if you are going to provide us with information about them.

### Next of kin

If you are the next of kin and think you may be entitled to an increase in benefits, please bring your own National Insurance number along.

If you are not the next of kin, or the person who is dealing with the deceased's estate, you can still use the service if you have the authority to act on their behalf.

**Please remember** that it is still your responsibility to make sure that any organisation that pays you a benefit has correct and up to date information.

Tell Us Once

# When someone has died...

We can help you tell the people who need to know.



## How the service can help you

When someone has died, their death needs to be registered with the registrar. Once that's done, several other organisations may have to be contacted and given the same information. With your permission, we can do this for you.

## Who we can give information to

As part of the death registration, we will contact the following organisations if we need to:

- Department for Work and Pensions
- The Pension, Disability and Carers Service
- Jobcentre Plus
- HM Revenue and Customs
- Child Benefit
- Tax Credits
- Identity and Passport Service
- DVLA
- Housing Benefit and Council Tax Benefit
- Council Tax
- Wigan and Leigh Housing
- Libraries
- Blue Badges

- Adult Services
- Children's Services
- Collection of payment for council services
- Electoral Registration

## How you can contact us to use the service

Please call 01942 705000 to make an appointment to register the death. You will be offered the Tell Us Once service.

## How will we treat the information you give us?

We will treat the information you give us securely. The organisations we give your information to will use it to update records; to end services, benefits and entitlements as appropriate; and to resolve any outstanding issues. They may use the information we give them in other ways, but only as the law allows.

## You can also contact the Department for Works and Pension (DWP)

If you have already registered the death with the council you can still request the Tell Us Once service through the DWP. Please call them on **0800 085 7308**.

The lines are open Monday to Friday between 8am and 8pm. This number is free to call from a BT land line, but other providers, including mobile phone providers, may charge you. If you don't speak English, call **0800 085 7308** and an adviser and interpreter will call you back.



Please see overleaf for the information you will need to use the service.