

Ref no.

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For more information, please visit www.rbkc.gov.uk,
www.direct.gov.uk/death-tellusonce, or call 'Tell us Once' on
020 7361 3940.



Tell us once...
and we'll tell the rest

**What we can do for you when
someone dies**



When someone dies, there are lots of organisations that need to be informed at a time when you least feel able to make calls and complete forms.

We provide a service to make things easier for you by informing government departments and local authority services on your behalf.

When someone has died, you need to register the death with the Registrar.

Once this has been done, you can decide to use 'Tell us Once' and we will contact the following organisations on your behalf:

Council's

- Housing Benefit Office
- Council Tax Benefit Office
- Electoral Services
- Blue Badges
- Adult Services
- Children's Services
- Council Housing
- Council Tax

- Collection of payment for Council Services
- Libraries

Department for Work and Pension's

- Pension, Disability and Carers Service
- Jobcentre Plus
- Overseas Health Team

HM Revenue and Customs'

- Child Benefit
- Child Tax Credit and Working Tax Credit
- Personal Taxation

Identity and Passport Service

Driver and Vehicle Licensing Agency (DVLA)

Ministry of Defence, Service Personnel and Veterans Agency

- War Pensions Scheme

We are also offering an additional local service and can inform parking on your behalf.

If you would like to use the service the registrar will give you a reference number following registration. To access 'Tell us Once' you can use www.direct.gov.uk/death-tellusonce or call **020 7361 3940** and our staff will talk you through the service.

To make sure you get the most out of this service, it would help if you have the following information to hand:

- the deceased's National Insurance number and date of birth
- their driving licence number
- their passport number and town/country of birth
- contact details of their next of kin (including National Insurance number)
- contact details of the surviving husband, wife, civil partner, or the person dealing with their estate

How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to: update records; to end services, benefits and credits as appropriate; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows.

This service is committed to protecting all the information provided to it. Our privacy statement tells you how the information you provide when using this service will be used and protected. Ask a member of staff if you wish to see the full privacy statement, or you can look it up on the Directgov website www.direct.gov.uk/death-tellusonce.

Please remember that it is your responsibility to ensure that all organisations paying you a benefit/credit or providing a service to you have correct and up-to-date information about you. For more information, please visit www.direct.gov.uk/death-tellusonce.