

# **PHILIPS ELECTRONICS PENSIONERS ASSOCIATION**

## **INFORMATION FOR NEXT OF KIN WHEN A MEMBER DIES**

*It is strongly recommended that you contact a funeral director at the earliest opportunity as they can advise on all matters relating to the necessary formalities as well as the actual funeral, and can make tentative arrangements even before the death has been registered.*

1. Obtain a medical certificate which shows the cause of death, usually from the deceased's doctor or the hospital where he/she died. If the body is to be cremated two doctors must sign the medical certificate.
2. Register the death at the Registrar of Births and Deaths in the area where the death occurred (address obtainable from doctor, hospital, undertaker, local post office or police station). It is now possible to register a death at any registrar's office and this may sometimes be more convenient but it can result in delays. You should first telephone the registrar's office to see if an appointment is necessary. Registration cannot be done immediately if the death has been notified to the Coroner but must normally be done within five days (eight days in Scotland). See below for a list of documents to be taken. Obtain a Certificate for Burial or Cremation (Green Form) and a Certificate of Registration of Death (form BD8). Ask the Registrar for several certified copies of the entry in the register (Death Certificate), for which a small fee is payable, as these may be needed for various purposes e.g. when notifying bank(s). You may have them returned straight away but it is better to have some spare. The registrar will also give you a booklet "What to do after a death".
3. The registrar will also explain the "Tell Us Once" service, which lets you report a death to most government organisations in one go. They will either complete the Tell Us Once service with you, or give you a unique reference number so you can use the service yourself online or by phone (within 28 days). Tell Us Once will notify:
  - HM Revenue and Customs (HMRC) to deal with tax and to cancel benefits.
  - Department of Work and Pensions (DWP) to cancel benefits e.g. Income Support.
  - Passport Office to cancel a British passport.
  - Driver and Vehicle Licensing Agency (DVLA) to cancel a driving licence.
  - The local council to cancel Housing Benefit, Council Tax Benefit, a Blue Badge, to inform council housing services, and to remove the person from the electoral register.
  - Public sector or armed forces pension schemes to stop pension payments.

A full explanation of the Tell Us Once service is available at

<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

If you do not use this service you will have to let the relevant organisations know about the death yourself. The service is not available in Northern Ireland.

4. If the deceased was in receipt of a pension from one of the companies listed below, inform the relevant company as soon as possible by telephone (make a note of the person's name).

Note: pensions are paid in advance, not in arrears.

An acknowledgement will normally be sent within three days.

Follow this up by sending one of the copies of the Death Certificate.

### **PIC**

Pension Insurance Corporation plc  
PO Box 556  
DARLINGTON  
DL1 9YX

HELPLINE 0800 652 7000  
from abroad  
+44 1325 271 860

[Enquiries@picadmin.co.uk](mailto:Enquiries@picadmin.co.uk)

### **PRUDENTIAL**

Prudential Customer Services  
LANCING  
BN15 8GB

HELPLINE 0345 640 0000  
from abroad  
+44 118 964 5024

<https://www.pru.co.uk/prumail>

### **ROTHESAY**

Rothesay  
PO Box 545  
REDHILL  
RH1 1YX

HELPLINE 0800 916 8090  
from abroad  
+44 1737 227590

[pensions.help@rothesaypolicy.com](mailto:pensions.help@rothesaypolicy.com)

In certain circumstances it may be necessary to supply a copy of the Will or Letters of Administration.

If the surviving spouse or legal partner is entitled to receive part of the deceased's pension, the insurance company will require some or all of the following documents: birth certificate of the deceased, birth certificate of the spouse/legal partner, and marriage certificate. On occasion, the spouse/legal partner has been asked to provide a marriage certificate from a previous marriage. In some cases they must all be originals (in which case they should be sent by registered post) or in some cases certified copies are acceptable. It is a good idea to collect all these documents together and keep them in a safe place.

5. Pass Certificate for Burial or Cremation and the hospital release form, if any, to the chosen funeral director.
6. Inform the Department of Work and Pensions (DWP), unless using Tell Us Once.
7. Inform the PEPA Membership Secretary:  
Richard Stow, 45 Copse Avenue, West Wickham, Kent BR4 9NN  
[pepamembsec@googlemail.com](mailto:pepamembsec@googlemail.com)  
020 8777 3027
8. Inform others, e.g. insurance companies, banks, etc.

### **Documents Required when Registering a Death**

Medical Certificate showing the cause of death (signed by a doctor).

If available, also take:

birth certificate, Council Tax bill, driving licence, marriage or civil partnership certificate, NHS medical card, passport, proof of address (e.g. utility bill).

### **Persons Able to Register a Death if the Person Died in a House or Hospital**

- A relative.
- Someone present at the death.
- An official from the hospital.
- The person making the arrangements with the funeral directors.

Most deaths are registered by a relative. The registrar would normally only allow other people if there are no relatives available.

You will need to tell the registrar:

- The person's full name at the time of death.
- Any names previously used (e.g. maiden name).
- The person's date and place of birth.
- Their full address.
- Their occupation.
- The full name, date of birth and occupation of a surviving or late spouse or civil partner.
- Whether they were getting a State Pension or any other benefits.

Most of the information given above has been extracted from the Government website <https://www.gov.uk/after-a-death> which also has an interactive guide. It applies only to deaths in England and Wales.

### **A Note on Obtaining Probate**

If you are one of the deceased's executors it is not difficult to apply for probate etc. unless the circumstances are complex. The Government website <https://www.gov.uk/wills-probate-inheritance/applying-for-a-grant-of-representation> is very helpful and provides all the required forms and support documents.