

Tell Us Once

Death registration appointments

Tell Us Once is a free government initiative which aims to ease the burden of notifying local and central government departments that someone has died.

At a death registration appointment you will be offered the option to use the service. If you accept, we will notify on your behalf the participating government organisations.

You will need to be the next of kin or the person dealing with the deceased's estate to use the service, or have their permission to do so.

How much does the service cost?

There is no charge for using the Tell Us Once service.

Who will be notified?

We notify central and local government departments and services, including:

- Housing benefit office
- Council tax benefit office
- Libraries
- Blue badges
- Adult and children's services
- Council housing
- Department for Work and Pensions
- HM Revenue and Customs
- Identity and passport service
- Driver and Vehicle Licensing Agency
- Ministry of Defence, service personnel and the Veteran's Agency

What documents will I need to take to the registrar?

- The deceased's National Insurance number
- The National Insurance Number of the deceased's surviving husband, wife or civil partner
- The next of kin's name, address and telephone number
- Information about any benefits and services the deceased may have been receiving, e.g. state pension, income support, housing benefit, library card, blue badge
- The name and address of the person dealing with the deceased's estate
- Driving licence (if held)
- Passport (if held)
- Blue badge (if held)

We will also require the name, address and telephone number of the following:

- Surviving husband, wife or civil partner
- Next of kin (if different)
- Person dealing with the deceased's estate, i.e. solicitors

I can't find all the documents I need. Does this mean I can't use the service?

If you are unable to locate any of this information in time for your appointment you will still be able to use the service later online or by telephone. The registrar will give you a unique reference number, the web address to use or telephone number to call.

How will I know who has been told?

When you leave your appointment you will be given a letter with your reference number and a list of which departments have been notified on your behalf, together with contact details in case you have any questions. These departments may contact you separately to confirm the relevant processing has been completed.

I am not sure if I want to use the service. Can I use it later if I change my mind?

Yes. We will record the deceased's details on the Tell Us Once system at your appointment, even if you do not choose to use the full service at that time. This means you can use the service at a later date should you change your mind.

Initial details to be recorded on the Tell Us Once system must be done by the registration officer at your appointment because we are not able to do it at a later stage. You have 28 days from the date the record was created on the Tell Us Once system to contact the Department for Work and Pensions.

But don't worry, if the deceased's details has been recorded on the system and you never use the service, the information will not be shared with anyone and is deleted after 28 days.

What happens to my information?

The information you give us is treated in strict confidence. The organisations contacted will use the information to update records and end services, benefits and credits as appropriate. Information will only be used as the law allows and will not be given to any department or organisation unless you have given your consent for it to be contacted.

Tell Us Once is offered by the Essex Registration Service and registration services in Southend-on-Sea and Thurrock.