

What to do when someone dies

It's perfectly normal to be unsure of what to do when someone dies and we understand how difficult it can be when the deceased is a relative or close friend. This checklist will help guide you through the process and ensure everything is taken care of before arranging a funeral for your loved one.

1. Get a Medical Certificate of Cause of Death

You will need to do the following things at the earliest opportunity:

- Call the family doctor or local GP
- Call their nearest relative, if it isn't you
- Obtain a Medical Certificate of Cause of Death, signed by a doctor

A Medical Certificate may not be issued straight away if the death is sudden or the cause of death is unknown. Unexpected deaths will need to be reported to a coroner.



For more information visit dignityfunerals.co.uk/coroner

2. Register the death

You will need to do the following things within five days, or eight days if you live in Scotland:

- Find a register office in the area where the person died
- Make an appointment at the register office



To find a register office visit gov.uk/register-offices

If available, but don't worry if not, take the person's:

- Full name of the person who died
- Their full home address
- Their date and place of birth
- Details of where and when the person died
- Their occupation *if applicable*
- If they were receiving any benefits, including pensions or allowance from public funds
- The name, occupation and date of birth of their spouse or civil partner *if applicable*
- Medical Certificate of Cause of Death *signed by a doctor*
- Birth Certificate
- Council Tax bill
- Driving License
- Passport
- Marriage/Civil Partnership Certificate *if applicable*
- NHS Medical Card
- Proof of address

Ensure the registrar provides you with the following:

- Certificate of the Registration of Death
 - In England and Wales: Green Certificate for burial or cremation
 - In Scotland: Registration or Notification of Death
 - In Northern Ireland: GR021 form
- Death Certificate
- Purchase additional death certificates for when you're sorting out your loved one's affairs and finances

3. Organ and body donation

Did the person leave wishes for organ donation? Yes No Don't Know

If yes, the NHS will contact you and provide advice and information on what happens next

Did the person leave wishes for body donation? Yes No Don't Know

If yes, contact the local medical school who will provide advice and information on what happens next

4. Choose a Funeral Director

Contact the Funeral Director and provide them with the following information:

- Personal details about the person who has died
- Personal details about the next of kin
- Check if your loved one bought one of our [Prepaid Funeral Plans](#). Please call us on 0800 587 2541
- Consider what type of funeral you would like for your loved one

 Find your nearest Dignity Funeral Director
dignityfunerals.co.uk/fdfinder

You will need to do the following things at the earliest opportunity:

- Decide where you would like the individual to rest before the funeral, either the funeral home or at your own home
- Arrange a suitable time for your Funeral Director to collect the deceased and bring them into their care
- Visit your loved one in a private Chapel of Rest, *if you wish to do so*

5. Let people know about the death

You will need to notify the following people when a loved one passes away:

Who to inform first

- The person's GP
- Relatives & friends
- The funeral director
- Register office
- Employer/school
- Health professionals.
You may need to cancel any outstanding hospital appointments

Financial

- Bank & building societies
- Insurance companies (Life, car, travel)
- Credit card providers
- Solicitor/accountant

Government

- HM Revenue and Customs for tax purposes
- Pension providers
- Passport agency
- DVLA if the deceased held a driving license
- Local council for council tax & Electoral Register

Property and bills

- Mortgage provider or landlord
- Utility companies (electricity, gas & water)
- Buildings and content insurance provider
- Mobile phone provider
- Broadband/TV companies

Others

- Dentist
- Optician
- Subscriptions
- Social groups and clubs
- Re-direct the post
- Close online and social media accounts