

Tell Us Once is a service that lets you report a death to most government organisations in one go.

How to use Tell Us Once

A registrar will explain the Tell Us Once service when you [register the death](#). They will either:

- complete the Tell Us Once service with you
- give you a unique reference number so you can use the service yourself online or by phone

The registrar will give you a number to call. This includes a [video relay service](#) for British Sign Language (BSL) users and [Relay UK](#) if you cannot hear or speak on the phone.

You must use the service within 28 days of getting your unique reference number.

If you cannot register the death because an inquest is underway, you can still [ask a registrar](#) for a unique reference number. You'll need to get an [interim death certificate from the coroner holding the inquest](#) first.

Before you use Tell Us Once

You'll need the Tell Us Once reference number that you got from the registrar.

You'll also need the following details of the person who died:

- name
- date of birth
- address
- date they died
- name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'
- if there's a surviving spouse or civil partner, the name, address, telephone number and the National Insurance number or date of birth of the spouse or civil partner
- if there's no surviving spouse or civil partner or their spouse or civil partner is not able to deal with their affairs, the name and address of their next of kin
- if they died in a hospital, nursing home, care home or hospice, the name and address of that institution - you'll also be asked if the stay was for 28 days or more

You may also need:

- if they had a passport, their passport number and town of birth
- if they had a driving licence, their driving licence number
- if they owned any vehicles, the vehicle registration numbers
- if they were getting services from their local council, such as Housing Benefit payments or Council Tax reductions, the name of their local council and which services they were getting
- if they were getting any benefits, tax credits or State Pension, information about which ones they were getting
- if they were getting money from an Armed Forces Pension or Compensation Scheme, details of that scheme
- if they were getting money or paying into public sector pension schemes, details of those schemes
- if they were getting money or paying into Local Government Pension Schemes (LGPS), details of those schemes and their National Insurance number

Unless they were involved in a LGPS, you do not need their National Insurance number. If you can still provide it though, it will help some organisations match their records faster.

You need permission from any surviving spouse or civil partner, the next of kin, executor, administrator or anyone who was claiming joint benefits or entitlements with the person who died, before you give their details.

You can use the Tell Us Once service online – go to the gov.uk website to do this

Organisations Tell Us Once will contact

Tell Us Once will notify:

- HM Revenue and Customs (HMRC) - to deal with personal tax and to cancel benefits and credits, for example Child Benefit and tax credits (you need to [contact HMRC](#) separately for business taxes, like VAT)
- Department for Work and Pensions (DWP) - to cancel benefits and entitlements, for example Universal Credit or State Pension
- Passport Office - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA) - to cancel a licence, remove the person as the keeper of up to 5 vehicles and end the vehicle tax ([you must contact DVLA separately if you either sell the vehicle or keep it and tax it in your own name](#))

- the local council - to cancel Housing Benefit, Council Tax Reduction (sometimes called Council Tax Support), a Blue Badge, inform council housing services and remove the person from the electoral register
- Veterans UK - to cancel or update Armed Forces Compensation Scheme payments

HMRC and DWP will contact you about the tax, benefits and entitlements of the person who died.

Tell Us Once will also contact some public sector pension schemes so that they cancel future pension payments. They'll notify:

- My Civil Service Pension
- NHS Pensions for NHS staff in England and Wales
- Armed Forces Pension Scheme
- Scottish Public Pension Agency schemes for NHS staff, teachers, police and firefighters in Scotland
- Local Government Pension Schemes (LGPS) that participate in Tell Us Once

There's a [different process to update property records](#) if the person who died owns land or property.

If you do not use Tell Us Once

You must let the relevant organisations know about the death yourself if either:

- you choose not to use the Tell Us Once service
- the person died abroad and the [death has not been registered with the UK authorities](#)

[Tell organisations about the death yourself.](#)

Banks and other financial organisations

Contact the person's bank or mortgage, pension or insurance providers to close or change the details of their accounts.