

Who to contact – checklist

This can be tiring, and it's easy to miss someone. Everyone's list will be different, but this covers most.

Immediate (as soon as possible)

Doctor	Contact immediately if the death is at home
Funeral Director	
Registrar	Legal requirement to authorise the funeral and provide certificates
Bank(s)	You will need a copy of the registrar's certificate
Cancel any appointments	Including medical and outpatient appointments
Credit card companies	Need registrar's certificate
DWP / Jobcentre Plus*	For state pensions and benefits
Family, friends & neighbours	Especially to notify funeral arrangements. Can anyone help do this?
GP and other healthcare agencies	
Home care agency	
HP repayments	Need registrar's certificate
Insurance (home, car and other)	To keep valid, including joint policy. NB if you are a named driver
Landlord or Mortgage provider	
Minister / priest / place of worship	Especially if they are to conduct / attend the funeral
Personal/work pension provider(s)	
Social services & volunteers	Meals provision, volunteer transport, volunteer visitor...
Solicitor and the will	Especially if you are the executor. NB to check for funeral wishes
Work colleagues and employer	

Urgent (as soon as you can)

Accountant (if applicable)	
Blue Badge*	
Council Tax office*	
Customers and clients (if applicable)	
Dentist	
DVLA	You will need to return the driving licence
Equipment loan	You will need to return loaned equipment (may be collected)
Pharmacist	You will need to return unused medicines
Utility companies	Electricity, gas, internet, telephone, water

Important but less urgent

Library membership*	More urgent if you need to return books or DVDs
Other savings, bonds and shares	Need registrar's certificate for each of these
Passport office*	You will need to return the passport
Season tickets and clubs	You will need to cancel memberships

<https://www.moneyadvice.service.org.uk/en/articles/what-to-do-when-someone-dies-a-checklist>

(adapted and expanded). NB this website also includes templates for letters you may need to write.

*Tell Us Once (where available, via the registrar, one call covers local and national government aspects)