



## How you can contact us to use the Service

Once you have registered the death with a Registrar and obtained the Tell Us Once service number there are a number of different ways you can access the service:

**In person** — You will be automatically offered the service after you have registered the death with the Registrar. Alternatively, please contact your local Registrar (numbers below) to make an appointment. Pre-arranged appointments are available Monday to Friday between 9am—5pm.

**By telephone** — After you have registered the death, if you would prefer to speak to someone via telephone please call the Department for Work and Pensions on the telephone number provided by the Registrar. The Registrar will also provide the Tell Us Once service reference number enable you to use the service.

**Online** — After you have registered the death, you can use the online service at [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once). You will need the Tell Us Once service reference number provided by the Registrar to use the service.

For further information please contact your local Registrar  
**01546 605521**

Campbeltown Service Point	Option 1
Dunoon Service Point	Option 2
Helensburgh Service Point	Option 3
Islay Service Point	Option 4
Lochgilphhead Service Point	Option 5
Mull Service Point	Option 6
Oban Service Point	Option 7
Rothsay Service Point	Option 8
Tiree Service Point	Option 9

[www.argyll-bute.gov.uk](http://www.argyll-bute.gov.uk)



## When someone has died....

We can help you tell the people who need to know.

When someone has died, there are lots of things that need to be done, at a time when you probably feel least like doing them. One of these things is contacting the Government Departments and Local Council services that need to be told about the death.

Argyll and Bute Council is providing a service which will make things easier. This service means that you can just tell us and these organisations will be contacted.

### How the service can help you?

When someone has died, their death needs to be registered with the Registrar. Once that's done, several other organisations may have to be contacted and given the same information.

We can help you to give the information to the Department for Work and Pensions (Tell Us Once service) and they can pass on this information to a number of other government departments and local council services for you.



## What happens to the information?

If you decide to use the service, you can choose which of the following you would like to notify using the service:

- Local Councils
  - ◊ Housing Benefit Office
  - ◊ Council Tax
  - ◊ Collection of Payment for council services
  - ◊ Libraries
  - ◊ Electoral Services
  - ◊ Blue Badge
  - ◊ Adult and Children Services
- Department of Work and Pensions
  - ◊ Pensions and Benefits
- HM Revenue and Customs
  - ◊ Child Benefit
  - ◊ Child Tax Credit & Working Tax Credit
  - ◊ Personal Taxation
- HM Passport Office
  - ◊ Passport
- Driver and Vehicle Licensing Agency
  - ◊ Driving Licence
  - ◊ Registered Keepers
- Ministry of Defence, Service Personnel and Veterans Agency
  - ◊ War Pension Scheme
- Public Sector Pensions Schemes listed below
  - ◊ NHS (England & Wales) Pension
  - ◊ Scottish Public Pensions Agency Teachers and /or NHS
  - ◊ Scottish Public Pensions Agency Police and /or Fire
  - ◊ My Civil Service Pension
  - ◊ Participating Local Government Pension Funds
  - ◊ Any Armed Forces Pension Scheme and /or the Armed Forces Compensation Scheme administered by Veterans UK

This list is subject to change and the most updated list is held on the Gov.uk bereavement website, ([www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)).

## How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to update records; to end services, benefits and tax credits as appropriate; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows. The information you provide will be used to update records **and will not be used to start a new claim**. If you want to make a new claim to any benefit you will need to contact the relevant organisation.

## Privacy

The service is committed to ensuring that the information provided is protected. Our privacy statement tells you how the information you provide when you use this service will be used and protected. Ask the advisor if you wish to see the full privacy statement or you can look it up on the Gov.uk Website. Please remember that it is your responsibility to ensure that all organisations, that pay you a benefit. Working Tax credit or Child Tax Credit or provide a service to you, have correct and up to date information about you.

## Information you will need to use this service

It will help if you have with you the following information, where relevant about the person who has died when you use the service

- Their date of birth and, if you have it, National Insurance Number (please note if you want to inform a Local Authority Pension Fund then National Insurance will be required)
- Details of any benefits or services they were receiving
- Their death certificate and/or Tell Us Once service number provided by the Registrar
- Their Driving Licence or Driving Licence number
- Their Passport or Passport number and town/country of birth (please note only British issued passport, burgundy coloured can be notified via this service)
- Details of Blue Badge
- Vehicle Registration Numbers of the deceased

We may also ask you for the contact details for:

- Their next of kin
- A surviving husband, wife, spouse or civil partner
- The person dealing with the estate.

You must obtain permission of the persons listed above if you are going to provide us with information about them.

## Next of Kin

If you are the next of kin (closest relative by blood or marriage/civil partnership to the deceased), your entitlement to benefits may change, so please have your own National Insurance number and/or date of birth with you when you contact us.

If you are not the next of kin, or the person who is dealing with the deceased's estate (the person sorting out their property, belongings and money), you can still use the service as long as you have their permission to provide information about them and act on their behalf.