

USEFUL CONTACTS & WHAT TO DO

CHECKLIST

Funerals from the Heart

It is perfectly normal to be unsure of what to do following the loss of a loved one, family member or close friend. That's why we are here to support you through the process and guide you through the various steps that are involved following a bereavement.

Useful Contacts

Will Queries and Probate

- Liverpool District Probate Registry 0151 236 8264.
- Probate Forms
- <http://www.hmrc.gov.uk/inheritancetax/iht-probate-forms/find-right-forms.htm>
- The Independent Order of Oddfellows publishes an annual survey of funeral costs to get an average price for your area: 08000281810
- Citizens Advice Bureau Chester 0844 826 9690
- Citizens Advice Bureau Ellesmere Port 0844 111 444
- Age Concern Chester 01244 401500
- Macmillan Support 01244 364948
- Reflect Children's and young People's Counselling Service 01244 851 104
- The Bereavement Project Hospice of the good shepherd 01244 853 193
- Mollington Drop-In for the Bereaved 01244 853 193
- National Organisations that may be able to help.
- The Samaritans 01244 377999
- Cruse Bereavement Care Young people bereavement help 0208 9399 530/ 0844 4779 400
- Lesbian and Gay Bereavement Project 0208 455 8894
- National Association of Widows 0845 8382 261
- Roadpeace bereavement through road traffic accidents 0845 4500 355
- Support after Murder and Manslaughter SAMM 0845 872 3440

- Survivors of Bereavement by Suicide SOBS 0844 561 6855
- The Compassionate Friends support after the death of a child 0845 123 2304
- Terence Higgins Trust help for deaths caused by AIDS/HIV 02078 121 600
- The Way Foundation Bereavement support for young men and women 0300 0124 929
- Winston's Wish childhood bereavement support 0845 203 0405

List of People to Contact and Cancel accounts

- ☐ Car Insurance: Documentation will have to be changed as you are not legally insured to drive if the policy is in the deceased name.

Social Services/District Nurses: If there is equipment belonging to either of these, it must be returned.

- ☐ Hospital and/or Family Doctor: Any outstanding appointments should be cancelled.
- ☐ Employer or Professional Association
- ☐ Inland Revenue
- ☐ Social Security :Form 344/BD8 needs to be completed to cancel any direct payments into a bank account. This white certificate is provided by the Registrar of Deaths.
- ☐ Local Council: Cancel any housing/rate benefits and council tax.
- ☐ Utilities: Gas, electric, water, telephone and cable companies.
- ☐ Post Office: Arrange redirection of mail, a small charge may be made.
- ☐ Credit Card Companies: Cancel cards and pay up accounts.
- ☐ Banks and Building Societies: Accounts need to be closed and any joint accounts need to be amended.
- ☐ Investments and Insurance Policies: Premium Bonds are not transferable. The Post Office will issue you with a form that needs to be sent to the Bonds and Stocks Office. For further advice suggest that you consult a Financial Advisor or Accountant.
- ☐ Store Cards

List of items to return:

- ☐ Passport: You should return to:
- ☐ The Passport Office, U.K. Passport Agency, 5th Floor India Building, Water Street, Liverpool
- ☐ Driving License
- ☐ You should return to:
- ☐ D.V.L.A., Swansea, SA99 1AB
- ☐ Vehicle Registration Documents
- ☐ Car Insurance

To change Policy Holder's name or a refund may be issued.

- ☐ Television License
- ☐ To change name or a refund may be issued.
- ☐ Season Tickets and Club Memberships Cards
- ☐ Library Books and Card
- ☐ National Insurance Papers

Call: 01244 329173 if you need any further assistance