

# Tell Us Once

## Tell Us Once

When someone has died, there are a lot of things that need to be done, at a time when you probably least feel like doing them. One of these is contacting government departments and local council services to inform them of the death. The Tell Us Once service allows you to do this in one go. There is no charge for this service.

## How you can use the service?

After the death registration has taken place, you will be asked if you would like to use the Tell Us Once service. If you choose to do so, the Registrar will arrange that you are sent an unique reference number. Once you receive the reference number you will then need to contact the Department for Work and Pensions:

Telephone: 0800 085 7308 (Monday - Friday 8am to 6pm). You may speak to an advisor in English or Welsh. There is also an Interpreter service available. The number is free to call from a BT Landline, other telephone and mobile providers may charge.

On line - go to [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)

## Who will receive the information?

If you decide to use the service, Tell Us Once will inform the following organisations about the death on your behalf:

Department for Work and Pensions:  
Pension, Disability and Carers Service  
Jobcentre Plus

Ministry of Defence, Service Personnel and Veterans Agency:  
War Pensions Scheme

HM Revenue & Customs:  
Child Benefit

Child Tax Credit & Working Tax Credit  
Personal Taxation

## Identity and Passport Service

## Driver and Vehicle Licensing Agency

### Local Councils:

Housing Benefit Office  
Council Tax Benefit Office  
Council Housing  
Council Tax  
Libraries  
Blue Badges  
Adult Services  
Children's Services  
Collection of payment for council services  
Electoral Services

## What will the organisations do with the information?

The information you give will be treated securely and confidentially. The organisations will use the information to update records; to end services, benefits and credits as appropriate; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows.

## Information you will need to use the service

To get the most out of the service, you will need the following information about the person who has died:

- National Insurance number
- date of birth



- details of any benefits or services they were receiving
- their death certificate
- their Driving License or Driving License number
- their Passport or Passport number and town/country of birth.

## You may also be asked for the contact details for:

- the next of kin
- a surviving husband, wife or civil partner
- the person dealing with their estate

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

## Next of Kin

If you are the next of kin (closest relative by blood or marriage 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 use the Tell Us Once service.

If you are not the next of kin, or the person who is dealing with the deceased's estate (the person sorting out their belongings and money), you can still use the Tell Us Once service if you have their permission to provide their details and act on their behalf.

## Privacy

The Tell Us Once service is committed to ensuring your information is protected.

For more information contact Cyngor Gwynedd on 01766 771000 or visit [www.gwynedd.gov.uk/TUO](http://www.gwynedd.gov.uk/TUO)

