

## WHO CAN REGISTER A DEATH DURING COVID-19

- A relative.
- A person present at the death.
- A senior member of the establishment (care home) in which the death occurred.
- The person arranging the funeral.
- The funeral director
- **Note** - A 'Partner' (ie someone you are not legally married to) cannot register. A 'Civil Partner' (ie someone who has been through a legal ceremony of formation) can register.

## WHAT TO HAVE WITH YOU DURING YOUR TELEPHONE APPOINTMENT

- A **Medical Certificate** M CCD, issued by the doctor, (or a Coroners Certificate if applicable) **will have been emailed direct to the Registrar.**
- You will be asked the date and place of birth, so a Birth Certificate (and marriage certificate) is useful but not essential.
- The NHS Medical Card or NHS Number for the deceased, if available.

## THE REGISTRAR WILL NEED THE FOLLOWING INFORMATION

- The date and place of death.
- The full name of the deceased, and any previous or maiden names where appropriate.
- The date and place of birth of the deceased.
- The occupation and usual address of the deceased.
- If the deceased was married, or in a civil partnership, the full names, date of birth and occupation of their spouse or civil partner.
- The name and address of the person registering the death.
- If the deceased was receiving any pension or allowance from public funds, other than a state pension, please tell the registrar.

## ORGANISATIONS YOU MAY NEED TO CONTACT

Bank, Building Society, Child's school or childcare provider, Concessionary bus pass, Credit card companies, Dentist, Doctors, Employers, Hospital clinics, Household insurance, Internet provider, Landlord, Life assurance, Mortgage, Motor insurance, Motoring breakdown policy, Pension plans, Post office, Premium bond office / National Savings and Investments, Private health care provider, Solicitor, TV licence, Utilities (gas, electricity, water, telephone), Vehicle registration.

## PAPERWORK ISSUED BY THE REGISTRAR AT THE APPOINTMENT

- **A CERTIFICATE FOR BURIAL OR CREMATION** (known as **THE GREEN CERTIFICATE**)

This will be emailed to Littleproud's direct from the Registrar.

- **A STANDARD DEATH CERTIFICATE**

*(For Bank, Building Society, Private Pension, Life Insurance, Probate, Premium Bonds, National Savings, Solicitors, Shares etc.)*

A death certificate is a certified copy of the entry in the death register.

Death certificates cost £11.00 each.

This price applies for certificates ordered both on the day, or at any time after the registration.

- **TELL US ONCE**

*(you will receive a reference number and contact details)*

This is a service to help you with a number of central and local government department notifications, as listed below:

- *Pensions & Benefits (DWP)*
- *Blue Badge Parking*
- *Council Tax*
- *DVLA - driving license*
- *Inland Revenue*
- *Local housing department*
- *Library*
- *Passport*
- *Social Services (meals on wheels, equipment, home help)*
- *Electoral Services*
- *NHS England & Wales*
- *Council Housing*
- *War Pensions Scheme*
- *Tax Credits*
- *Civil Service Pension*
- *Armed Forces Pension*
- *Local Government Pension*

The registrar will enter the deceased's details on the 'Tell Us Once' database.

**You can then complete the process at home** by telephone or online (within 28 days), using the reference number given to you by the Registrar.

*To use Tell Us Once at home, you may need the following details of the deceased;*

- Date of Birth
- National Insurance number
- Driving license number
- Passport number
- Details of any benefits or entitlements they were getting (eg State Pension)
- Details of any local council services they were getting (eg Blue Badge)
- Name and address of their next of kin
- Details of any public sector or armed forces pension schemes they were getting
- Name, address and contact details of the person or company dealing with their estate (executor or administrator)

## HOW TO BOOK AN APPOINTMENT

REGISTRATION APPOINTMENTS DURING COVID-19  
CAN NO LONGER BE BOOKED ON-LINE.

APPOINTMENTS NEED TO BE MADE THROUGH  
THE CUSTOMER SERVICE CENTRE

### THE SEQUENCE IS

- DIAL (Norfolk County Hall) - 0344 800 8020
- PRESS 3 For enquiries relating to births, ceremonies and deaths
- PRESS 1 To register a birth or a death (brief ringtone)
- PRESS 1 To book an appointment to register a birth or death
- PRESS 2 Unable to access services online  
*(You have to press 2 rather than 1 here, as there is no longer the facility to book on-line)*

**An appointment will then be made for a Registrar to phone you to register the death.**

*( If you have any problems with the above, please contact us and we will make the appointment for you )*

The Registrar will phone you on .....

# Littleproud

## & Son

FAMILY FUNERAL DIRECTORS



## HOW TO REGISTER A DEATH IN NORFOLK

*“Our family taking care of your family”*

Hale Road, Bradenham, Norfolk IP25 7RA

Tel: 01760 440269 (24hrs)

Cobbs Corner, South Green, Dereham, Norfolk NR19 1PU

Tel: 01362 695458 (24hrs)