

Reporting a death

By using the Bereavement Service:

- You can notify the Social Security Agency Bereavement Service Team directly using a dedicated freephone number;
- You will only need to notify the Agency once;
- You can obtain a benefit eligibility check; and
- You can make a claim for Bereavement Benefits and/or Social Fund Funeral Payment while you are on the phone.

Benefit Eligibility Check

We can advise you of potential eligibility to a range of benefits including:

- State Pension Credit
- Income Support
- Jobseekers Allowance
- Bereavement Benefits
- Social Fund Funeral Payment

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Bereavement Benefits

We use Bereavement Benefits to mean any of these:

- Bereavement Payment
- Bereavement Allowance
- Widowed Parents Allowance

You may be able to get Bereavement Benefits if your late spouse or civil partner had paid enough National Insurance contributions.

If you work, your Bereavement Benefit will not be reduced because of the money that you earn.

You cannot get Bereavement Benefits if at the time of death:

- You were divorced from your spouse; or
- Your civil partnership had been dissolved; or
- You were living together as if you were married or civil partners, but you were not legally married or had not formed a civil partnership; or
- You had remarried or formed a civil partnership; or
- You were living with another person as if you were married or civil partners.

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Social Fund Funeral Payment

If you are on a low income and need to pay for a funeral, you may be able to get a Funeral Payment, depending on the benefits you are getting, your relationship with the person who died and any other money that may be available to help with the cost of the funeral (other than your personal savings).

You may be eligible for a Funeral Payment if you or your partner is getting any of the following:

- Income Support;
- Income-based Jobseekers Allowance;
- Income-related Employment and Support Allowance;
- State Pension Credit;
- Housing Benefit;
- Working Tax Credit which includes disability or severe disability element;
- Child Tax Credit at a rate higher than the family element.

The term 'partner' is used here to mean:

- A person you are married to, or a person you live with as if you are married to them;
- A civil partner, or a person you live with as if you are civil partners.

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Testimonials

The following testimonials have been received for the Bereavement Service:

- “The conversation lasted approximately 20-25 minutes and I have to say, that every second was very worthwhile and a pleasure to experience. At a time of deep sadness and hurt that I was experiencing, that gentleman and your service relieved me of great responsibility and worry. One phone call sorted so much for me. I cannot put into words the mental relief that I felt afterwards.”
- “Thanks for all the support given on the phone, for the patience, words of comfort and the great help following my husband’s death.”
- “Many thanks for the great service provided by Bereavement Service. This service made life much easier by taking away the need to fill in forms and make more phone calls at a very difficult time.”

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If you want to make a claim we can take your information over the phone for the following benefits:

A. Bereavement Benefits

You will need details about:

- You (contact details, date of birth and national insurance number);
- Your spouse/civil partner (as above, including employment and pension details);
- Your children (name, date of birth, residence and benefits);
- Other benefits you are getting; and
- How we pay you (frequency of payment and account details).

B. Social Fund Funeral Payment

You will need details about:

- You, your partner and the deceased (address, date of birth, national insurance number and surviving partner);
- Benefits and entitlements (you/your partner/surviving relatives are receiving);
- Responsibility for the funeral (including payment);
- The funeral director bill;
- The estate (including probate solicitor details);
- Money to pay for the funeral: and
- The account which payment will be credited to.

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Bereavement Service

Freephone

0800 085 2463

Contact this service to:

- Report a death to the Social Security Agency; (You will be asked for information regarding the deceased):
 - Date of death
 - National Insurance Number, if available
 - Your relationship to the deceased
 - Address of the deceased
 - Benefits the deceased had been receiving
- Check if you may be entitled to benefits/financial help; (Refer to Page 2)
- Make a claim for Bereavement Benefits; (Refer to Page 5) and
- Make a claim for a Social Fund Funeral Payment. (Refer to Page 5)



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