

# Tell Us Once

## If you have suffered a bereavement...

*...We can help you tell organisations that need to know*

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

Aberdeenshire Council provide a Tell Us Once service that can help make things easier for you, as we can give information to the Department for Work and Pensions who, in turn, pass on this information to a number of other government departments on your behalf and to other local authority services.

## ***How you can contact us to use the service***

Once you have registered the death with a Registrar there are two ways you can use the service:

**In person** – Please call one of our Registration Offices listed below to make an appointment. You will be offered the Tell Us Once service automatically immediately after registering a death. Our offices are open for Registration, Monday to Friday between 9am and 4.30 p.m.

**By telephone** – If you would like to speak to someone on the phone, please call the Department for Work and Pensions on 0800 085 7308. The lines are open Monday to Friday between 8am and 8pm. This number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. If you don't speak English, call 0800 085 7308 and an Advisor and an interpreter will call you back and help you.

**Deeside 01330 700440**

The Square, High Street  
Banchory, AB31 5RW

**Banff 01261 455840**

Mercat Cross, 38 Low Street,  
Banff, AB45 1AY

**Ellon 01358 281140**

Area Office, 29 Bridge Street,  
Ellon, AB41 9AA

**Fraserburgh 01346 415840**

Area Office, 14 Saltoun  
Square,  
Fraserburgh, AB43 9DA

**Huntly 01466 405940**

Area Office, 25 Gordon Street,  
Huntly, AB54 8AN

**Inverurie 01467 537840**

Gordon House, Blackhall  
Road, Inverurie, AB51 3WA

**Peterhead 01779 403740**

Buchan House, St Peters  
Street, Peterhead, AB42 1QF

**Stonehaven 01569 690540**

Viewmount, Arduithie Road,  
Stonehaven, AB39 2DQ

## ***Who we give the information to?***

We will contact the following services and organisations if you ask us to:

- **Local Councils**
  - » Housing Benefit Office
  - » Council Tax Benefit Office
  - » Collection of payment for council services
  - » Libraries
  - » Blue Badges
  - » Social Work (Adult Services & Children's Services)
  - » Council Housing
- **Department for Work and Pensions**
  - » Pension, Disability and Carers Service
  - » Jobcentre Plus
- **HM Revenue & Customs**
- **Child Benefit**
- **Tax Credits**
- **Identity and Passport Service**
- **Driver and Vehicle Licensing Agency**
- **Ministry of Defence, Service Personnel and Veterans Agency**
- **War Pensions Scheme**

Please note that as part of the death registration process, we are required to provide information about the deceased to

- **Council Tax**
- **Electoral Registration**

## ***Additional services***

If you wish we can share the information you give to update information held by other council services.

## ***How we will treat the information you give us***

We will treat the information you give us securely and confidentially. The organisations we give your information to will use it to update records; to end services, benefits and entitlements as appropriate; and to resolve any outstanding issues. They may use the information we give them in other ways, but only as the law allows.

## ***Next of Kin***

If you are the next of kin and think you may be entitled to an increase in benefits, please bring your own National Insurance number along. If you are not the next of kin, or the person who is dealing with the deceased's estate, you can still use the service provided you have the authority to act on their behalf.

Please remember that it is still your responsibility to make sure than any organisation that pays you a benefit has correct and up-to-date information.

## ***Information you will need to use the service***

We want to make sure we give the right information to any organisations we contact. So after you have registered the death, we will need the following information about the person who has died:

Checklist:

- **National Insurance number and date of birth**
- **Details of any benefits or services they were receiving**
- **Driving Licence or Driving Licence number**
- **Passport or Passport number**

We may also ask you for information about:

- **Their next of kin**
- **A surviving husband, wife or civil partner**
- **Anybody who is getting Child Benefit on their behalf**
- **The person dealing with their estate**

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