

What to do when someone dies

Our bereavement guide

We know it isn't easy dealing with the affairs of someone close to you when you're grieving. If you're not sure what you need to do next or if you'd like some support during this difficult time, our guide could help.

About the person who's passed away

Most organisations will ask for this information when you contact them so it's a good idea to note it down here.

Name

Date of birth

Address and postcode

After you tell us someone's passed away, we'll give you a **personal reference number starting with BRV**. Make a note of it here – you'll need it to upload documents electronically using our online notification form.

Barclays personal reference number

What to do first

When someone passes away, there are decisions to be made that can feel overwhelming. Let us guide you through some of the first steps you might need to take. For more detailed information visit our website or give us a call, using the details on page 4 of this guide.

Register the death

This needs to be done within 5 days in England, Wales and Northern Ireland, and within 8 days in Scotland. Where possible, do this at the register office in the area where the person passed away.

Purchase copies of the death certificate

You might want to purchase extra copies of the death certificate as some organisations will need to see it before settling any affairs.

Arrange the funeral

If you'd like, and there's enough money in the accounts of the person who has passed away, we can send a payment to the funeral director to cover the funeral cost. Find out more on our website.

Find out if there's a will

Wills are important as they detail the wishes of the person who has passed away. The person or people named as executor(s) in the will are responsible for carrying out these wishes. If we've been appointed as executor, please let us know as soon as possible. Find out more on our website.

Tell banks and building societies

You can notify Barclays in a number of ways. Find out how on page 3.

Manage the estate

Depending on the size of the estate, you may need to apply for probate or letters of administration. We'll let you know if we need any of these documents. For more information on probate, visit www.gov.uk/applying-for-probate

Contact other organisations

You might need to tell other organisations, such as utility companies and the department for work and pensions. The government's Tell Us Once service informs most of its departments for you when you complete a single online form at www.gov.uk/tell-us-once

Manage any contracts

You might need to arrange for any contracts (such as telephone, broadband or television contracts) that are in the name of the person who has passed away to be transferred into your name.



Letting us know

There are a few ways to let us know someone's passed away – you'll need the person's name, address and date of birth when you do.

To close any accounts, you'll need to provide the documents listed in the grey box below. You can upload them using the online notification form, take them into a branch or send them in the post.

Online

Our online form is an easy way to let us know that someone has passed away. You can also use it to upload the documents we need. If you don't have them yet, you can still use the form to notify us and then upload them when you do.

To fill in the form, go to welcome.bank.barclays.co.uk/forms/bereavement

Alternatively, the **Death Notification Service** is a free service that allows you to notify a number of banks and building societies of a person's death, at the same time. Visit www.deathnotificationsservice.co.uk to fill out their form.

Phone

Call us on **0800 068 2238*** (option 1) to speak directly to a dedicated adviser from our bereavement team. Lines are open **Monday to Friday, from 9am to 5pm**, and on **Saturdays from 9am to 2pm**.

Post

You can notify us via letter, by writing to us at:

Bereavement Service Centre

Barclays Bank UK PLC

Leicester

LE87 2BB

If you have the documents listed below, please send them when you notify us. We'll write back to confirm the next steps.

Branch

If you'd prefer to speak to someone in person, you can visit any branch—it doesn't have to be where the account was set up.

We recommend booking an appointment on **03457 345 345*** so you won't have to wait when you arrive. If you have the documents listed below, please bring them with you. Lines are open **Monday to Sunday, 24 hours a day**. Closed on bank holidays.

Once you've notified us, we will:

- **Freeze any sole accounts** within 24 hours, cancel direct debits and standing orders
- **Amend all joint accounts** within 24 hours and issue new stationery in the other account holder's name only. Direct debits and standing orders will not be changed
- **Let you know the next steps**

To close the account(s), we'll need to see certain documents. We'll tell you more about these when you get in touch.

- Certified copy of the death certificate** (provided by the registrar)
- Signed closure form** (available on the Barclays website or in branch)
- Proof of your identity** (photographic, e.g. passport)
- Grant of probate** (if required; we'll tell you when you notify us)



Need some more help? Visit our website to find more detailed explanations of the information above.

We're here to help

We understand that this is a difficult time and we know you might have questions, so we're here if you need to contact us for more information.

 Visit barclays.co.uk/bereavement

 Call us on 0800 068 2238* Monday to Friday, 9am-5pm and Saturday 9am-2pm. Closed on bank holidays

 Visit any Barclays branch

Things to remember



Book an appointment

Call 03457 345 345* so you won't have to wait when you arrive in branch. Lines are open Monday to Sunday, 24 hours a day. Closed on bank holidays.



Your personal reference number

You'll need this to upload documents so keep it handy – it starts with BRV.



Funeral and tax payments

If there's a funeral bill or an inheritance tax invoice to pay, we can pay them using money in the account of the person who's passed away – so long as there's enough to cover the costs.

Financial and emotional support

Losing someone you love can be devastating but free services are available to help you cope with your loss.

- [Age UK](https://ageuk.org.uk) (ageuk.org.uk) provides information and advice for people over 50 on 020 7278 1114
- [The Bereavement Advice Centre](https://bereavementadvice.org) (bereavementadvice.org) supports and advises people on what they need to do after a death – call free on 0800 634 9494
- [Citizens Advice](https://citizensadvice.org.uk) (citizensadvice.org.uk) offers free, independent, confidential and impartial advice on your rights and responsibilities
- [Cruse Bereavement Care](https://cruse.org.uk) (cruse.org.uk) has a free helpline for coping with grief – call 0808 808 1677
- [GOV.UK](https://gov.uk/after-a-death) (gov.uk/after-a-death) explains how to register a death and has a step-by-step practical guide to bereavement
- [The Money Advice Service](https://moneyadvice.service.org.uk) (moneyadvice.service.org.uk) offers free advice on managing your money on its website and helpline 0800 138 7777
- [The Samaritans](https://samaritans.org) (samaritans.org) provides confidential, non-judgemental support all day, every day, on 116 123