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Free institutional reference
Edition 2026 · valoren.uk
England, Scotland & Wales

GOV.UK SERVICE COMPANION

Tell Us Once — What It Covers and What It Doesn't

Report a death once and reach 13 government bodies and your local council in one go — then see, in plain terms, who it never tells, so nothing slips.

VALOREN COMPANION · FREE GOVERNMENT SERVICE

Tell Us Once is a free gov.uk service, not a form and not a Valoren document. You report a death a single time and the government passes it to 13 named bodies and your local council at once. This reference names every body the one report reaches, then hands you the list of organisations it never contacts — the banks, insurers, pensions and utilities that remain the executor's job.

THE GAP MOST FAMILIES MISS

Many people complete Tell Us Once and believe the job is done. It is not. The service reaches **government only**. Banks, building societies, insurers, private and workplace pensions, and utilities never hear from it — each must be closed separately. The outstanding list is on page 7 of this reference. Keep it.

WHAT IT IS

A free gov.uk service — report a death once, to many departments at the same time.

WHO USES IT

Next of kin or executor, with the unique reference number the registrar issues.

THIS REFERENCE

The 13 bodies it reaches, the records to have ready, and the gaps it leaves — named.

What one report reaches 1

The single report fans out to 13 named government bodies and your local council. Each one acts on it independently — closing records, stopping payments, updating titles. You write to none of them yourself. Below is every body the one report tells.

1	**HMRC**	Personal tax record updated; Child Benefit and Tax Credits closed.

2	**DWP**	State Pension and benefits stopped; any over- or under-payment reconciled.
3	**HM Passport Office**	The British passport is cancelled electronically.
4	**DVLA**	Driving licence cancelled; keeper record closed on up to five vehicles.
5	**Your local council**	Council Tax, Housing Benefit, Blue Badge and the electoral register.
6	**Veterans UK**	War Pension and Armed Forces Compensation Scheme records updated.
7	**Social Security Scotland**	Scottish benefits — Adult Disability Payment and others.
8	**Armed Forces Pension Scheme**	First of five public-sector pension schemes the report notifies.

9	**NHS Pensions**	NHS employees in England and Wales (Scotland via the SPPA below).
10	**Scottish Public Pension Agency**	NHS Scotland, teachers, police and firefighters in Scotland.
11	**Pension Protection Fund / FAS**	Members of failed defined-benefit schemes now in the PPF or Financial Assistance Scheme.
12	**Local Government Pension Scheme**	Council and other local-government employees (the LGPS).
13	**Local council electoral register**	The deceased is removed from the electoral roll automatically.

The five public-sector pensions, in full. Numbers 8 to 12 are the only pension schemes Tell Us Once contacts: the Armed Forces Pension Scheme, NHS Pensions, the Scottish Public Pension Agency, the Pension Protection Fund / Financial Assistance Scheme, and the Local Government Pension Scheme. **Private and most workplace pensions are not among them** — they appear on the outstanding list on page 7.

What it does not cover 2

Tell Us Once reaches government only. Everything below it never tells. Each organisation here must be closed separately by the executor — this is the outstanding list to keep and work through. Tick each one as it is done.

STILL ON YOU — NOT REACHED BY TELL US ONCE

- [ ] Banks, building societies and mortgage providers
- [ ] Insurers — life, home, vehicle, travel
- [ ] Private and workplace pensions
- [ ] Utilities and subscriptions
- [ ] The Student Loans Company
- [ ] HMRC business taxes (VAT, PAYE, the estate's self-assessment)
- [ ] HM Land Registry — the property title
- [ ] DVLA — selling or transferring a vehicle

Two free services that close several of these at once.

For banks, the free **Death Notification Service** (deathnotificationservice.co.uk) reaches most major UK banks in one submission. For pensions the deceased may have forgotten, the **Pension Tracing Service** (gov.uk/find-pension-contact-details) can help find them. Tell Us Once notifies removal of the deceased as a vehicle keeper, but does not transfer a vehicle — that is a separate step: whoever keeps it sends the log book with a letter to DVLA's Sensitive Casework Team and taxes it in their own name.

Bereavement Support Payment is separate — and time-limited.

Tell Us Once tells DWP about the death, but it does **not** start a Bereavement Support Payment claim. A surviving spouse or civil partner must claim it separately on **form BSP1** within **21 months** of the date of death. Missing the deadline can mean losing up to 18 monthly payments — one of the most costly oversights families make.

What to have ready 3

Almost all of the time on Tell Us Once goes on finding these — not entering them. The **National Insurance number** is the usual sticking point. Gather the eight records below once, in front of you, and the report itself takes minutes.

☐ The **death certificate**	**OPENS THE SERVICE**
☐ The deceased's NI number	**DWP · HMRC · PENSIONS**
☐ British passport number + town of birth	**HM PASSPORT OFFICE**
☐ Driving licence number	**DVLA**
☐ Up to five vehicle registrations	**DVLA KEEPER RECORD**

☐ Which benefits were in payment	DWP · SOCIAL SECURITY SCOTLAND
☐ The local council + any Blue Badge	COUNCIL SERVICES
☐ Surviving spouse + executor details	WHO AGENCIES WRITE TO

Key timings to hold

STATUTORY

5 days

To register the death in England and Wales (eight in Scotland). The registrar starts Tell Us Once here.

THE WINDOW

28 days

The unique reference number is valid for **28 days** from the date the registrar issues it — not from the date of death.

AFTERWARDS

4–8 weeks

Each body processes the notification and writes to the estate contact. Chase any agency you have not heard from after eight weeks.

BSP1 DEADLINE

21 months

A surviving spouse must claim Bereavement Support Payment (form BSP1) within **21 months** of the date of death. Tell Us Once does not start it.

Two free public helplines.

0800 151 2012 — the DWP Bereavement Service: notify benefits by phone, or request a new reference number if the 28-day window has passed.

0300 322 9620 — HMRC's Bereavement Helpline can trace a missing National Insurance number.

POWERED BY VALOREN

Tell Us Once — What It Covers and What It Doesn't — a practical guide to the government's Tell Us Once bereavement service. Free reference from the Valoren estate administration series. Accurate for England & Wales as of June 2026. Not legal or financial advice. © Standard Index Group.