Co-op Bereavement Notification Service
Co-op has a long standing tradition of supporting bereaved families for over 100 years. Building on our heritage, our Bereavement Notification Service helps bereaved families by providing practical support and advice when dealing with the affairs of the deceased loved one.

Our experienced teams will speak to the client and will help them with the following:

- **Registration of the Death** – we will signpost the family to the Registrar and, where appropriate, provide advice if the death has been referred to the coroner (40% of deaths are referred to the coroner and around 8% go to inquest).

- **Notifications** – we will explain how the Tell Us Once government service operates and provide support when the service is not available in the local area.

- **We can also provide the family with pre-populated letters to be sent to banks, building societies and other financial institutions to advise them about the death. Notifying financial institutions about the death is important as this will enable the institution to close or freeze bank accounts to prevent attempted identity fraud or other unwanted transactions.**

- **Mail suppression** – we will activate mail suppression which will stop unwanted junk mail being sent to the deceased. Receipt of such mail can be upsetting for the surviving partner and other family members.
Advice on Home and Car insurance notifications - it is important that families contact their Home and Motor insurers to tell them about their bereavement. There may be problems with cover if insurers are not notified about the death. We will support and advise families and provide letters where appropriate.

Management of social media accounts - families often do not know how to manage social media accounts following the death of a loved one. We provide information on several social media account closure processes.

Estate administration - we will confirm to the family whether it is likely that probate will be required and will offer a no obligation visit from one of our experienced probate consultants.

Employment queries - we can provide general guidance to families who may be facing claims for redundancy from carers, who were employed by the deceased to provide care and assistance prior to the death. We can provide specific advice for a fee if required.

Family Law issues - where the couple were unmarried, issues might arise about the property or savings. We can provide general guidance about these and other issues. We can provide specific advice for an agreed fee if required.

Support with complaint writing, e.g. where the family is concerned that there may have been errors in the provision of hospital care.
Customer Journey - Bereavement Notification Services

I went to close the account as my partner had passed. I was offered a call from the Co-op Legal Services Bereavement Notification Service. I said yes to the call and consented for my data to be shared.

They helped me with:
- stopping my partner’s mail
- notifying government organisations
- preparing letters for the banks, pension provider, insurer
- closing social media accounts
- information on my legal situation re co-habiting and inheritance

I received a text message and I received an email explaining the benefits of the service the next day to let me know someone from the Bereavement Notification Service would be in touch.

The Bereavement Notification Team called me and provided me with some free help and support with a range of issues.

I have my loved one’s estate to manage, there is a house which I’m not too sure what to do with.

They made an appointment for someone to support me with probate/inheritance administration.

I have my loved one’s estate to manage, there is a house which I’m not too sure what to do with.
The only data passed into Proclaim (our data management software platform) will be the contact details of the client necessary to carry out the Bereavement Notification Service which the client will have consented to.
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