

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

Bereavement Support Payment

We will ask you for details about:

- You (contact details, date of birth and national insurance number);
- Your husband, wife or 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 (account details).

Social Fund Funeral Payment

We will ask you for 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.

Feedback about the Bereavement Service

The following feedback has been received from those relatives and next of kin who have used the Bereavement Service:

- “I contacted the Bereavement Service following the death of my dad. The lady that I spoke to took the time to listen to me during a very difficult time in my life. At the same time, I was reassured that my late dad’s benefits had been stopped and my mum’s benefit entitlement would be reassessed now that she was alone. All of this was completed without the need to fill in any forms.”
- “I want to pass on my thanks for the professional and supportive manner by which the Bereavement Service dealt with my recent telephone call to report the death of my brother. I was surprised that I did not have to complete any forms and that everything was dealt with by one single telephone call.”
- “Thanks for all the support given on the phone, for the patience, words of comfort and the great help following my husband’s death.”

Northern Ireland Bereavement Service

Free phone 0800 085 2463

CONTACT THIS SERVICE TO:

Report a death (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

You can also:

- Check if you may be entitled to benefits / financial help
- Make a claim for Bereavement Support Payment
- Make a claim for Social Fund Funeral Payment

Reporting a death

By using the Bereavement Service:

- You can notify us of a death directly using a dedicated free phone number
- You will only need to notify us once, as we will inform all other offices that paid benefits to the deceased
- You can obtain a benefit eligibility check
- You can make a claim for Bereavement Support Payment 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 Support Payment
- Social Fund Funeral Payment

Bereavement Support

From 6 April 2017, the way that bereavement benefits work changed, with a new form of bereavement support called Bereavement Support Payment introduced.

Bereavement Support Payment provides financial assistance to help deal with the more immediate costs caused by the death of a husband, wife or civil partner, and replaces existing bereavement benefits (i.e. Bereavement Payment, Bereavement Allowance and Widowed Parents Allowance) where the date of death was on or after 6 April 2017.

You could get Bereavement Support Payment if at the time of death:

- You were married to or in a civil partnership with the person who died
- You are under State Pension age
- You ordinarily lived in the UK, or in a country with a reciprocal Social Security agreement to pay certain UK benefits, or in a European Economic Area country
- Your husband, wife or civil partner paid enough National Insurance contributions

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.