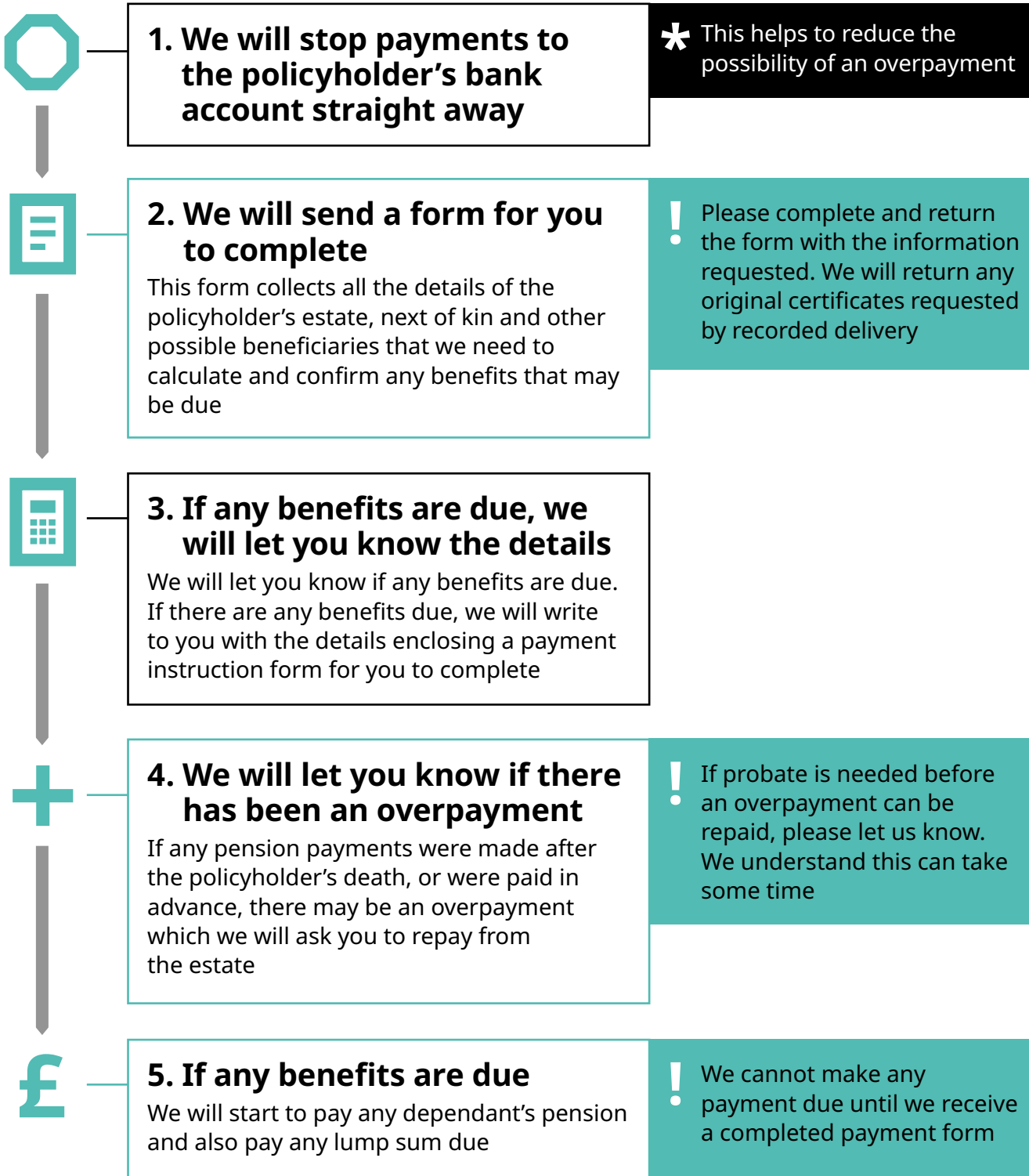


Our bereavement process

Here are the steps we will take once we are notified of the death of one of our policyholders.



Bereavement guidance



Tell Us Once is a service that lets you report a death to most government organisations in one go.

> www.gov.uk

Search for 'Tell us once' using the search option



The Death Notification Service (DNS) is a free, online service that allows you to report a death to a number of organisations who are members of the DNS in one quick and straightforward notification.

> www.deathnotificationsservice.co.uk



There is lots of helpful advice in the 'Death and bereavement' section of MoneyHelper's website.

> www.moneyhelper.org.uk

Select 'Family & care' from the main menu, and then 'Death and bereavement'



Age UK has produced two guides which you may find helpful at this time. You can download these from their website.

> www.ageuk.org.uk

Search for 'Bereavement information guide' and 'Avoiding scams information guide' using the search option

Please be aware that sadly scammers can prey on those who have recently suffered a bereavement.



Tax Help has produced a guide regarding tax at bereavement which provides a checklist and reminder of things to do with tax when dealing with bereavement.

> www.rothesay.com/policyholders/bereavement

Select 'Read Tax Help's guide' from the tax help section

If you need some support

Please call our Customer Service Team if you have any questions, need help with completing the form or if you need any other support at any stage.