

What to Do When Someone Dies

After someone dies, the people left behind are faced with a wide range of tasks to close the affairs of the deceased. Addressing these tasks is also required to access the assets of the deceased, receive financial and non-financial assistance, cancel payments and reduce the risk of identify fraud. This document will help you understand who you need to notify, what documentation you need, and what services and benefits may be available to you.

Note: Not all the services and agencies will apply to every situation. Review each step carefully to determine whether it applies.

In the first few days:

WHAT TO DO	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p>Move the deceased to a Funeral Home</p> <p>If the death occurred at home, the coroner will advise the family when the deceased may be transferred to the funeral home. If an Expected Death at Home form was previously filed by an attending physician or nurse practitioner, the body may be moved by a funeral director without the need for a coroner.</p> <p>The only person who can allow a funeral director to move the body is either the representative named in the will, or, if there is not a will, the person authorized by section 5(1) of the <i>Cremation, Interment and Funeral Services Act</i>.</p> <p>Occasionally, individuals request to take personal responsibility for the transfer of remains to a funeral home, crematorium or cemetery. If you are considering this option of a private transfer, there are processes to follow. Consumer</p>	<p>https://www.health.gov.bc.ca/cgi-bin/vs/funeral_homes.cgi (to search for a funeral home in your area, use the Search for Funeral Homes tool)</p> <p>http://www.bcfunerals.com/public/when-death-occurs (for more information on the immediate steps to take after a death, the British Columbia Funeral Association’s website provides further guidance)</p> <p>https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/expected-planned-home-deaths (for more information about preparing for an expected death at home)</p> <p>https://www.consumerprotectionbc.ca/2014/10/optiming-for-a-private-transfer-of-your-loved-one-to-a-funeral-home-crematorium-or-cemetery-if-you-have-questions-here-are-</p>	<p>Not applicable</p>	<p>None required</p>

<p>Protection BC has information about the processes and permissions required.</p>	<p>some-things-you-should-know/ (for information about private transfers)</p>		
<p>Register the Death</p> <p>Licensed funeral directors can register a death on your behalf. If required, next-of-kin can register a death without a funeral director by contacting the BC Vital Statistics Agency.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death/death-registration</p> <p>Toll-free within B.C.: 1-888-876-1633 (In Victoria and outside B.C. 250 952-2681)</p> <p>Service BC locations www.servicebc.gov.bc.ca/locations/ for assistance</p>	<p>Vital Statistics Agency (Government of British Columbia) or through a Funeral Director</p>	<p>Medical Certification of Death (provided by a doctor or a coroner)</p>
<p>Get the Death Certificate(s)</p> <p>You can get death certificates from funeral directors or order them from the BC Vital Statistics Agency.</p> <p>A death certificate may be required by government agencies, financial institutions, insurance companies and other organizations as proof of a death. Anyone can order death certificates.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death/death-certificates</p> <p>Toll-free within B.C.: 1-888-876-1633 (In Victoria and outside B.C. 250 952-2681)</p> <p>Service BC locations www.servicebc.gov.bc.ca/locations/</p>	<p>Vital Statistics Agency (Government of British Columbia) or through a Funeral Director</p>	<p>None required</p> <p>Death must be registered</p>
<p>Contact BC Coroners Service</p> <p>If the death was sudden or unexpected and/or a coroner attended the scene of death, you may have questions about the death investigation process.</p>	<p>http://www.gov.bc.ca/coroners</p> <p>Phone: 604 660-7745</p>	<p>BC Coroners Service</p>	

In the first few weeks:

The most critical actions to take in the first few weeks are determining the deceased person's wishes for their estate and contacting Service Canada.

WHAT TO DO	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p>Find the Will and Estate Information</p> <p>A will is a legal document that outlines a person's wishes for their estate. Use a lawyer, especially if there are questions about the validity or interpretation of a will.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death/wills-estates (for information)</p> <p>https://www.cbabc.org/For-the-Public/Dial-A-Law/Scripts/Wills-and-Estates (for information)</p> <p>http://www.lss.bc.ca/legal_aid/index.php (to find out if you qualify for legal aid)</p> <p>http://www.accessprobono.ca/ (for information about accessing free legal help)</p>	Not applicable	None required
<p>Find out if the Will needs to be probated</p> <p>Probate is the process of verifying a will is valid. Agencies and financial institutions that hold assets in an estate sometimes require that a will be probated. Seek legal advice if you're unsure whether a will must be probated.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death/wills-estates/probating-a-will (for information)</p>	Supreme Court of British Columbia	None required
<p>Complete a Search of Wills Notice</p> <p>If the will is subject to probate, the executor will need to submit a Search of Wills Notice as part of the application for probate.</p>	<p>https://www2.gov.bc.ca/gov/content/life-events/death/wills-registry (for information)</p> <p>Send a completed application to:</p> <p>Vital Statistics Agency</p> <p>PO Box 9657 Stn Prov Govt, Victoria, B.C., V8W 9P3</p> <p>The application can also be submitted to a Service BC location www.servicebc.gov.bc.ca/locations/</p>	Vital Statistics Agency (Government of British Columbia)	<p>Application for Search of Wills Notice form (PDF, 396KB)</p> <p>Copy of Death Certificate</p>

Contact Service Canada to Notify the Government of Canada:

Service Canada can assist you in completing almost all the tasks related to Government of Canada services except outstanding taxes, which can be completed at a later date through the Canada Revenue Agency. The Government of Canada may provide Employment Insurance (EI) and Canada Pension Plan (CPP) survivor benefits to eligible next-of-kin. Review the information below to determine your eligibility and identify the documentation you are required to bring to Service Canada.

Find a Service Canada office near you at <http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng>

Canada or the United States: 1-800-277-9914

TTY: 1-800-255-4786

All other countries: 613-990-2244 (they accept collect calls)

Monday to Friday 8:30 a.m. to 4:30 p.m. local time

The Government of Canada also provides general information on its website about what to do in the event of a death including dealing with pensions, benefits, closing personal accounts and making a life insurance claim. <https://www.canada.ca/en/employment-social-development/services/benefits/family/death.html>

WHAT TO DO

SERVICES AND INFORMATION

DOCUMENTS REQUIRED

Apply for the Survivor's Pension

The Canada Pension Plan (CPP) survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor.

As the survivor, you are responsible for applying for your monthly pension. You should apply as soon as possible after the contributor's death.

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-survivor-pension.html> (for information)

Application for a Canada Pension Plan Survivor's Pension and Child(ren)'s Benefits

Apply for the Death Benefit

The Canada Pension Plan (CPP) death benefit is a one-time, lump-sum payment to the estate on behalf of a deceased CPP contributor. The amount of the death benefit depends on how much and for how long the deceased contributed to the CPP. The maximum is \$2,500.

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html> (for information)

Application for CPP Death Benefit

Death Certificate (or certified copy or an alternative document as listed at <https://catalogue.servicecanada.gc.ca/apps/EForms/pdf/en/ISP-1200A.pdf>)

Social Insurance Number recorded on all documents

WHAT TO DO	SERVICES AND INFORMATION	DOCUMENTS REQUIRED
<p>Apply for the Children’s Benefit</p> <p>The Canada Pension Plan (CPP) children’s benefit provides payments to dependent children of deceased CPP contributors if the contributor has made sufficient contributions to CPP.</p>	<p>https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-childrens-benefit.html (for information)</p>	<p>Application for a Canada Pension Plan Survivor's Pension and Child(ren)'s Benefits (ISP1300)</p> <p>Application for a Canada Pension Plan Child's Benefit (ISP1400)</p> <p>Declaration of Attendance at School or University</p>
<p>Apply for the Allowance for the Survivor</p> <p>The Allowance for the Survivor benefit is available to people aged 60 to 64 who have a low income, who are living in Canada, and whose spouse or common-law partner has died. A person must apply in writing for this benefit.</p>	<p>https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance-survivor.html (for information)</p> <p>Find a Service Canada office near you to mail your documents: http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng</p>	<p>Statement of Income for the Renewal of the Guaranteed Income Supplement, the Allowance or the Allowance for the Survivor application form</p> <p>Application for the Allowance or Allowance for the Survivor form</p>
<p>Apply for the Canadian Armed Forces Survivor Benefit Entitlements</p> <p>If a member of the Canadian Armed Forces dies, their legal spouse or common law partner, their children under the age of 18 years, or their children aged 18 to 25 years enrolled as a full-time student, may be eligible for a survivor pension or child pension.</p>	<p>https://www.tpsgc-pwgsc.gc.ca/fac-caf/srvv/rnsrgm/aapr-sbe-eng.html (for information about available benefits)</p>	<p>Documents required may include: marriage certificate, birth certificates of survivors, sworn declarations, documented evidence of common-law relationship</p>

WHAT TO DO	SERVICES AND INFORMATION	DOCUMENTS REQUIRED
<p>Apply for Employment Insurance (EI) Compassionate Care Benefits</p> <p>If you have taken time off work temporarily to care for or support a family member who was gravely ill and has died, you may be eligible for Compassionate Care Benefits through EI.</p>	<p>https://www.canada.ca/en/services/benefits/ei/ei-compassionate.html (for information)</p>	<p>Your Social Insurance Number, banking information and employer information</p> <p>Basic personal information about the person who was ill</p>
<p>Cancel Employment Insurance for the deceased or Request EI payments on behalf of a deceased person</p> <p>Let Service Canada know if the deceased was receiving Employment Insurance (EI). If the deceased person had not applied for EI benefits, the legal representative can apply in the name of the deceased person.</p> <p>EI benefits may be paid to the legal representative or a person authorized to inherit property of the deceased person.</p>	<p>https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/while-receiving.html (for information about requesting EI payments on behalf of a deceased person)</p>	<p>Copy of the Death Certificate, a certificate from the director of a funeral home or an administrator of a hospital or clinic, or a letter from a physician, graduate nurse, or member of the clergy</p> <p>Apply for EI benefits online: https://www.canada.ca/en/services/benefits/ei/ei-apply-online.html</p> <p>Request for Payment of Benefit on Behalf of a Deceased Person https://catalogue.servicecanada.gc.ca/content/EForms/en/CallForm.html?Lang=en&PDF=ESDC-INS2882.pdf</p>
<p>Cancel a passport</p> <p>If the deceased has a valid passport, you can send it to Government of Canada Passport Program to be cancelled. Mail the passport to the Passport Program along with a copy of the death certificate and a letter requesting for the passport to be either destroyed or returned to you.</p> <p>You don't need to return an expired passport.</p>	<p>https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports/help-centre/general.html#passport_deceased (for information)</p> <p>Mail to:</p> <p>PASSPORT PROGRAM Gatineau QC K1A 0G3 Canada</p>	<p>Copy of the Death Certificate</p>

WHAT TO DO	SERVICES AND INFORMATION	DOCUMENTS REQUIRED
<p>Cancel a Citizenship Card or Permanent Resident Card</p> <p>Let Service Canada know if the deceased held a Canadian Citizenship Card or Permanent Resident Card or if they had an open application for one.</p>	<p>https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html?_ga=2.86303838.754797311.1522876129-1708144329.1520883107 (for contact information)</p>	<p>Copy of the Death Certificate</p>

In the months following:

Notifying benefit and service providers is required to cancel automatic payments, transfer property or access further benefits.

WHAT TO DO	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p>Settle Outstanding Taxes with the Canada Revenue Agency</p> <p>Contact the Canada Revenue Agency to settle the taxes of the person who has died, and to transfer benefits to a survivor.</p>	<p>https://www.canada.ca/en/revenue-agency/services/tax/individuals/life-events/what-when-someone-died.html (for information)</p> <p>In Canada and U.S.A.: 1-800-959-8281</p> <p>Monday to Friday</p> <p>9:00 a.m. to 5:00 p.m.</p>	<p>Canada Revenue Agency</p>	<p>Social Insurance Number (but not the SIN Card)</p>
<p>Notify BC Pensions</p> <p>If the deceased was a member, or a retired member, of a B.C. pension plan, contact the organization for information. B.C. Public Sector Pension Plans include the College Pension Plan, the Public Service Pension Plan, the Teachers' Pension Plan, the Municipal Pension Plan and the WorkSafe BC Pension Plan. The spouse or children of the deceased may be eligible for survivor's benefits.</p>	<p>http://www.pensionsbc.ca/portal/page/portal/pen_corp_home/home/ (to reach the portal to public pension plans)</p> <p>In Canada and U.S.A.: 1-800-663-8823</p> <p>Monday to Friday</p> <p>8:00 a.m. to 4:30 p.m.</p>	<p>BC Pension Corporation</p>	<p>Person ID (on pension statements)</p> <p>A copy of the Death Certificate is required (does not need to be certified)</p> <p>Various documents and information depending on the scenario</p>

<p>Change ownership of land</p> <p>BC Land Title and Survey recommends that you consult with a legal professional to change title of a property after someone dies. You will need to transmit ownership in any interest in land to the estate or transmit the interest to the surviving joint tenant.</p>	<p>https://itsa.ca/property-information/changes-ownership (for information)</p> <p>Find a Land Title Office:</p> <p>https://itsa.ca/contact-us</p> <p>In Canada and U.S.A.: 1-877-577-5872</p> <p>Outside Canada and U.S.A.: 1-604-630-9630</p>	<p>BC Land Title and Survey</p>	<p>Requirements may vary. Consult with your legal professional for direction.</p>
<p>Cancel a driver's licence, BC Identification Card, or BC Services Card</p> <p>Bring the death certificate and driver's licence to any driver licensing office, or send the documents by mail.</p> <p>Expired driver's licences do not need to be cancelled or returned.</p>	<p>http://www.icbc.com/driver-licensing/getting-licensed/Pages/cancel-retire-licence.aspx (for information only)</p> <p>Local driver licensing office</p> <p>http://www.icbc.com/locators/Pages/default.aspx?type=1</p> <p>ICBC LICENSING UNIT PO Box 3750, Victoria, BC V8W 3Y5</p>	<p>Insurance Corporation of British Columbia (ICBC)</p>	<p>Death Certificate</p> <p>Driver's licence, BC Identification Card or BC Services Card to be cancelled</p>
<p>Transfer Vehicle Ownership</p> <p>Contact an AutoPlan broker. Your broker will help you cancel or change the policy.</p>	<p>http://www.icbc.com/vehicle-registration/sell-vehicle/Pages/Transfer-vehicle-ownership.aspx (for information about what is required for different scenarios)</p> <p>http://www.icbc.com/locators/Pages/default.aspx (to find an Autoplan broker near you)</p> <p>1-800-663-3051</p> <p>Monday to Friday</p> <p>8:00 a.m. - 6:00 p.m.</p> <p>Saturday</p> <p>9:00 a.m. - 5:00 p.m.</p>	<p>Insurance Corporation of British Columbia (ICBC)</p>	<p>Depending on your situation, here are some of the documents your broker may need to transfer the vehicle's ownership:</p> <p>Original or a certified copy of each of the documents in our Checklist for Estate Transfers: http://www.icbc.com/vehicle-registration/sell-vehicle/Documents/estate-transfers.pdf</p> <p>A fully completed Transfer/Tax Form (you can pick up a blank form at the broker's office)</p> <p>The current vehicle registration (usually kept in the car's glove box)</p>

			A valid marriage certificate or a notarized statutory declaration (you can get one from your broker) if you are the surviving spouse and want to keep the plate without a decal as a keepsake.
<p>Notify WorkSafe BC</p> <p>WorkSafe BC needs to be notified when someone with an active claim dies.</p>	<p>https://www.worksafebc.com/en/contact-us/departments-and-services/claims (for information about claims)</p> <p>1-888-967-5377 Monday to Friday 8:00 am to 6:00 pm</p> <p>PO Box 4700 Stn Terminal, Vancouver, B.C. V6B 1J1</p> <p>https://online.worksafebc.com/Anonymous/wcb.GEM.wap/E-mailUs.aspx?_ga=2.219858206.682176289.1522100142-847605536.1521560840</p> <p>Find an office near you https://www.worksafebc.com/en/contact-us/office-locations</p>	WorkSafe BC	None required
<p>Notify BC Housing</p> <p>BC Housing needs to be notified when someone who has been receiving subsidized housing or rental assistance dies.</p>	<p>1-866-465-6873</p> <p>Find a regional office at https://www.bchousing.org/contact</p>	BC Housing	None required
<p>Notify FrontCounter BC</p> <p>Contact FrontCounter BC if the deceased held a licence, permit or tenure related to Crown lands, forestry, water, mining, or other natural resource activity at the time of death. FrontCounter BC staff can assist you in cancelling or, where appropriate, transferring the authorization.</p> <p>You can also let FrontCounter BC know if the deceased had a fishing licence, hunting licence, or guiding licence. However, these licences expire so you do not have to cancel them.</p>	<p>http://www.frontcounterbc.gov.bc.ca/info/ (for information)</p> <p>In Canada and U.S.A.: 1-877-855-3222</p> <p>Outside Canada and U.S.A.: 1-778-372-0729</p> <p>Monday to Friday</p> <p>8:30 a.m. to 4:30 p.m.</p> <p>FrontCounterBC@gov.bc.ca</p> <p>Come and visit one of our many locations across B.C.</p>	FrontCounter BC	Requirements may vary based on the authorization held by the deceased. A copy of the Death Certificate is required in most cases.

<p>Contact the RCMP's Canadian Firearms Program</p> <p>Contact the RCMP if the deceased had a firearms licence or if you think they may have had a firearm. In Canada, it is illegal to possess firearms without a possession licence or registration. However, an executor may possess firearms left in an estate for a reasonable amount of time while the estate is being settled.</p>	<p>http://www.rcmp-grc.gc.ca/cfp-pcaf/fs-fd/will-testament-eng.htm (for information)</p> <p>In Canada and U.S.A.: 1-800-731-4000</p> <p>Outside Canada and U.S.A.: 1-506-624-6626</p> <p>cfp-pcaf@rcmp-grc.gc.ca</p> <p>Royal Canadian Mounted Police Canadian Firearms Program Ottawa, ON K1A 0R2</p>	<p>Royal Canadian Mounted Police (RCMP)</p>	<p>Requirements may vary – contact the RCMP for further details.</p>
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Other Supports and Assistance:

In some circumstances, there are additional benefits that survivors may be able to access, if they meet eligibility requirements.

WHAT TO DO	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p>Contact Indigenous and Northern Affairs Canada</p> <p>Indigenous and Northern Affairs Canada (INAC) provides services to help families manage the legal and financial affairs of Indigenous people who usually live on-reserve and have died, or who are minors or dependent adults.</p>	<p>https://www.aadnc-aandc.gc.ca/eng/1100100032357/1100100032361 (for information)</p> <p>1-800-567-9604</p> <p>TTY (toll-free): 1-866-553-0554</p> <p>Monday to Friday</p> <p>9:00 a.m. to 5:00 p.m.</p> <p>PUBLIC ENQUIRIES CONTACT CENTRE</p> <p>10 rue Wellington, Gatineau QC K1A 0H4</p> <p>aadnc.infopubs.aandc@canada.ca</p>	<p>Indigenous and Northern Affairs Canada (Government of Canada)</p>	<p>Death Certificate or certified copy of the Death Certificate is needed but not required for the initial phone call</p>

<p>Apply for the Funeral Costs Supplement</p> <p>You may qualify for the Funeral Costs Supplement offered by the B.C. Government if neither the estate of the deceased person or those responsible for the funeral can afford to pay for a funeral. Neither you nor the deceased person needs to be on income assistance to be eligible.</p> <p>Licensed funeral directors are able to contact the ministry on behalf of the family.</p>	<p>https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/funeral-costs</p> <p>1-866-866-0800</p> <p>To search for a funeral home in your area, use the Search for Funeral Homes tool: https://www.health.gov.bc.ca/cgi-bin/vs/funeral_homes.cgi</p>	<p>Ministry of Social Development and Poverty Reduction (Government of British Columbia)</p>	<p>A copy of the Death Certificate is required (does not need to be certified)</p> <p>Social Insurance Number, Provincial Health Number, date of birth and date of death are always required</p> <p>The will, if one is available</p> <p>Various documents and information are accepted as proof of income and assets</p>
<p>Apply for the Last Post Fund for Funeral Benefits</p> <p>If the deceased is a war veteran or a civilian who meets wartime service eligibility criteria, you may be eligible for funeral and burial services through the Last Post Fund.</p>	<p>http://www.lastpostfund.ca/</p> <p>1-800-465-7113</p> <p>info@lastpost.ca</p>	<p>Last Post Fund in cooperation with Veterans Affairs Canada (Government of Canada)</p>	<p>Veterans Affairs Canada file number</p> <p>Veterans Affairs Canada Service number</p>
<p>Apply for Victim Assistance</p> <p>The Crime Victim Assistance Program assists the immediate family members in coping with the effects of violent crime. It provides financial benefits to help offset financial losses and assist in recovery.</p> <p>You may be eligible to receive financial assistance to cover counselling, prescription drugs, transportation and related expenses, crime scene cleaning, funeral expenses, bereavement leave, income support and loss of parental guidance for the family of a deceased victim. Other benefits may be available.</p>	<p>https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/financial-assistance-benefits (for general information)</p> <p>https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/victim-travel-assistance#cvap (for travel benefits information)</p> <p>https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/cvap-forms (for forms)</p> <p>VictimLinkBC: 1-800-563-0808</p> <p>TTY: 604-875-0885</p>	<p>Ministry of Public Safety and Solicitor General (Government of British Columbia)</p>	<p>Family Member Application</p>

	VictimLinkBC@bc211.ca		
<p>Apply for Work-related Death Benefits</p> <p>If someone dies in a work-related accident or from an occupational disease, their next of kin may be eligible for counselling, funeral benefits and pension benefits through WorkSafe BC.</p>	<p>https://www.worksafebc.com/en/contact-us/departments-and-services/claims for information</p> <p>1-888-967-5377</p> <p>Monday to Friday</p> <p>8:00 a.m. to 6:00 p.m.</p> <p>PO Box 4700 Stn Terminal, Vancouver, B.C. V6B 1J1</p>	WorkSafe BC	Information required about deceased family member: full name, date of birth, date of death, Social Insurance Number, employer's name. A copy of the Death Certificate may be required, but only upon request.

Special circumstances: If the person dies outside of British Columbia:

When someone dies outside of British Columbia or Canada, there are additional steps required.

WHAT TO DO	SERVICES AND INFORMATION	GOVERNMENT AGENCY	DOCUMENTS REQUIRED
<p>Consult with a Canadian Embassy or Consulate</p> <p>If a person dies outside of Canada, the Canadian embassy or consulate in the country where the person died can tell you what steps to take. Consult the list of Canadian embassies and consulates.</p>	<p>https://travel.gc.ca/assistance/embassies-consulates</p>	Various	None required
<p>Notify Service Canada</p> <p>If the death occurred in one of the territories or outside Canada, Service Canada needs to be notified in order to cancel the Social Insurance Number. If the death occurred in a Canadian province, you do not need to notify Service Canada.</p> <p>See above section on notifying the Government of Canada for more information.</p>	<p>https://www.canada.ca/en/employment-social-development/services/benefits/family/death.html#h2.1 (for information)</p> <p>Find a Service Canada office near you at http://www.servicecanada.gc.ca/tbsc-fsco-sc-hme.jsp?lang=eng</p> <p>Service Canada, Social Insurance Registration office, PO Box 7000, Bathurst NB E2A 4T1</p>	Service Canada (Government of Canada)	<p>Proof of death, such as the statement of death from a funeral director or a copy of the Death Certificate</p> <p>The Social Insurance Number of the deceased person. If you do not know their Social Insurance Number, seek information here: https://www.canada.ca/en/empl</p>

			oyment-social-development/services/sin/after-applying.html
<p>Contact Health Insurance BC to end Medical Services Plan (MSP) payments</p> <p>If a British Columbia resident dies outside B.C., or if more than 60 days have elapsed and you believe MSP records have not been updated, please contact Health Insurance BC to notify them of the death.</p> <p>BC Vital Statistics Agency will advise Health Insurance BC of any deaths that occur within the province of B.C.</p>	<p>1 800 663-7100</p> <p>HEALTH INSURANCE BC</p> <p>PO Box 9035 Stn Prov Govt Victoria, B.C. V8W 9E3 Your local Service BC location www.servicebc.gov.bc.ca/locations/</p>	Health Insurance BC	None required
<p>Let Elections BC know</p> <p>To report a death that happened outside of B.C., contact Elections BC directly.</p>	<p>http://elections.bc.ca/</p> <p>1-800-661-8683 TTY: 1-888-456-5448 Monday to Friday 8:30 a.m. to 4:30 p.m. voterservices@elections.bc.ca</p>	Elections BC	None required

Resources to Assist Survivors:

RESOURCE	SERVICES AND INFORMATION
<p>British Columbia Bereavement Helpline and BC Victims of Homicide</p> <p>Call this non-profit, free, and confidential helpline to connect with grief support services, such as support groups and community events.</p>	<p>http://bcbereavementhelpline.com/</p> <p>1-877-779-2223</p>
<p>Canadian Virtual Hospice</p> <p>For information and support on palliative and end-of-life care, loss and grief.</p>	<p>http://virtualhospice.ca/</p> <p>http://www.mygrief.ca/</p>

<p>Need2</p> <p>Need2 is a suicide prevention education and support organization.</p>	<p>http://www.need2.ca/</p> <p>Crisis helpline: 1-888-494-3888</p> <p>Suicide helpline: 1-800-SUICIDE</p>
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You may also need to contact (where applicable):

Here some suggestions of other organizations that you may need to contact. Note that documentation requirements for these organizations may vary.

- Banks and credit unions (to access funds, close accounts, etc.)
- Insurance companies (cancel payments, access life insurance benefits, etc.)
- Credit bureaus - Equifax and TransUnion (if notified, will reduce risk of fraud)
- Utilities (electricity, gas, propane, telephone or cellphone, Internet, etc.)
- Credit cards (including department stores, etc.)
- Landlord (to terminate the tenancy)
- Mortgage Broker (if there is an outstanding mortgage)
- Municipal government (to transfer billing and property taxes, if the deceased owned real estate)
- Extended health programs (cancel payments and receive benefits as applicable)
- Investment firms (to access or transfers funds)
- Pharmacies (to cancel prescriptions and dispose of medication)
- Clubs, organizations and churches (memberships, donations, etc.)
- Online Accounts and Websites ([Google/GMail](#), [Facebook](#), etc.)
- Other jurisdictions (provinces, territories, foreign countries) where the person held citizenship or residency

Need further assistance? Contact Service BC:

For general inquiries, Service BC provides front line support for many of the hundreds of programs and services the provincial government offers to residents, businesses and visitors. Please feel free to contact Service BC for further assistance.

- **PHONE OR EMAIL:** The Service BC Contact Centre (Enquiry BC) can help you find what you need. Representatives are available Monday through Friday, 7:30 a.m. to 5:00 p.m. (Pacific Time). If you would like to email us, we have an online form you can use: <https://forms.gov.bc.ca/contact-us/>.
- **IN PERSON:** Find the nearest Service BC location that offers the service you need: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/citizens-services/servicebc>.

Do you have any feedback on this document?

After reviewing this guide, was there missing or incorrect information? Are there ways that we could make the information clearer and more accessible? Please let us know so that we can improve the information for others. Send us your suggestions by using our online form at: <https://www2.gov.bc.ca/gov/content/home/contact-us>