

## Registering a death which has occurred in Norfolk during the Coronavirus Pandemic

Registering a death has changed during the current situation, the information below should help you with this new process.

The Medical Certificate of Cause of Death will be sent directly from the doctors surgery or hospital to the registrars, the surgery or bereavement office should inform you that this has taken place.

Registration appointments can only be booked by calling Norfolk County Council on 0344 800 8020, once dialled choose option 3, then option 1 to register, then option 1 again to book an appointment.

If the registrar has the Medical Certificate of Cause of Death when you call them a timeslot will be booked for you and you will be told of the office that the registrar will be calling you back from.

### **Please see below information from the registrar**

'One of our registrars will call you as close to the appointment start time as possible, **we aim to do so within five minutes of the allocated start time.** Please be aware that registration may take up to thirty minutes.

If you miss our call the first time, don't worry, our registrar will try again within five minutes. Please do not try calling back as our lines will be busy. **If our registrar is unable to reach you during the first ten minutes of your allotted timeslot we will, if able, leave you a voice message asking you to book again** via the below number. We will **also send an email asking you to book again.**

**If you will not be able to be available during your allotted timeslot - please call 0344 800 8020'**

You will need the following information ready when the registrar calls at your appointment time: Your appointment should last around 30 minutes.

- Date and place of death.
- Full name of the person who has died, and any previous or maiden names where appropriate.
- Date and place of birth of the person who has died.
- Occupation (prior to retirement if applicable) and usual address of the person who has died.
- If the person who has died was married or in a civil partnership, the full names, date of birth and occupation of their spouse or civil partner.
- If the person who has died was still married or in a civil partnership, the date of birth of their widow, widower or surviving civil partner.
- Your name and address.
- If the deceased was receiving any pension or allowance from public funds, other than a state pension from public funds, please tell the registrar.

You can purchase death certificates from the registrar during your appointment and make payment by card (debit/credit), the certificates will then be sent to you in the post.