

What to expect when you claim death benefits

This guide is for:

- A widow, widower, civil partner, or partner of a deceased member
- A personal representative (the person dealing with the deceased member's estate)
- A death benefit nominee (or nominees) (a person or persons nominated by a member to receive a death benefit lump sum)
- A parent or guardian of a child (or children) who were financially dependent on the deceased member

It will inform you of:

How long steps usually take	What you will need to do	What we will do
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How to claim death benefits



Notification of death

In the unfortunate event of a member's death, we may pay the following benefits to the member's loved ones:

- a widow's or widower's pension
- a civil partner's pension
- a partner's pension
- a child's pension
- a death benefit lump sum
- a Widow(er)'s Pension Scheme (WPS) refund



As soon as possible

If a member has died, **you must:**

- **Let us know.** You can do this by completing the relevant death benefit claim form. Send your form, along with the original death certificate and other supporting documents to us. See below for more information on completing the claim form.
- **Notify the member's employer** (if the member was in Civil Service employment when they died).
- If the member was receiving a pension at the time of their death, **please tell us as soon as possible to prevent us from overpaying the member's pension.** As we would need to reclaim it from their estate. Tell us by calling **0300 126 6666** (or +44 1903 835 902 if you are calling from abroad), or by contacting us online.



Please note: returning overpayments will not impact the payment of any dependant benefits, or delay any dependant benefit claim, where we have received a valid claim form.

Depending on which death benefit you are claiming, you will need to complete either a:

- **Dependant pension claim form;** or
- **Death benefit claim form.**

Before you complete your forms, you should read the guide '**How to claim death benefit**', as it has information on the death benefits available and may help to answer any questions you may have. You can download the guide from the Member publications page of our website.

You will need to send your completed form, along with any supporting documentation to us.

You can download the forms from the Member forms page of our website.

Upon receipt of your forms, **we will review your case** to ensure it has everything it needs to pay your benefits.

We may contact you for further information.



Up to 8 weeks

Once we have everything we need, we will calculate your benefits and pay them in accordance with your instructions.

We may pay benefits at different times depending on what they are and the supporting documentation required.

We will advise you if money is owed to the Civil Service Pension Scheme by the member's estate.

We will write to you to confirm the amount of benefits payable and the first pension payment date (if applicable).



For forms, guides or more information about Civil Service Pensions, please visit www.civilservicepensionscheme.org.uk