

What to do after someone dies

The four step guide

1 Call us

This will allow us to get most of the information we need from you right away.

- Full name of deceased
- Your name, relationship to the deceased and contact details
- Nest ID of deceased (if known)
- Date of death
- Information about the next of kin/dependents or person dealing with their affairs

2 What we'll need from you

You will need to send us the original or a certified copy of the death certificate. This will be returned to you.

3 What happens next?

After we have received the death certificate we will need to identify the beneficiaries. We will advise you if we require any further documents to do this. This may include:


- Grant of Probate (original or certified copy)
- Will of the deceased (original or certified copy)
- Marriage certificate (original or certified copy)

4 How soon we'll be able to make a payment?

Our aim is to process these claims as soon as possible, but some cases might be complex and could take longer.

Let us know about your claim

 Call our team on
0300 020 0090

 Write to us at
Nest Bereavements team,
Nene Hall,
Lynch Wood Business Park,
Peterborough, PE2 6FY

