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## Changes to the bereavement process - Please inform your employees

In order to make the bereavement process easier for members we've been trialling a new process which will last for 4 months. The change, which came into effect on 9 January, means that instead of sending original death certificates we'll now accept certified copies.

Certified copies will not be returned. However, if members send an original we will return it to within 5 working days of receipt.

Certification of documents will be allowed by a professional person 'of good standing' such as a bank or building official, teacher or lecturer (similar to the passport procedure).

Please note this only affects the bereavement process; all other areas will still require an original certificate.

Last Updated: 28/08/2018 14:19

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