

## For KSH website

**Disclaimer: Whilst every effort has been made to ensure that the information set out herein is correct, it must be remembered that every estate has different circumstances and that the requirements of Home Affairs may also change from time to time.**

What you need to do when someone dies

1. If your loved one is a hospice patient, phone your hospice nurse
2. When a person dies, and they are not a hospice patient
  - a. Call the GP or call the ambulance service to certify the death
  - b. If the deceased has not been seen by a doctor or other health professional, it may be necessary to call the police to confirm the cause of death
3. The person's Identity document or passport needs to be taken to the undertaker
4. Once the death has been certified you may have to call the undertaker to take the body of your loved one.
5. Death certificates are issued by the Department of Home Affairs
  - i. Make several copies that can be certified- you will need them for bank, insurance, funeral policies etc.
6. There are a number of documents that need to be completed. These can be obtained at Home Affairs, who will generally offer guidance and assistance as to how they need to be completed.
7. The deceased's bank accounts are frozen when the bank receives the death certificate.
8. Preparing an "After I am gone" folder
  - a. Maintain an Information fact sheet for the executor also see guidelines in 10 below plus the following documents:
  - b. Will
  - c. Insurance policies
  - d. Identity document
  - e. Funeral policy
  - f. List of debts, that includes the names of the institutions with whom the debt is held
  - g. Passwords
  - h. Phone numbers
  - i. Investments
  - j. Pension and medical aid details
  - k. SARS income tax number & details
  - l. Wishes for bodily remains.
    - i. Burial/cremation
    - ii. Funeral to be held at
    - iii. Readings, hymns etc.
    - iv. In lieu of flowers, a donation to ...
    - v. Death notices to be published....
9. Example of a will

- a. Names and contact details of executors
- b. Bequests of money and personal belongings

10. Guide for executors example:

- a. Locate the will
- b. Funeral service (take identity document (own and deceased), funeral policy,) . They will help with death certificate. Have lots of copies made and certified.
- c. Apply to master of the high court to be formally appointed executor/s. Home affairs will guide you as to how this should be done
- d. Contact pension fund and notify them of death
- e. Notify medical aid of death
- f. Read and discuss the will with relevant heirs
- g. Get an idea of deceased's assets
- h. Banking details
- i. Open an estate account at the bank or ask them to handle the deceased estate
- j. Advertise the estate as soon as possible for creditors to register their claims

You may be interested in referring to

the Knysna Sedgefield Hospice pamphlet "Understanding the process of dying" which is available in English, Afrikaans and isiXhosa.

The excel document listing documentation which makes it easier for loved ones to deal with the official processes.