

What To Do When Someone Dies



A Checklist of Gentle Reminders

These pages aim to simplify the cancellation of a deceased person's government-held information. Other useful instructions and suggestions are also provided. For further assistance, please contact your ServiceOntario centre at 40 Manitou Road, in Manitouwadge. Our hours are Monday to Friday (except statutory holidays), 8:30a.m to 5:00 p.m. To reach us by telephone, call (807) 826-1149.

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GENERAL INFORMATION

The Funeral Service

If the final arrangements will consist of a memorial service, interment or direct disposition, a funeral home or transfer service should be contacted. A funeral director can help with most, if not all, of the arrangements for the service. For information on the responsibilities of funeral homes, contact the Ontario Board of Funeral Services at 1-800-387-4458.

The Burial or Cremation

If the final arrangements will consist of earth burial or cremation, the funeral home or transfer service you select will look after this with you. For information regarding the responsibilities of cemeteries and crematoriums, contact the Ontario Ministry of Government Services, Cemeteries Section, at 1-800-268-1142.

With a Will

One of the first steps after someone dies is locating the will, the written document that specifies how the deceased's property will be distributed. The will may be filed with the lawyer or local court, it may be with a family member or friend, in a safety deposit box, or hidden in a drawer at home.

Upon recovering the will, the executor therein named administers the estate, thereby carrying out the final wishes of the deceased. The will may or may not be subject to probate, the process whereby a court verifies a will and determines its validity. Be prepared to pay an estate administration tax to probate a will.

Without a Will

If there is no will (intestate), or a will is declared invalid, a lawyer is in the best position to provide legal advice about whether or not it is necessary to obtain a Certificate of Appointment of Estate Trustee. This court-issued document will grant executive authority to a deceased person's relative or representative in order that estate matters can be settled.

If a grant of administration cannot be obtained, a Public Trustee (a government official) is appointed and the estate is distributed according to the *Succession Law Reform Act* of Ontario.

To speak to the Estates Section of the Office of the Public Guardian and Trustee regarding administering an intestacy, call 1-800-368-0335. To view legal material using the Internet, go to www.attorneygeneral.jus.gov.on.ca or www.e-laws.gov.on.ca.

Minor Child

If the deceased person's nearest relative is a minor child (under the age of 18), you may wish to contact the Office of the Children's Lawyer at the Ministry of the Attorney General for specific instructions. The number is 1-416-314-8000.

Death Outside the Province

If the death occurred outside of Ontario but the burial or other disposition is to take place within Ontario, a burial, transit or removal permit is required from the jurisdiction in which the death occurred. The funeral director can assist further.

Burial Outside the Province

If the death occurred within Ontario but the burial or other disposition is to take place outside of Ontario, the body cannot be moved until an Ontario burial permit is obtained. The funeral director can assist further.

Death Outside the Country

If the death occurred outside the country, contact the Canadian Consulate Office of that country for instructions on how to proceed. Canadian foreign representatives are listed on the Foreign Affairs Canada website at www.fac-aecc.gc.ca. Your local Government Information Centre can help you find the number.

The Death Registration

The *Death Registration* is the permanent, legal, government-held record of the death of an individual. To register a death, a family member, and the funeral director will complete the *Statement of Death*; a document which provides general information about the deceased. In turn, the physician or coroner attending the death completes the *Medical Certificate of Death*; a document which captures information about the cause of death. Both forms are mailed independently to the Local Division Registrar of the municipality in which the death occurred, at which point, the death is registered.

The Death Certificate

The *Death Certificate* is a copy of the *Death Registration*, certified by the Ontario Registrar. The *Death Certificate* may be necessary in order to settle the deceased's estate and finance matters. Though the funeral director's *Statement of Death* can be used under most circumstances, some organizations require that the *Death Certificate* be submitted. The Office of the Registrar General issues the *Death Certificate*. Application forms are available at www.mgs.gov.on.ca, or from your local ServiceOntario Centre.

SUPPORTING DOCUMENTS

The following list identifies some of the official documents which may be required in order to support death notices and/or death benefit applications:

- Statement of Death (a stamped document issued by the funeral director)
- Death Certificate (a certified document issued by the Ontario Registrar)
- Birth Certificate or citizenship document
 - deceased
 - spouse
 - dependent(s)
- Proof of Landing or immigration document
- Current passport
- Health Card
- Social Insurance Number card
 - deceased
 - spouse
 - dependent(s)
- Income tax records and/or assessments
 - deceased
 - spouse
- Marriage Certificate or proof of common-law union
- Divorce papers
- Insurance records
- Loan agreements
- House and property records
- Pension records
- Will and Testament
- Certificate of Appointment of Estate Trustee
- Proof of funeral expenses
- Direct deposit information (void cheque)
- _____
- _____

Certified True Copies

In some instances, sending a certified true copy of an original document is acceptable proof of supporting documentation. Your local ServiceOntario Centre can provide you with these copies, free of charge. You must present the original, unaltered document.

Commissioner for Taking Affidavits

In instances where the required supporting documentation is not available, a sworn statement or formal declaration may be accepted. A Commissioner for Taking Affidavits at your local ServiceOntario Centre may be able to complete this form with you. Call us at (807) 826-1149 for more information.

GETTING HELP

Legal Advice

If there is no will and/or you would like to obtain legal advice, you may want to check your local listings. Keep in mind, contacting the Lawyer Referral Service at 1-900-565-4577 for a free one half-hour consultation generates a \$6 toll service charge on your telephone bill.

Counseling and Support

The loss of a relative, a loved one or a close friend is a difficult time. Help is available for individuals seeking professional counseling or support. The following community organizations offer services to bereaved individuals or families dealing with grief or loss:

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| <p>Canadian Mental Health Association (807) 345-5564</p> <p>Ontario Psychological Association 1-800-268-0089</p> <p>Bereaved Families of Ontario 1-800-236-6364</p> |
|---|

"What to Do When Someone Dies"

This guide contains instructions on how to properly notify government organizations of a deceased person's death. Not only does proper and timely notification safeguard the deceased individual's personal, government-held information, it also helps to ensure benefits are paid to eligible survivors in an efficient manner. Keep in mind, most benefits from government programs are not issued automatically. You must apply for them.

ServiceOntario

Assistance with the information contained in this guide is available from the knowledgeable staff at your local ServiceOntario Centre. Visit 40 Manitou Road, Manitouwadge. Hours are Monday to Friday (except statutory holidays), 8:30 am to 5:00 p.m. To reach us by telephone, call (807) 826-1149.

PUBLIC PENSIONS

Canada Pension Plan and Old Age Security Pension

When a *Canada Pension Plan (CPP)* and/or *Old Age Security Pension (OAS)* pensioner dies, Service Canada must be notified and pension earnings must be terminated. The estate is entitled to payments received for the month in which the death occurred and payments received thereafter are returned or repaid. Service Canada can be notified of the death by sending the *Statement of Death* to:

Service Canada
CPP and OAS
PO Bag 2013
Timmins ON P4N 8C8

To speak to a Service Canada agent regarding CPP or OAS programs, call 1-800-277-9914. Quote the deceased's Social Insurance Number. Information is also available at www.sdc.gc.ca.

Survivor Benefits

The spouse or dependent(s) of a deceased CPP and/or OAS pensioner may be eligible for survivor benefits under Canada's retirement income system. These include:

- *the Death Benefit*: a one-time payment to, or on behalf of, the eligible estate of a deceased CPP contributor;
- *the Survivor's Pension*: a monthly pension paid to the eligible surviving spouse or common-law partner of a deceased CPP contributor;
- *the Children's Benefit*: a monthly benefit paid to eligible dependent children of a deceased CPP contributor; and
- *the Allowance for the Survivor*: a monthly pension for eligible low-income seniors between the ages of 60 and 64.

Application Forms

Application forms for CPP and OAS programs are available at www.sdc.gc.ca, or by visiting your local Government Information Centre at 40 Manitou Road, Manitouwadge

Guaranteed Income Supplement

The *Guaranteed Income Supplement (GIS)* provides additional money, on top of the Old Age Security pension, to eligible low-income seniors over the age of 65. Eligibility for the supplement may need to be reviewed upon the death of an OAS pensioner. To review your file,

speaking to a Service Canada agent at 1-800-277-9914. Information is available at www.sdc.gc.ca.

Guaranteed Annual Income System

The *Guaranteed Annual Income System (GAINS)* provides additional money, on top of the Old Age Security pension and the Guaranteed Income Supplement, to eligible low-income seniors over the age of 65. GAINS is notified of the death when CPP or OAS benefits are cancelled. However, if you would like to contact GAINS directly, call the Ontario Ministry of Finance at 1-800-263-7965.

Québec Pension Plan

If the deceased person was receiving benefits from *Québec Pension Plan (QPP)*, Régie des rentes du Québec must be notified of the death. Call 1-800-463-5185 to reach this office, at which time entitlements to survivor benefits under QPP should be reviewed. Information is available at www.rrq.gouv.qc.ca.

International Benefits

If the deceased had worked in another country, or was receiving a foreign government pension, the foreign social security agency should be notified of the death. A listing of international social security administration websites is available at www.sdc.gc.ca. The office of International Operations for Service Canada, at 1-800-454-8731, may be of further assistance. Eligible survivors may qualify for benefits from Canada or abroad. Be sure to review your entitlements under the program.

Veterans Affairs Canada

The death of a Veterans Affairs Canada (VAC) pensioner or survivor should be reported to the local Regional Office @ 1-800-387-0930. Quote the file number or social insurance number when you place the call

Veterans Affairs Canada
214 Red River Road, Suite 202
Thunder Bay ON P7B 1A6

The eligible survivor(s) may qualify for death benefits. Visit www.vac-acc.gc.ca for more information, or speak to an agent at 1-866-522-2122.

To help with funeral, burial, and grave marking expenses, the estate may qualify for financial assistance from Last Post Fund. For more information, visit www.lastpostfund.ca, or speak to an agent at 1-800-563-2508.

Canadian Forces

The death of a Canadian Forces (CF) pensioner or survivor should be reported in writing to the CF pension office. Quote the Service Number when you mail the *Statement of Death* to:

National Defence Headquarters
Constitution Building
305 Rideau St.
Ottawa ON K1A 0K2

Once notification of the death has been received, and circumstances have been reviewed, the Canadian Forces pension office will contact the survivor(s) regarding further documentation, if required, and advise of any further benefits payable.

To speak to a representative at the CF pension office, call 1-800-267-0325. Information is also available at www.admfincs.forces.gc.ca.

PRIVATE PENSIONS

Employer Pension

If the deceased person was covered by an employer pension plan, the executor, survivor or beneficiary should contact the former employer to end the deceased's membership in the plan and to obtain an entitlement package. This personalized information will provide details of the survivor benefits payable.

If the deceased person was contributing to an employer pension plan, and was still employed at the time of their death, the employer will issue a statement outlining the policy's refund options. Wages owing may also need to be verified.

Employer pension plans are regulated by the Financial Services Commission of Ontario. Call 1-800-668-0128 if you need to reach this office. Information is available at www.fSCO.gov.on.ca.

Group Benefits

If applicable, the deceased person's estate may be entitled to group benefits from the company or union, or from other entities such as fraternal orders or professional associations with which the deceased was a member.

FINANCIAL MATTERS

Banking and Credit Card(s)

The executor or next-of-kin must inform the deceased person's bank(s) or financial institution(s) of the death. The account must be closed or renamed, and the debit card(s) must be cancelled.

Credit card companies must be advised of the death. Find out if the deceased held payment protection on their credit card(s) as this could pay off all, or most, of a cardholder balance.

Prior to collecting money in person from banks, insurance companies, or other agencies, telephone their offices in order to determine what documents to bring and what other information may be necessary.

Savings and Investments

Sources other than public or private pensions may exist from which the deceased person received funds. These may include registered retirement pension plans such as RRSPs and GICs or income from investments like stocks and bonds. The executor, survivor or beneficiary should contact the issuing agent, financial institution or trust company in order to redeem or transfer the proceeds.

Any person entitled to retirement or financial benefits should seek competent advice as to the payment options available under the plan and the tax consequences of each.

PUBLIC INSURANCE

Ontario Drug Benefits

If the deceased person was in receipt of drug benefits through the Ontario Health Insurance Plan (OHIP), membership in the program will be terminated when the Health Card is returned.

If applicable, the surviving spouse or dependent(s) residing in the same household should review their entitlements under Ontario's prescription drug benefit programs. Speak to a representative by contacting the *Co-Payment Plan for Seniors* at 1-888-405-0405, or the *Trillium Drug Program* at 1-800-575-5386. Information is also available from the website at www.health.gov.on.ca.

Workplace Safety and Insurance Board

If the deceased person was in receipt of benefits from Workplace Safety and Insurance Board (WSIB), this agency should be notified as soon as possible of the death. Quote the file number when you mail the *Statement of Death* to:

Workplace Safety and Insurance Board
1113 Jade Court
Suite 200
Thunder Bay, ON P7B 6V3

Survivor Benefits

If you are the spouse or dependent of a worker who died as a result of a workplace injury or illness, you may wish to contact WSIB to claim survivor benefits. These may include:

- lump-sum and monthly payments;
- help with funeral and transportation costs;
- bereavement counseling; and/or,
- help with joining the workforce.

For more information, speak to a representative at WSIB by calling 1-800-465-3934. To visit the website, go to www.wsib.on.ca. You may find the fact sheets on survivor benefits useful.

PRIVATE INSURANCE

Private Insurance Coverage

Find out if the deceased person held private insurance coverage, such as life, health, home or automobile insurance. Private insurance policies must be reviewed, canceled and/or re-assigned. Contact the broker or agent. If necessary, a listing of insurance companies is available at www.ontarioinsurance.com.

Some insurance companies require that the policy be returned to them. Be sure to keep a photocopy of the document before surrendering it. It's also a good idea to record contact names, actions taken or follow-ups required when discussing your file. Keep in mind, matters pertaining to life or health insurance should be reviewed with the legal representative or financial advisor.

Private insurance companies are regulated by the Financial Services Commission of Ontario. If necessary, call 1-800-668-0128 to reach this office. Online information is available at www.fSCO.gov.on.ca.

SOCIAL ASSISTANCE

Ontario Works

If the deceased person was in receipt of financial assistance from Ontario Works, the local office should be notified of the death as soon as possible. Call (807) 826-4809, located at the Municipal Office, 1 Mississauga Dr, Manitowadge, ON P0T 2C0, benefits from Ontario Works may help with eligible funeral expenses.

Ontario Disability Support Program

If the deceased person was in receipt of benefits under the Ontario Disability Support Program (ODSP), the regional office should be notified of the death as soon as possible. Quote the Member Identification Number when you send the *Statement of Death* to:

Ministry of Community and Social Services
Ontario Disability Support Program
Income and Employment Supports
435 James St. S, Suite 111
Thunder Bay, ON P7E 6S9

For more information, speak to a representative at ODSP by calling 1-800-465-5561. To visit the website, go to www.mcSS.gov.on.ca.

Family Responsibility Office

The Family Responsibility Office (FRO) must be notified of the death of a support payer, a support recipient, or a child entitled to support payments. The *Statement of Death* must be submitted and documentation providing legal authority for another person to act on behalf of the deceased may be required.

Support Payers

Upon receiving the *Statement of Death* of a deceased support payer, the FRO will close a support payer's file and stop all enforcement of the support obligation.

Support Recipients

Although the FRO stops enforcement of the Order, the support recipient may be able to enforce the Order against the estate of the deceased payer. Additionally, the recipient may have other claims against the estate of the payer, including possible claims under the *Succession Law Reform Act*. There may be strict time limitations for bringing a claim. A

recipient may wish to consult with a lawyer to determine which options are available to them.

To notify the FRO of the death, and/or to discuss your file, please have the 7-digit Case Number ready when you call 1-800-267-4330. To visit the website, go to www.mcsc.gov.on.ca.

INCOME TAX BENEFITS

Canada Revenue Agency

Canada Revenue Agency (CRA) should be notified of a deceased person's death in writing, or mail it to your Tax Services Office at:

Canada Revenue Agency
130 South Syndicate Ave
Thunder Bay, ON P7E 1C7

To speak to a representative at CRA, or to order publications or forms, call 1-800-959-8281. Online services are available at www.cra.gc.ca.

Final Tax Return

Upon receipt of the final tax slips (T4s, T5s, etc.), the estate can submit the deceased's final income tax and benefit return. Generally, this is completed immediately after the death, or by April 30 the following year. You may find the income tax guide titled *Preparing Returns for Deceased Persons* useful.

GST Credit

The estate is entitled to the GST Credit payable for the month in which the death occurred. Payments received thereafter must be returned or repaid.

The surviving spouse can request future GST entitlements by filing a *T1 General*. If a *T1 General* has already been filed, and if the surviving spouse wishes to have the benefit recalculated without taking into account the deceased's income, complete and send *Form RC65, Election to Change Marital Status*.

To speak to an agent regarding the GST Credit, call 1-800-959-1953.

Child Tax Benefit

If the deceased person was in receipt of the Canada Child Tax Benefit (CCTB), the surviving spouse residing at the same address should request a transfer of the benefit by calling 1-800-387-1193. A formal application is not required.

If the surviving spouse wishes to have the CCTB recalculated without taking into account the

deceased's income, complete and send *Form RC65, Election to Change Marital Status*.

Guardians or ex-spouses must submit a formal application in order to be considered for the CCTB. Complete and send form *RC66, Canada Child Tax Benefit Application*.

To speak to an agent regarding the Canada Child Tax Benefit, call 1-800-387-1193.

LEGAL MATTERS

Real estate, Property, Wills

Depending on how simple or complex the legal and financial affairs are, a lawyer or financial advisor may be involved in the settling of the deceased person's real estate and property matters. The lawyer may also be involved in the drafting of a new Power of Attorney, Living Will and/or Last Will and Testament to reflect changes as a result of the death.

Real estate and property title deed transfers are directed to the local Land Registry Office. Visit 189 Red River Road., Suite 201, Thunder Bay, ON P7B 1A2 or call 807-343-7436

Property tax inquiries are directed to the municipality. Visit the Township of Manitouwadge at 1 Mississauga Drive, Manitouwadge, or call (807) 826-3227.

Land transfer tax inquiries are directed to the Tax Revenue Division of the Ministry of Finance. Call 1-800-263-7965 to speak to an agent.

PERSONAL IDENTIFICATION

Passport

An expired passport has no validity. It can be retained or destroyed. A current passport must be returned to the issuer for cancellation. A deceased's valid Canadian passport cannot be retained unless this is requested in writing when the passport is returned. Mail the passport, along with the *Statement of Death*, to:

Passport Canada
979 Alloy Drive, Suite 201
Thunder Bay, ON P7B 5Z8

For more information, visit www.ppt.gc.ca, or contact Passport Canada at 1-800-567-6868.

To cancel a foreign passport, contact the Canadian Consulate Office representing the country in which the passport was issued.

These offices are listed at www.international.gc.ca.

Accessible Parking Permit

A deceased person's driver's licence, vehicle registration, and/or Accessible Parking Permit are surrendered to the ServiceOntario office located at 40 Manitou Road, Manitouwadge. This office will cancel the licence, transfer the registration, and return the permit to the central licensing office.

Keep in mind, in order to confirm the new ownership of a vehicle, you may be asked to present the Last Will and Testament, the Certificate of Appointment of Estate Trustee, and/or the nomination of the new owner of the vehicle. Where the *Sworn Statement for the Transfer of a Used Motor Vehicle* is required, a Commissioner for Taking Affidavits at your local ServiceOntario Centre can complete this form with you.

For more information, contact your local ServiceOntario office at (807) 826-1149. To access the website, go to www.mto.gov.on.ca.

Health Card

The Health Card of the deceased person must be returned to a ServiceOntario office. Upon returning the Health Card, you will be asked to complete and sign a *Change of Information* form and provide a copy of the *Statement of Death*.

Natural Resources Permit(s)

The cancellation or transfer of Ministry of Natural Resources (MNR) permits, such as land-use or trapline permits, is directed to the issuing district MNR office. MNR's provincial call centre will transfer your request to the office of your choice when you dial 1-800-667-1940. If you would like to access MNR's website, go to www.mnr.gov.on.ca.

Outdoors Card

A deceased person's Outdoors Card is canceled when the Outdoors Card Centre is notified of the death. Return the card, along with the *Statement of Death*, to the following coordinates:

Outdoors Card Centre
PO Box 9000
Peterborough, ON K9J 8T3

The estate may qualify for a refund of unused portions of 3-year fishing or hunting licence fees. If applicable, ask for this in writing when you return the card.

For more information, speak to a representative at 1-800-387-7011. For online Outdoors Card services, go to www.themnrstore.gov.on.ca.

Firearms Licence, Firearm Registration(s)

If the deceased person held a valid firearms licence, such as a Firearms Acquisition Certificate (FAC), a Possession-Only Licence (POL), or a Possession and Acquisition Licence (PAL), return the card, along with the *Statement of Death*, to:

Canada Firearms Centre
PO Box 1200
Miramichi NB E1N 5Z3

If the deceased person was in possession of firearms, these will need to be transferred, deactivated or disposed of. Keep in mind, heirs acquiring firearms through inheritance must be suitably licenced.

For further assistance, call 1-800-731-4000. Information is also available at www.cfc.gc.ca.

Native Status Card

If the deceased person was in possession of a Native Status Identification Card, Indian and Northern Affairs Canada (or the local band) must be notified of the death. Send the card, along with the *Statement of Death*, to:

Indian and Northern Affairs Canada
100 Anemki Dr, Suite 101
Thunder Bay, ON P7J 1A5

For more information, speak to a representative at 1-800-567-9604. To visit the website, go to www.inac.gc.ca.

Prospector's Licence

If the deceased person held a Prospector's Licence, the Ontario Ministry of Northern Development and Mines should be notified of the death by calling 1-888-415-9845. The card can be destroyed.

Call this number to speak to a representative about outstanding mining claims. Information on claims is available at www.mndm.gov.on.ca.

Pleasure Craft Operator Card

If the deceased person was in possession of a Pleasure Craft Operator Card, the issuing agent should be notified of the death. Speak to a representative at the telephone number provided on the back of the card. Find out if the card can be destroyed.

For related information, call the Office of Boating Safety at Transport Canada at 1-800-267-8687, or visit www.tc.gc.ca/BoatingSafety.

Pleasure Craft Licence

If the deceased person owned a pleasure craft or boat, the licence or registration must be transferred. The executor must submit the following documents:

- 1) the *Statement of Death*;
- 2) the original licence, with the reverse side completed and signed by the executor or by the new owner of the boat; and,
- 3) the Certificate of Appointment of Estate Trustee, or the nomination of the new owner of the boat, or a Statutory Declaration to this effect.

The documents are mailed to:

Canada Border Services Agency
Postal Bag 4300
North Bay ON P1B 9B4

Where the original pleasure craft licence has been lost or misplaced, you may submit the form titled *Declaration*. A Commissioner for Taking Affidavits at your local Government Information Centre can complete this form with you.

For more information, call the Canada Border Services Agency at 1-800-223-0442, or visit www.tc.gc.ca/BoatingSafety.

WHEN THE ESTATE IS SETTLED

Birth Certificate

When the estate has been finalized, the deceased's birth certificate, either the wallet-size and/or the long format, is returned, along with a copy of the *Statement of Death*, to:

Office of the Registrar General
189 Red River Rd., 2nd Floor
Thunder Bay ON P7B 6L8

If the deceased was not in possession of a birth certificate, and one is required to complete estate matters, the executor or closest next-of-kin may apply for the long-form certificate. Go to www.mgs.gov.on.ca to print the application form or to access online services. The form is also available at your ServiceOntario Centre.

If the deceased was born outside of Ontario, contact the issuing vital statistics agency for instructions on canceling the birth certificate. ServiceOntario can provide the telephone number for you.

For more information regarding Ontario birth certificates, call 1-800-461-2156.

Social Insurance Number Card

When the estate has been finalized, the Social Insurance Number card of the deceased is returned, along with the *Statement of Death*, to:

Social Insurance Registrations
PO Box 7000
Bathurst NB E2A 4T1

You can also drop off the card at your local Service Canada Centre at 52 Peninsula Road, Marathon, ON P0T 2E0

For more information, call (807) 229-0959, or visit www.servicecanada.gc.ca.

Citizenship or Immigration Document

If applicable, when the estate has been finalized, a deceased's citizenship or immigration document must be returned, along with the *Statement of Death*, to:

Citizenship and Immigration Canada
PO Box 10000
Sydney, NS B1P 7C1

For more information, call 1-888-242-2100, or visit www.cic.gc.ca.

OTHER CANCELLATIONS

NOTES

Clubs / Memberships

Service groups with which the deceased was a member should be notified of the death. These may include the following:

- caregivers and/or support services
- clubs, charities, volunteer groups
- professional associations
- academic alumnus
- memorial societies
- newspaper and/or magazine subscriptions
- frequent flyer and/or buyers cards

Utilities / Services

If applicable, the deceased person's service utilities must be cancelled or transferred. These may include the following:

- heat
- hydro
- cable
- satellite
- telephone
- cellular
- Internet

Canada Post Mail

Canada Post's Mail Redirection Service is available free-of-charge for one full year on behalf of a deceased person's estate. To sign up for Canada Post Mail Redirection, the executor or next-of-kin appointee must present the following documents at the Canada Post service outlet of the deceased:

- 1) the *Statement of Death*;
- 2) the completed Canada Post Change of Address Notification; and,
- 3) the Certificate of Appointment of Estate Trustee (With or Without a Will) or the Canada Post Statutory Declaration.

Where the Canada Post Statutory Declaration is required, a Commissioner for Taking Affidavits at your local Government Information Centre can complete this form with you.

For more information, visit or call a Canada Post service outlet, or go to www.canadapost.ca.
