

HOW CAN BRITISH CONSULS HELP?

- They can keep the next of kin informed. Their job is to ensure you don't feel that you are on your own.
- They can advise on the cost of local burial, local cremation and transport of the remains and personal property back to the UK.
- They can provide a list of local funeral directors. If an English speaking firm is not available Consular staff will help you with the arrangements.
- They can help transfer money from friends and relatives in the UK to pay any necessary costs.
- Where there is evidence of suspicious circumstances they can advise you on the best way to raise your concerns with the local authorities.

A CONSUL CANNOT

- Investigate deaths themselves.
- Pay burial or cremation expenses.
- Pay for the return of bodies to the UK.
- Pay any debts that may be outstanding.

GENERAL HELP AND ADVICE

The emotions you may experience after a major personal crisis such as the death of a loved one can be traumatic. It is important to remember that help is available.

Some people will not want or feel the need to talk to anyone outside their family and friends, but for others it may be essential. There is nothing wrong with knowing that you need help.

YOU CAN FIND HELP AND ADVICE ON BEREAVEMENT FROM YOUR FAMILY DOCTOR OR:

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| ● Compassionate Friends 53 North Street Bristol B53 1EN Phone: 08451 232304 | ● Samaritans 10 The Grove Slough Berkshire SL1 1QP Phone: 08457 909090 |
| ● CRUSE Bereavement Care 126 Sheen Road Richmond Surrey TW9 1UR Phone: 020 8940 4818 | ● Victim Support Cranmer House 39 Brixton Road London SW9 6DZ Phone: 0845 3030900 |

COMMENTS AND SUGGESTIONS

We welcome your views on the quality of our service. If you think we have treated you unfairly, are not satisfied with our consular service or the consular service provided by a British Embassy, High Commission or Consulate abroad, or have any other comments or suggestions, please let us know. We are committed to working to improve our services. Please contact the Director of Consular Services at the address below

Consular Directorate
Foreign & Commonwealth Office
Old Admiralty Building London SW1A 2PA
Phone: 020 7008 1500 Fax: 020 7008 0152
Email: director.consular.services@fco.gov.uk
www.fco.gov.uk/travel



**ROWLAND BROTHERS
INTERNATIONAL**

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CONSULAR SERVICES

DEATH OVERSEAS

ADVICE FOR RELATIVES AND FRIENDS

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The death of a relative or friend is always distressing, but if it happens abroad the distress can be made worse by practical problems.

After the death of a loved one abroad you are likely to have countless questions. What should I do now? How can I communicate with people in a foreign language? Who can I turn to for advice?

This leaflet explains what practical support the British Consul can offer you and what you need to do yourself.

IF A RELATIVE OR FRIEND DIES WHILE YOU ARE ABROAD WITH THEM

All deaths must be registered in the country where the death occurs. Your tour guide, the local police or the British Consul can advise you on how to go about this. If you are anxious about coping in a foreign language or have any other problem, the British Consul will help.

Make sure you have as much documentation as possible about the deceased person and yourself. This should include:

- full name
- date of birth
- passport number
- when and where the passport was issued
- the name of the next of kin of the deceased person

If the deceased was known to be suffering from an infectious condition, for example the Hepatitis or HIV viruses, it is essential that the authorities be told so that they can take precautions against infection.

There is no obligation to register a death at the British Consulate, but by doing so you can obtain a UK death certificate, and a permanent copy of it will always be available in English in the UK. However, in certain countries British Consulates cannot issue death certificates. These countries are Australia, Canada, New Zealand, Republic of Ireland, South Africa and Zimbabwe. In these countries local death certificates are fully adequate for British purposes.

IF A CLOSE RELATIVE OR FRIEND DIES ABROAD WHILE YOU ARE IN THE UK

- If the death has been reported to a British Consulate overseas they will pass the details to the UK police who will immediately visit the next of kin and break the news.
- Consular staff will make every effort to ensure that relatives do not hear of the death first from the media, but they cannot always prevent it from happening.
- If you hear of the death from a tour operator, the media, or any other third party you should contact the Foreign & Commonwealth Office (FCO) on 020 7008 1500.
- Consular staff in London will keep in touch with the family and the Consulate abroad until burial or cremation overseas, or until the deceased has been brought back to the UK.
- Consular staff in London will pass on to the Consulate overseas the wishes of the next of kin about disposal of the body, and will do their best to ensure these wishes are carried out.
- It is not always possible to carry out the wishes of the next of kin. For example, in some countries there are no facilities for cremation.

WHERE ARE BRITISH CONSULATES?

British Consulates can be found in most capital cities of the world and in many other cities as well. Honorary Consulate functions and office hours are limited. Look at the FCO website: www.fco.gov.uk/embassies or telephone: 020 7008 1500.