

## WHAT TO DO WHEN A SENIOR DIES

When someone dies there are numerous agencies, businesses, and government departments you may need to inform.

### WHAT TO DO FIRST

- Provide the CRA (Canada Revenue Agency) with the date of death as soon as possible: Call: 1.800.959.8281. See Guide RC4111 “What to Do Following a Death” at [www.cra.gc.ca](http://www.cra.gc.ca).
- Notify Service Canada: 1.800.277.9914. Social Insurance Number is required to cancel Old Age Security, Canada Pension Plan, and Guaranteed Income Supplement.
- Obtain information from the deceased person’s tax records.
- Pay any tax installments due before the date of death. To appoint an authorized representative to manage tax matters on your behalf, complete Form T1013.  
Note: any fees paid to you as an Executor, may need to be reported on a T4.
- Notify Seniors Financial Assistance Program (low-income individuals over 65), Call: 1.877.644.9992 with deceased’s personal health number.
- Notify Alberta Seniors Benefit: Toll-free 1.877.644.9992. Give name, date of death, and Personal Health Number of deceased.
- See if you are eligible to apply for any Survivor Benefits. See *Service Canada*

### COMMON QUESTIONS

#### How do I know if I am the legal representative?

- You are named as executor in the will.
- You are appointed as the administrator of the estate by a court.
- You are the liquidator for an estate in Quebec.

If there is no legal representative, responsibility passes to a family member in the following order: Spouse, Child, Child’s Parent, Sibling, Grandchild, Nephew/Niece, Other sole remaining relation.

#### What if I am unable to obtain documents that establish me as the legal representative?

- Complete Form RC552, available at [canada.ca/cra-forms](http://canada.ca/cra-forms) or call 1.800.387.1193

#### What form of “death certificate” do I need, and how do I obtain one?

- A Funeral Director’s Death Certificate (5-10 copies) should be sufficient for most cases (vehicle registry, banks, etc.).
- If the Funeral Director’s document is not sufficient (settling investments, canceling a health card, etc.) a certificate can be ordered from a private registry agent.

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### If the deceased's name is on the title of a property or home:

- Contact Land Titles at 780.427.2742.

### If the deceased dies without a will:

- Contact the Public Trustee at 780.427.2744.

### Finances and Insurance

- Cancel and destroy credit cards, and empty safety deposit boxes.
- Notify the bank and either close or update accounts. The bank will require a copy of the will and death certificate.

### When should I consider hiring a lawyer?

- There are numerous assets, accounts, and beneficiaries.
- There is a possibility the will is going to be contested.

### Vehicle, Utilities & Insurance

- Notify phone, internet, cable companies.
- Notify gas & electricity companies.
- Notify home, vehicle and life insurance companies.  
If you are not able to identify the source life insurance company or cannot find the policy of the deceased, the **OmbudService for Life & Health Insurance, Toll Free: 1.888.295.8112** may be able to assist.

### If a vehicle is registered in the name of the deceased:

- Contact Service Alberta at 780.427.7013.
- Remove the deceased's name from car insurance.  
Parking placards may be cancelled at any Registries office.

### Social Media and Internet Accounts

- Closing email accounts may prevent identity theft.
- For social media accounts, consider three basic options:
  - Delete all accounts (activity and photos will be lost)
  - Keep accounts up but not active
  - Memorialize the accounts

### If the deceased was a veteran receiving benefits or support services, contact:

- Veterans Affairs Canada: 1.866.522.2122 (English) / 1.866.522.2022 (Français)  
Some veterans may be eligible for assistance with funeral costs, contact the Last Post Fund Toll-Free: 1.800.465.7113 Email: [info@lastpost.ca](mailto:info@lastpost.ca) [www.lastpostfund.ca](http://www.lastpostfund.ca)

*See also: Death and Funeral Arrangements*