

Life Ledger

The **free** service for closing the accounts
of a loved one that has passed away

As featured by

GOOD
HOUSEKEEPING

Daily Mail

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Which?

The
Guardian

The Law
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Thank you

We want to start by thanking you for playing a vital role in making families aware of the Life Ledger service.

To put it simply, the more families that can be made aware of the free service that Life Ledger provides, the more families that can get a little extra help at a difficult time.

We know that our service makes a real difference to the families that use it, because they tell us.

“Your service is absolutely brilliant, I can't believe how much my mum and I have got done already. It makes what is a very difficult time much easier, thank you.”

“Thank you very much for providing such a marvellous service. There is still some outstanding business to complete so I'll keep the Life Ledger account open until everything is complete.”

“Thanks for all your hard work and a great service. Will recommend to all who have to go through similar.”

“Thank you so much for the work you are doing at Life Ledger. It's hugely appreciated and makes a big difference.”

“I'm extremely grateful for all you've done to make all this so much easier for me and my family.”

“Thank you so much for going the extra mile in this, it is unusual in this day and age.”

“Seriously, please accept my heartfelt thanks and pass them on to your colleagues. I really am supremely grateful to you all.”



How it works

Our **free**, easy-to-use service allows families to contact and inform all of the businesses connected to the deceased from one place.

The family simply need to visit the Life Ledger website and follow 3 simple steps:

1. Register – They create an account and add the deceased details

2. Choose – They choose the companies they wish to inform and add the account details

3. Press Send – Life Ledger only sends the exact information each business requires

Our service keeps everything together in one place. Simple, organised and easy

The family will avoid having the same difficult conversation with lots of call centres, while still being able to easily contact:

- Banks & Building Societies
- Telephone and Mobile Services
- Water Companies
- Gas Suppliers
- Electricity Suppliers
- Credit Cards
- Store & Loyalty Cards
- House, Life, Car & Pet Insurance
- Pension Providers
- TV Licensing
- Internet & Broadband Providers
- Television & Satellite Providers
- Streaming and Subscription Services
- Social Media & Online Accounts

This helps smooth the family's bereavement journey and adds a simple additional layer of care to your service.

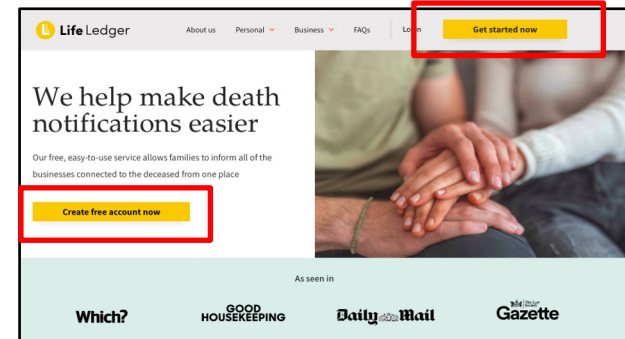
All from one place and **free**

The benefits

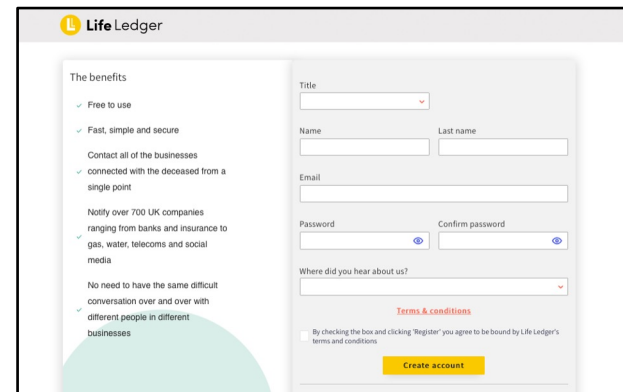
Life Ledger gives the family:

- One place to start the admin and actions around the deceased accounts
- A way to contact any company in any sector
- A cost saving by reducing the number of paper death certificate copies needed
- The ability to pause and pick up the process when it suits them best
- A buffer from difficult conversations with call centres
- A place for other family members to join in and help with death admin

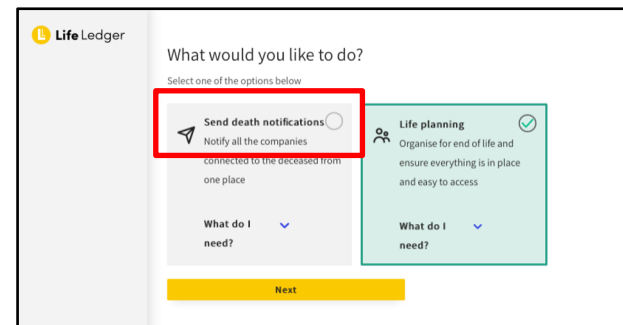
Life Ledger will always be free for the family and there is no charge to the funeral director



1. Click to create an account



2. Add deceased details



3. Choose company and send



How you can help

Adding Life Ledger to pre-arrangement packs, leaflets and communications will benefit families at the start of their admin process.

Mentioning Life Ledger again at the end of the arrangement meeting, when signposting other services, will help families who have not had time to think about dealing with accounts.

Finally, adding Life Ledger to bereavement packs and communications extends support to the family after they leave your care.

By making families aware of the Life Ledger service you will help ease the burden of death admin, while also delivering a **free** value-add for to your business at the same time.

We suggest:

- Including Life Ledger in your checklists & arrangement forms
- Adding links to Life Ledger on your website & emails
- Including our leaflet in bereavement and arrangement packs
- Displaying our leaflets in your waiting area and arrangement room

If you are using a funeral software package check if Life Ledger is integrated, as this will allow you to help families with a single click.

“Resolving notifications we receive outside of the Life Ledger service is dependent on how quickly we can contact the bereaved and determine what action to take, on average we are looking at 5 to 7 working days. But, when a notification is received from Life Ledger it is normally dealt with in 24-48 hours.”

Lee Greenwood
Head of Operational Performance – One Call Insurance

One Call
INSURANCE



Trustworthy

- Life Ledger does not store any data outside the UK and is registered with the ICO (ZA812432)
- We have a Data Protection Officer (DPO) who advises on, monitors and oversees all of our compliance including GDPR.
- All data is fragmented, encrypted (AES) and stored on AWS servers
- Our site and servers undergo quarterly penetration testing to highlight any vulnerabilities
- If an account is inactive for 6 months it is completely deleted

Life Ledger is a member of



We are actively promoted by organisations including



“Here at O2 we are mindful that notifying us of a death is only a small part of a much bigger process. Anything we can do as a business to help people with their wider bereavement journey is a huge positive, and since working with Life Ledger, we are already seeing the benefits it delivers to the bereaved.”

Charlotte Hall
Head of Accessibility Regulation - Virgin Media O2





FAQs

How does Life Ledger make money?

Life Ledger does not charge the bereaved for notifying companies of a death.

Life Ledger charges companies for the notifications they receive via our platform as this saves the companies time and resource.

Does Life Ledger replace the Tell Us Once service?

No, Life Ledger does not replace the Tell Us Once service, it complements it.

Tell Us Once will help the bereaved to deal with governmental and local authority organisations, Life Ledger helps the bereaved to deal with all of the commercial organisations.

What do families need to start using Life Ledger?

Internet access, an email address and the deceased's full name, DOB, DOD and usual home address.

Is a death certificate needed to use Life Ledger?

The family don't need to have a death certificate to register with Life Ledger, but they will need to upload a death certificate or interim death certificate before they can send notifications.

Who can families contact for help?

Families can contact our team via web-chat or email and our team will reach out to help as needed.

How long does it take to close an account using Life Ledger?

Although using our service dramatically speeds the process up, we cannot control the reaction time of the individual companies we help the bereaved inform.

However, the user dashboard allows the family to track the progress of all their notifications quickly and easily to reduce stress and worry.



Contact

Please get in touch if:

You run low on leaflets, need new dispensers or would like some posters to put up for reminding colleagues about Life Ledger.

You would like digital assets such as the Life Ledger logo, copy to describe the service or your own bespoke URL link to add to your website or emails.

You use funeral director software and want know how to activate Life Ledger.

You want to attend one of our regular online update and Q&A sessions.

Whatever you need contact:

Dan Blackett – Partnerships Manager

Mobile: 07702 639 919

Email : dan@lifeledger.com

“The biggest benefit is allowing people to contact so many services in one go with very little effort compared to doing it all manually and that they get to do this for free.”



David Atkinson

Registration Service Manager

London Borough of Tower Hamlets

“For many years we have advised families to use the Tell Once Service not knowing that this service is only available to government agencies. Finding out there is an organisation out there that can help families with other services is fantastic and we are now advising people of the services available from Life Ledger.”



Karen Butler

Coroner's Support Team Manager

Lancashire and Blackburn with Darwen Coroners