

Instructions:

1. Tick 'highlight required fields' in the top right corner of the letter.
2. Amend the letter in the box.
3. When complete click the 'Finish & Print' button to print copies for you to send to the colleague, a copy for your own records and one for ER Services



LETTERS MUST NOT BE HANDWRITTEN AND MUST BE COMPLETED IN FULL.

Enter the ER Services reference number or NAS if none -->

ER Services Reference: [REFERENCE NUMBER]

Enter the date as dd/mm/yyyy -->

[DATE]

Employee number -->

[EMPLOYEE NUMBER]

Name -->

[NAME]

Full Address or enter Delivery By Hand -->

[ADDRESS1]

[ADDRESS2]

[ADDRESS3]

[POSTCODE]

Spellcheck Letter

Finish & Print

REMEMBER -

-Use Capital letters for the start of names/sentences.

-Any times must be entered as hh:mm

-Replace all [WORDS] with lower case where appropriate.

Dear [NAME]

Thanks for taking the time to speak to me [TODAY/YESTERDAY/ on DAY OF THE WEEK], during what I know must be a very difficult time for you. Just to confirm the details of our meeting:

DATE:

TIME:

VENUE:

When we meet I'll explain the documentation that needs to be completed for the death in service payment to be processed and also talk about what happens next.

[INSERT IF NOT IN A PENSION SCHEME] As I mentioned when we spoke, please could you could bring an official copy of the Death Certificate or Interim Death Certificate with you [and a copy of the Will – INCLUDE IF YOU'RE TOLD BY THE HR BENEFITS TEAM THAT THIS IS REQUIRED].

If you find that you need to rearrange our meeting, please contact me on [INSERT CONTACT DETAILS].

Once again, I'm very sorry for your loss.

Yours sincerely

[MANAGER]

[JOB TITLE]

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