

A romantic couple, a man and a woman, are seen from behind, looking out at a sunset over a coastal town. The man is wearing a blue button-down shirt and a watch, and the woman is wearing a white sleeveless top. They are standing on a balcony or walkway with a railing. The background shows a town with lights reflecting on the water, and hills in the distance under a warm, orange sky.

Repatriation

When someone dies abroad



It's what we do

Repatriation support

If someone has died abroad, we're here to guide you through. Our dedicated repatriation team has years of experience, and we'll make sure you and the person who has died are looked after with care, dignity and respect.

Whenever you're ready, we'll walk you through each step.

Understanding repatriation

If a death occurs overseas, transferring the person who has died to your chosen destination can seem complicated.

Different rules, regulations, customs, cultures, religious beliefs and languages need to be respected, and we'll do everything we can to ensure the arrangements we make are completed as quickly as possible. Whatever happens, we'll be with you the whole way.



“

Testimonial

Thank you so much. I'm so glad I chose the Co-op. You have been exemplary in your proceedings.

Eileen

”



Arrival Only

When the overseas arrangements have already been completed abroad, Co-op repatriation can take care of the airport clearance and transfer to the designated funeral home in the UK.

- ✗ Appoint & Manage Overseas FD
- ✓ Arrange Airport Clearance, Transfer Customs and Airport Transfer



Funeral Abroad

Co-op manages an overseas funeral director on behalf of the client. This could include a cremation or burial abroad.

- ✓ Appoint & Manage Overseas FD
- ✗ Arrange Airport Clearance, Transfer Customs and Airport Transfer



Complete Repatriation

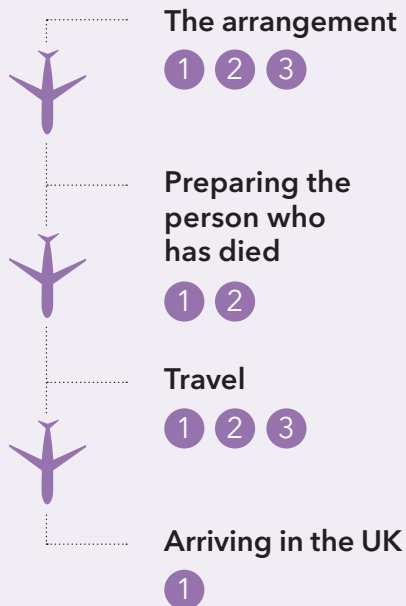
Co-op manages an overseas funeral director on behalf of the client. This could include repatriation of ashes or the repatriation of a person who has died.

- ✓ Appoint & Manage Overseas FD
- ✓ Arrange Airport Clearance, Transfer Customs and Airport Transfer

The repatriation process

To help you understand the process of repatriation, we've simplified each stage of the journey. When the repatriation process begins, we'll keep you updated and informed until the person who has died arrives safely at their final destination.

The Journey



The arrangement

1. First, we'll source an international funeral director from our approved network. If the person who has died is already resting with a funeral home abroad, we will assess the home's suitability and advise on whether we need to choose an alternative. We will also liaise with your chosen UK funeral home. Co-op Repatriation also provides repatriation services in cases where the departure country and final destination are both abroad.
2. Regulations and requirements for the country where the person has died will be checked, and we'll make sure we have all the correct paperwork needed for a smooth repatriation.
3. In order to register the death, we need the passport of the person who has died and personal information. In most countries, the original passport will be returned with the person who has died, along with the original death certificate, which can be used in the UK.

What we need from you at the arrangement stage:

- Choice of UK funeral home
- Copy of the person who has died's passport

Preparing the person who has died

1. The overseas funeral director will care for the person who has died. The person who has died can be dressed in clothing of your choice or a gown can be provided. In some countries, embalming is mandatory. We will advise you if this is needed. Due to security, unfortunately it won't be possible to put any items within the coffin or urn. It may be possible to arrange to visit the person who has died at the funeral home abroad.
2. When choosing your preferred coffin, we would recommend a simple repatriation coffin. Depending on whether a burial or cremation is chosen, it might not be possible to keep the coffin used for the repatriation to the UK. You might be able to upgrade from the simple coffin. This can be discussed with your repatriation specialist.

What we need from you at the preparation stage:

- Date and time of when you may want to visit the person who has died
- Your coffin choice
- Confirmation of whether you would like a local funeral service (service overseas)

Travel

1. Booking a flight depends on documentation, permit and availability. We'll update you with flight details as soon as they're confirmed with the airline. Some people prefer the repatriation to take place by road, but not all foreign destinations provide this service. To arrange transfer by road, please talk to your repatriation specialist.
2. Original documents such as passports, death certificates and other documents are required for the journey and will travel with the person who has died. These will need to be checked by various authorities throughout the journey.
3. Transfer to the departure airport will take place several hours before the flight, so airport security checks can be completed.

Arriving in the UK

1. Before arrival in the UK, we'll provide your chosen funeral home with copies of all documents, so they can be passed to the local coroner.

We'll take care of airport clearance and the transfer to your chosen funeral home.

Contacts

To speak to a member of our dedicated repatriation team:

Tel: **+44 (0) 20 8729 0029**

Email: **CoopRepatriation@coop.co.uk**

To find out more information on our website, visit:
www.coop.co.uk/funeralcare



It's what we do

© Funeral Services Limited 2021

Co-op Funeralcare is a trading name of Funeral Services Limited, a registered society registered in England and Wales with registration number 30808R and registered office 1 Angel Square, Manchester, M60 0AG. VAT registered 403 3146 04. Part of Co-operative Group. Calls to 0800 numbers are free from a UK landline, mobile call costs may vary. Calls may be monitored or recorded for security and training purposes. If you'd like to see them, just ask.



AN085 09/2021