



Repatriation

When someone dies in the UK



It's what we do

Repatriation support

If someone has died in the UK and you're not sure what to do, especially if the funeral is due to take place in another country, we're here to help. 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.

We work with the UK Co-op funeral network and international funeral directors to provide a professional level of service ensuring all aspects of the journey and arrangements are taken care of. We ensure all processes, necessary information and documentation are completed to provide you with a stress-free repatriation.

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

Understanding repatriation

If a death occurs in the UK, transferring the person who has died to your chosen destination can be 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.



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Testimonial

Thank you again for all your help with Mark's repatriation. I know it was not an easy process, but not sure how we could have done it at all without your help and support. Really grateful for all the time and energy that you and your team put into this.

Best regards

Anders

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Repatriation

Co-op provides all care and preparation for the repatriation and liaises with officials, and freight forwarders to deliver repatriation services.



Funeral & Repatriation

A funeral service can be arranged in addition to repatriation. To find out more about the services we offer, pop into your local Co-op funeral home or visit coop.co.uk/funeralcare.



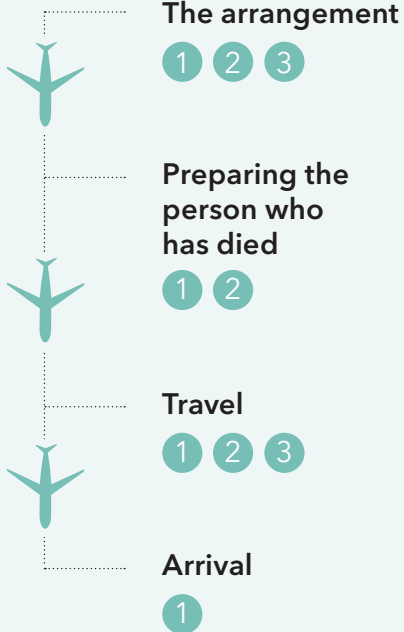
Repatriation of Ashes

Co-op will liaise with officials and freight forwarders and handle all the preparations for the repatriation of ashes. Whether the person who has died is already in our care or the cremation took place elsewhere, we're here to help.

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 With a large network of over 800 funeral homes, we can make sure the person who has died is located close to you during repatriation arrangements.
- 2 Before we're authorised to travel, the Co-op regulations and requirements for the destination country will be checked, and we'll make sure we have all the correct paperwork needed for a smooth repatriation. We will let you know if there is any embassy involvement.
- 3 In order to arrange travel we'll need the original passport of the person who has died and original death certificate or interim death certificate. These will be handed to your chosen Co-op funeral home. After that, we'll prepare all the necessary paperwork.

What we need from you at arrangement stage:

- Choice of Co-op funeral home
- Person who has died's original passport
- Person who has died's original death certificate or interim death certificate

Preparing the person who has died

- 1 Our trained colleagues will care for the person who has died with respect in our climate-controlled facilities. They can be dressed in clothing of your choice or we can provide a gown in a choice of colours. You can visit the person who has died at your chosen funeral home by appointment between 9am-8pm, 7 days a week.

In some countries, embalming is mandatory. We will advise you if this is needed. Due to security, it won't be possible to put any items within the coffin with the person who has died or urn.

- 2 We have a wide selection of coffins to choose from and bespoke, personalised coffins available suitable for repatriation.

What we need from you at arrangement stage:

- Date and time of when you may want to visit the person who has died
- Your coffin of choice
- The details of your chosen funeral director abroad

Travel

- 1 We always aim to book the preferred dates of the friends and family of the person who has died, and we understand that you may want to travel on the same flight. 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 make this service possible. To arrange transfer by road, please talk to your repatriation specialist.

- 2 Original documents such as passports, death certificates and other official paperwork are required for the journey and will travel with the person who has died. These documents 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.

Arrival

- 1 Before arrival at the destination, we'll give your chosen funeral director abroad the flight details and copies of all documents. Your chosen funeral director will arrange for airport clearances and transfer into their care. We recommend leaving at least 48 hours between the arrival and funeral date.

Contacts

To speak to a member of our dedicated repatriation team, contact us on:

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



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