

## WHAT TO DO WHEN A LOVED ONE DIES

When a loved one passes away, please know that you will not have to handle all of the details on your own. In Southern California, Olive Tree Mortuary is available to assist you at any hour, seven days a week, 365 days a year. Please call us at 714-739-1961 and we will provide the assistance you need.

As your mortuary, Olive Tree can take care of all of the funeral arrangements for you, from transferring the deceased to preparing the body, getting the death certificates and burial permit, coordinating with the cemetery, ordering and placing flowers, ordering food for the wake, and more.

Here is what you will need to do:

1. **Contact Olive Tree Mortuary** at 714-739-1961 after a death has occurred. We will ask you some basic questions (such as your name and contact information, and the full name and location of the deceased) and make arrangements to pick up the deceased's remains. We will also either schedule a time for you to come to our office to complete the details of the funeral arrangement, or direct you to our online form or downloadable funeral planning app if these options are more convenient for you.
2. **Gather paperwork and other items.** To complete the plans and arrangements you will usually need:
  - Clothing for the deceased
  - The deceased's marital status, Social Security number, birth date, and city and state of birth
  - The deceased's parents' names, including mother's maiden name
  - Information about the deceased's education
  - The deceased's Veteran's discharge papers or Claim Number
  - A recent photograph of the deceased
  - Pre-arrangement paperwork (if applicable)
  - Cemetery lot information (if applicable)
3. **Contact your clergy (if applicable).** If you do not have a clergy person in the area, Olive Tree Mortuary can make this arrangement for you.
4. **Schedule the funeral.** Decide on the time and place of the funeral or memorial service.
5. **Contact family and friends.** Make a list of family, friends, neighbors and business colleagues, and notify each by phone. Having a list makes it easy for others to help you with this task.
6. **Gather obituary information.** You can find Olive Tree Mortuary's obituary form on our website. Based on the information you provide, we can write the obituary for you and submit it to the newspapers of your choice.
7. **Select pallbearers.** Notify both the pallbearers and the funeral home. If you do not have friends or family members who can serve in this capacity, Olive Tree can arrange for pallbearers for you. Keep in mind that people with heart or back problems can be named honorary pallbearers.

8. **Make arrangements for visitors.** Arrange hospitality for visiting friends and relatives. Arrange for child care during the funeral, if necessary. Ask friends and family who offer their help to take care of household needs such as food preparation, cleaning, etc.

9. **Take care of financial and legal matters.**

- Locate the Will and notify the lawyer and Executor
- Notify the deceased's insurance companies of the death
- Notify the deceased's banks of the death
- Carefully check all life and casualty insurance and death benefits, including Social Security, credit union, trade union, fraternal, and military. Check on possible income for survivors from these sources.
- Promptly check on all debts and installment payments, including credit cards. Some may carry insurance clauses that will cancel them. If there is to be a delay in meeting payments, consult with creditors and ask for more time before the payments are due.
- If the deceased was living alone, notify the utility companies and landlord and tell the post office where to send the mail.
- File the necessary Social Security forms.