

When a Spouse/Partner Passes Away– Contacts/Information

1. Canada Revenue Agency

Phone number 1(800) 959-8281

- You will be asked to provide the following information **about yourself**.
 - Full name
 - Phone number
 - Relation to the person who died
- In addition to your information, you will need the following information **about the person who died**
 - Date of death
 - Social Insurance Number (SIN)
 - Full name and date of birth
 - Complete address
 - Assessed tax return, notice of assessment or reassessment or other tax documents

2. Service Canada

Phone number 1(800) 277-9914

- Canada Pension Plan (CPP) and Old Age Security (OAS) benefits will be cancelled the month after the person dies
- Old Age Security includes Guaranteed Income Supplement (GIS), allowance and allowance for the survivor
- Canada Pension Plan includes disability benefits and survivor benefits
- Need to provide the following information about the deceased beneficiary:
 - Full name
 - Date of birth
 - Social insurance number
 - Previous address
 - Name and address of the estate or the person responsible for handling the estate (Executor)
- Canada Pension Plan Death Benefit
 - Since January 2019 the death benefit pays up to \$2,500 if the deceased made enough contribution to the CPP
 - In addition, after January 2025 there will be a top up amount of \$2,500 if the deceased never received the CPP benefit or did not have a spouse or common-law partner eligible to receive the CPP survivor's benefit

3. Passport

- If the deceased had a passport which is still valid you will need to mail it to the following:

Passport Program
Gatineau, Quebec
K1A 0G3
- Include a copy of the death certificate and letter requesting them to destroy the cancelled passport
- You do not need to return an expired passport

4. Credit Reporting Agencies in Canada

Trans Union 1(800) 663-9980 and **Equifax** 1(800) 871-3250

- Contact both agencies to avoid any fraudulent credit checks in the name of the deceased.

5. Johnson Insurance (Belairdirect as of July 1, 2025)

Phone number 1(800) 453-9543

- Provide teaching certificate number if possible
- Check on the following individual benefits:

- Provincial Master Life/Accidental Death and Dismemberment Policy if under age 65
- Retiree Life if age over 65
- Optional/Spousal Life Insurance if under age 85
- Voluntary Accidental Death and Dismemberment Insurance if under age 75
- Optional Critical Illness Insurance if under age 75
- Check and see if member had family plans for the following:
 - NSED Group Insurance Travel
 - NSED Travel Insurance Trip Cancellation/Interruption Plan
 - Total Care Medical Plan
 - Total Care Dental Plan

6. Medavie/Blue Cross Account

Phone 1(800) 667-4511

7. Nova Scotia Pension Services Corporation

Phone 1(800) 774-5070

You will need to provide the following information:

- The retiree's name or pension identification, date of death and marital status at death
- If applicable, the name of their spouse or partner (common-law or domestic) and their date of birth, address and telephone number
- The name of eligible children and/or dependants, their dates of birth, and confirmation of whether they are in school/community college/university (for eligible children between the ages of 18 and 25)
- The name, address and telephone number of their executor (if there are no survivors and indicated above)
- For more information on survivor benefits please visit the website:
[www.nstpp.ca/members/your retirement](http://www.nstpp.ca/members/your%20retirement)

8. Nova Scotia Seniors Pharmacare Program if over age 65

Phone 1(800) 544-6191

9. Bank or Credit Union

10. Home/car insurance

11. Passwords (utilities, online subscriptions, social media, email addresses etc.)

12. Please note that the NSTU Insurance Trustees death benefit of \$2,500 was discontinued in 2014.

August 17, 2025