

For information only. Parts of this correspondence will have changed since its issue.

Dear funeral arrangers/directors

As per my previous correspondence please find our new contact details below.

These numbers are now in place until further notice for funeral arrangers/directors only.

For burial bookings, enquiries and advice please call xxxxxxxxxx

For Cremation bookings, enquiries and advice please call xxxxxxxxxx

For all other enquiries (including invoice enquiries and payments) and for members of the public please call the normal number 020 3959 0090.

The new email address for scanning cremation paperwork (only) is pvale@enablelc.org. A reminder that from Wednesday (1 April) we will only accept scanned documents.

For all other correspondence including scanning interment notices and non-urgent enquiries please email bereavement@enablelc.org.

Coronavirus legislation

You should be aware that the legislation passed by parliament last week had provisions to ease death certification and registration. I can confirm that the following has been 'switched on'.

Cremation form 5 is now not required, even if it had been previously supplied. You do not need to scan these to us.

Registration green cert can now be handled electronically – therefore we do not require an original but for both burial and cremation this must be sent to us electronically within the normal timeframes.

If you have any questions or feedback please email bereavement@enablelc.org and the email will be passed to the relevant staff member to answer.

Thank you for your continued support.

Kind regards,

Kelvin.