

Enhanced Mortality Tracing & Deceased Document Ordering

Service Definition

G-Cloud 15



Contents

1 Overview 1

2 Service Features 2

3 Service Benefits 3

4 Service Scope **Error! Bookmark not defined.**

5 Disclaimer 5

1 Overview

Capita's Manual and Forensic Deceased Tracing provides in-depth investigation when automated mortality screening cannot confirm a death with certainty. This service helps public sector organisations resolve complex cases, prevent overpayments, and maintain compliance by verifying deaths and locating executors or next of kin.

This service utilises experienced trace consultants, who conduct case-by-case investigations using official records, genealogical research, and probate data. Where necessary, we can order death certificates and grants of probate to provide evidence-based confirmation.

The service includes executor tracing to identify legally appointed representatives and forensic next-of-kin tracing aligned with UK intestacy laws when executors or informants cannot be located.

All processes are fully auditable and supported by government-issued documentation, ensuring transparency and compliance. This service is ideal for organisations managing pensions, benefits, or estates where accurate death verification is critical.

2 Service Features

1. Manual verification for low-confidence mortality results
 2. Ordering official death certificates from registrars
 3. Probate application and executor tracing
 4. Forensic next-of-kin tracing aligned with UK intestacy laws
 5. Advanced research using GRO, DDRI, Probate Registry, Bona Vacantia
 6. Genealogical and occupational link analysis for complex cases
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3 Service Benefits

1. Confirms death with absolute certainty for high-risk cases
 2. Prevents financial leakage and overpayments
 3. Resolves complex or disputed deceased cases efficiently
 4. Supports legal and regulatory compliance
 5. Reduces administrative burden for public sector bodies
 6. Provides transparency and defensibility through documented evidence
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4 Service Scope

This service includes a managed data enrichment program delivered on a project-by-project basis. Data will be provided for each project in the agreed format and upload files via secure transfer methods such as SFTP, ensuring compliance with ISO/IEC 27001. All data is securely stored in the UK, and the service complies with industry security standards.

No additional software installation is required.

Flexible scheduling for uploads and confirmation of receipt are provided by our client relationship team, who provide support during our standard working hours (Monday–Friday, 9am–5pm). This includes support for general or technical queries.

Pricing operates on a tiered rate card aligned to volume and service type.

5 Disclaimer

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