



Housing, Social Services and Dearthness Home
Discretionary Benefits
1-1835 Dundas St E
London, Ontario N5W 3E7

Discretionary Benefits Assisted Funeral, Burial & Cremation INFORMATION SHEET

Please read prior to completing the application form for Discretionary Benefits Assisted Funerals, Burials and Cremation Services.

Eligibility for Funeral, Burial and Cremation Services

- Applications for funeral assistance must be completed after death but prior to the finalization of any funeral arrangements.
- No third-party agreements or contracts should be signed by the next of kin before an eligibility decision has been made, doing so may cause your application to be denied.
- Only items and services outlined in the City of London Funeral Fee Schedule will be approved.
- Deaths related to a **motor vehicle accident** are not eligible for a Discretionary Benefits Funerals and Burial, please contact the insurance provider for the vehicles involved. If there is no insurance, or in cases of a hit and run, please contact:
 - Financial Services Commission of Ontario (FSCO)
 - Motor Vehicle Accident Claims Fund
 - Phone: (416)-250-1422 Toll Free: 1-800-268-7188
 - Email: contactcentre@fsco.gov.on.ca
- Was the deceased an ex-service person of the **Canadian Armed Services**? If yes, the Last Post Fund Corporation administers a Funeral and Burial Program on behalf of Veterans Affairs Canada (1-800-465-7113).

Authorization to Recover Funeral and Burial Costs

- The City of London will attempt to recover all funeral, burial, and cremation costs from eligible sources such as bank accounts and the CPP death benefit.
- Death certificates for financial gain will not be provided until full recovery of the funeral, burial and cremation costs is complete.
- By completing and signing the Funeral Application & the Rights & Responsibilities you are authorizing the City of London to recover the funeral, burial, and cremation costs and you cannot pursue any income or assets eligible for recovery.

Interment Rights

- The City of London is not responsible for any costs associated with the transfer of interment rights or changes to the plot.
- Please contact the City of London Discretionary Benefits to request access to the interment rights or to request alterations or additions to the burial plot.

Death Certificates

- If you require a Proof of Death Certificate, please contact the Funeral Home. Certificates will be marked “not for financial gain” until the full cost of the services are recovered by the City of London.

The Discretionary Benefits Assisted Funeral, Burial & Cremation Application needs to be completed in full and all required verification documents attached. Once completed please submit to Discretionary Benefits in one of the follow ways:

- Email completed application to the assigned Discretionary Benefits staff
- Fax to our office at **519-661-6488**
- Or drop off to any City of London Ontario Works Office
 - Citi Plaza, 355 Wellington Street, Suite #248, Second Floor
 - Social Services – London East, 1-1835 Dundas St
 - Social Services – Northland Mall, 1275 Highbury Ave N
 - Social Services – Westmount Shopping Centre, 785 Wonderland Rd S
 - South London Community Centre, 1119 Jalna Blvd

You will be contacted by phone if you are determined to be eligible for our assistance.

If you have any questions, please contact Discretionary Benefits at **519-661-5910**

The following Verification Documents are required to be submitted with your application:

Deceased	Applicant/Next of Kin
Identification: • Valid government issued photo ID • Social Insurance Card • Health Card • Birth Certificate • Immigration Documents Verification of London address: • Lease or Mortgage agreement • Utility bill • Piece of government mail Verification of Income: • 90 days of banking on all bank accounts • Verification documents for any and all assets owned by the deceased as requested	Identification: • Valid government issued photo ID

PLEASE DO NOT SUBMIT ORIGINAL DOCUMENTS