

Tell Us Once (TUO)

... the service that does exactly what it says on the tin

You will be aware of the TUO service – and its ability to quickly and securely pass information on behalf of the citizen to over 30 different parts of local and central Government (our partners) – literally seconds after the information is recorded by a Registrar – **but did you know....**

- **Citizens volunteer** to share information about themselves (as the Next of Kin (NOK) / Executor etc.) and the deceased because they recognise the value the service provides. It saves them time, money and the trauma of having to repeat the same information over and over again to different people at a difficult time in their lives – and they trust the service to do this for them in a secure way.
- **Partners volunteer** to receive the service because they recognise the benefits of quickly obtaining information about the recently deceased to help prevent overpayments and put in place additional services to the bereaved – all in way which saves them time; money and energy – and allows them to focus on excellent customer service.
- **Taxpayers and Government** value the service – because of these efficiencies; the focus on the citizen; and the way in which it so clearly demonstrates the power of effective partnership approaches and how we can transform our services in a digitally enabled secure environment.

For Local Government Pension Funds – access to TUO data will mean that...

You don't have to request a copy of the Death Certificate from the citizen – the data presented to you comes from the GRO service and is essential an “e” version of the information you would see on a Death Certificate;

You can immediately contact the NOK / Executor if needed – they have consented to share their details with you and will expect you to help them successfully conclude the deceased's engagements with your organisation.

Tell Us Once (TUO)

... steps to become a partner of the service

In summary, to become a TUO partner the following action needs to have been taken:

1. Your Fund has completed and returned a signed copy of the **Tell Us Once** Data Sharing Agreement between DWP (on behalf of TUO) and your Fund.
2. You have completed the initial On-Boarding activity on Canopy Digital Connect (CDC) and submitted details about your organisation via the supplied web link;
3. Your TUO Organisation Administrator has completed On-boarding process and validated the required security certificate & password and received confirmation from the CDC that they are now ready to set up individual users in your organisation;
4. Your Fund Uploaded data to the LGA NI Database and confirmed you are TUO “compliant”.

Detailed guidance on these steps can be obtained from:

<https://atos-csms.atlassian.net/wiki/display/CDC/DWP-TUO+Onboarding+Guide>.

<https://atos-csms.atlassian.net/wiki/display/CDC/Creating+certificates>.

For support during the On-Boarding process – please call our suppliers (Atos) on 0121 335 0760.