



FUNERAL HOME DUGA CESTA

Guide for *difficult times*

Practical steps, from the first call to the paperwork after the funeral. We prepared it so that in the hardest moment everything is in one place, clear and at hand.

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What to do in the event of a death

In a difficult moment it is hard to think about the steps. That is why we have prepared short, clear instructions. If you are unsure, it is enough to call us.

01 At home

Call emergency services (194) or the police (192). A coroner comes to confirm the death and issue a certificate. Then call us and we take over the transport and organisation.

02 In hospital or an institution

The institution prepares the necessary documentation. Your step is to choose a funeral home, get in touch and we arrange the collection and the whole farewell.

03 In a care home

The institution cooperates with the coroner on the documentation. When it is ready, it is enough to get in touch with us.

04 Abroad

Contact the Croatian diplomatic mission. A transit permit is needed for transfer, and a crematorium certificate for an urn. We help coordinate the whole procedure.

Which documents are usually needed

- Identity document of the deceased (ID card or passport)
- Coroner's certificate
- For an existing grave, proof of the right of use
- For veterans, documentation of status

It is good to prepare

- Medical documentation, if the deceased was under treatment
- Registry details: name and surname, maiden name, date and place of birth
- Citizenship, occupation and place of residence
- Marital status and the name of the spouse, names of parents

Do not worry if you are unsure what you have. At the first contact we check together what is needed and take over gathering the documentation for you.

Administrative steps after the farewell

After the farewell the family usually needs to settle a few administrative matters. Here is an overview of the main steps, so you know what to turn to and in what order.

01 Probate proceedings

The registrar officially forwards the death record to the competent court, which entrusts the case to a public notary. The notary invites the heirs to the probate hearing, where the statement of inheritance is given and the decision on inheritance is issued. You do not have to initiate the procedure yourself, but you can speed it up by preparing information about the estate.

02 Pension (HZMO)

Pension payments cease, and any unpaid pension for the month of death belongs to the heirs. A spouse or common-law partner and children may be entitled to a survivor's pension, with the request submitted to the Croatian Pension Insurance Institute.

03 Health insurance (HZZO)

If the deceased was the insurance holder for family members, a new basis of insurance for the members must be arranged with the HZZO.

04 Bank and accounts

Notify the bank. The accounts of the deceased are usually blocked and enter the estate, and standing orders and cards are cancelled. Funds are distributed after the decision on inheritance.

05 Contracts and subscriptions

Electricity, gas, water and utilities, telephone and internet and the broadcasting fee are all transferred to a new user or terminated. Prepare the contracts and the latest bills.

06 Ownership and insurance

The transfer of vehicles and the registration of real estate in the land registry are carried out after the decision on inheritance. If there was a life insurance policy, notify the insurer for payment to the beneficiary.

Note: this is an informative overview. Procedures, competences and deadlines can change, so for accurate and up to date information please check with the competent institutions (public notary, HZMO, HZZO, bank).

WITH YOU

You do not have to go through all of this alone

From the first call to the final farewell, and part of the administration, we take the burden upon ourselves, so that you have time for family and for saying goodbye.



We are here when it is hardest

Call us at any time, we are available 24 hours a day, every day of the year.
Leave everything else to us, with peace of mind.

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AVAILABILITY

0 to 24, every day

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