

Winter Fuel Payment

Notes to help you fill in the claim form

DWP Department for Work and Pensions

Please read these notes before you fill in the claim form – they could help you fill it in correctly.

No and Yes boxes

To answer a question with a No or Yes answer, please cross in only one box like this:

No ☒ or No ☐
Yes ☐ Yes ☒

Part 2 – Information we need to know

National Insurance number

You can find your National Insurance number on your National Insurance number card, letters from social security or payslips.

If you cannot find your National Insurance number, contact Jobcentre Plus. You can find their phone number and address on the advert in the business numbers section of the phone book. Look under **Jobcentre Plus**.

You should fill out your National Insurance number on the form like this:

AA 123456 A

Date of marriage or civil partnership

Please fill in this box if you are married or in a civil partnership and your partner lives with you.

Immigration control

Cross **Yes** if you are subject to immigration control and not eligible for help from the Department for Work and Pensions. You can find out more about immigration control at www.direct.gov.uk

Care homes and independent hospitals

By *care home* we mean a place where you can get accommodation with nursing or personal care. For example, residential homes, nursing homes, or local authority residential accommodation.

By *independent hospital* we mean a hospital which is not a National Health Service hospital.

Part 3 – How we pay you

We will pay your Winter Fuel Payment into your bank or building society account.

Name of the account holder

Please write the name of the account holder exactly as it is shown on the chequebook or statement.

- You can use an **account in your name**, or a **joint account**.
- You can use **someone else's account** if:
 - the terms and conditions of their account allow this, and
 - they agree to let you use their account, and
 - you are sure they will use your money in the way you tell them.
- You can use a **credit union account**. You must tell us the credit union's account details. Your credit union will be able to help you with this.
- If you are an **appointee** or a **legal representative** acting on behalf of the customer, the account should be in your name only.

Sort code

Please tell us all 6 numbers, for example 12-34-56.

Account number

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

Building society roll or reference number

If you are using a building society account you may need to tell us a roll or reference number. This may be made up of letters and numbers, and may be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

By giving us your account details you:

- agree that we will pay you into an account, and
- understand what we have told you in Part 3 of these Notes **If we pay you too much money**.

It is very important you fill in all the boxes correctly, including the building society roll or reference number, if you have one. If you tell us the wrong account details your payment may be delayed or you may lose money.

You can find the account details on your chequebook or bank statements. If you do not know the account details, ask the bank or building society.

If you do not have an account, please contact us for more information.

We normally pay your money into an account

Many banks and building societies will let you collect your money at the Post Office.

We will tell you when we will make the payment and how much it will be for. We will tell you if the amount we pay into the account is going to change.

Finding out how much we have paid into your account

You can check your payments on account statements. The statements may show your National Insurance (NI) number next to any payments we have made.

If you think a payment is wrong, please contact the helpline on **0845 9 15 15 15**.

If we pay you too much money

We have the right to take back any money we pay that you are not entitled to. This may be because of the way the system works.

For example, you may give us some information which means you are entitled to less money. Sometimes we may not be able to change the amount we have already paid you. This means we will have paid you money that you are not entitled to.

We will contact you before we take back any money.

We are currently changing how we make payments and will no longer be able to make payments by cheque.

Part 4 – About you

Name, address and date of birth

Fill in your name, address and date of birth in the boxes provided.

For example, if your date of birth is 15 July 1944, please fill in your date of birth like this:

1	5	0	7	1	9	4	4
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Birth certificates

We need to see your original birth certificate. Please send it in with the claim form. We cannot accept a photocopy.

If the name on your birth certificate is not your current name, we will need to see proof of the change of name, such as a marriage certificate.

We will try to return your birth certificate within five working days. If you have not had your birth certificate back within four weeks, call us on **0845 9 15 15 15**.

Part 5 – Declaration

Before signing the claim form please check all the questions have been filled in and are correct. If you missed any questions, we will need to return the form to you. Please read the declaration and sign and date at **Part 5**.

If you do not fill in the claim form yourself, please check the details and sign and date the form yourself. If you have any difficulties with filling in or signing the claim form, call us on **0845 9 15 15 15**.

How we collect and use information

The information we collect about you and how we use it depends mainly on the reason for your business with us. But we may use it for any of the Department's purposes, which include

- social security benefits and allowances
- child support
- employment and training
- private pensions policy, and
- retirement planning.

We may get information from others to check the information you give to us and to improve our services. We may give information to other organisations as the law allows, for example to protect against crime.

To find out more about how we use information, visit our website **www.dwp.gov.uk/privacy-policy** or contact any of our offices.

Winter Fuel Payment claim form

Read the notes to help you fill in this form.

Use CAPITAL LETTERS, black ink, and an X to answer No or Yes.

DWP Department for
Work and Pensions

Part 1 – Important Information

You can complete this form on screen or print it out and fill it in with a pen. Return the form to:

DWP
PO Box 10142
Annesley
Nottingham
NG15 5WY

Important Information

- You must be born on or before 5 July 1951 to claim a Winter Fuel Payment. You will need to send your original birth certificate with this form.
- We must receive your claim by **31 March 2013**.

Part 2 – Information we need to know

Daytime phone number,
including area code

National Insurance number

Date of marriage or
civil partnership

D D M M Y Y Y Y

Between 17 – 23 September 2012,
will you be, or were you:

• living in Great Britain or
Northern Ireland?

No
Yes

• subject to immigration
control?

No
Yes

• in hospital getting free
inpatient treatment?

No
Yes

Tell us the date you will be, or were, admitted

D D M M Y Y Y Y

And discharged

D D M M Y Y Y Y

• in custody serving a
court sentence?

No
Yes

• in a care home, an
independent hospital, or
Ilford Park Resettlement
Home?

No
Yes

Tell us the date you will be, or were, admitted

D D M M Y Y Y Y

Between 17 – 23 September
2012 will there be, or was
there, anyone else in your
household born on or before
5 July 1951?

No
Yes

Part 3 – How we pay you

We normally pay your money into an account. Please tell us your account details below.

Name of account holder

Full name of bank or
building society

Sort code

– – –

Account number

Building society roll or
reference number

Part 4 – About You

<input checked="checked" type="checkbox"/>	For office use
<input type="checkbox"/>	

Mr/Mrs/Miss/Ms/Dr/Rev

Surname or family name

First name

Other names

Address – line 1

Address – line 2

Address – line 3

Address – line 4

Postcode

Date of birth

D D M M Y Y Y Y

Please send your original birth certificate with this form.

Part 5 – Declaration

I have read and understood the notes.

I understand that I must promptly tell the office that pays my benefit of anything that may affect my entitlement to, or the amount of, that benefit.

I declare that the information I have given on this form is correct and complete as far as I know and believe.

I understand that if I knowingly give false information, I may be liable to prosecution or other action.

I understand that if I fail to promptly notify the Department of a change in circumstances that affects my benefit, I may be liable to prosecution or other action.

This is my claim for a Winter Fuel Payment.

Signature

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Date

D D M M Y Y Y Y

For office use only

WFP1 04/12

Birth certificate returned on

D D M M Y Y Y Y

by

Verified date of birth

D D M M Y Y Y Y