

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 improve our services. We may give information to other organisations as the law allows, for example to safeguard against crime.

To find out more about how we use information, visit our website [www.dwp.gov.uk/privacy.asp](http://www.dwp.gov.uk/privacy.asp) or contact any of our offices.

**Please return your completed winter fuel claim form to:**

**Winter Fuel  
Unit 16  
Coalfield Way  
Ashby de la Zouch  
LE65 1JF**

## NOTES TO HELP YOU COMPLETE YOUR CLAIM FORM

**It is important that you read these notes when completing the Winter Fuel Payment claim form.**

**GENERAL –** If during the qualifying week (see part 4) you are, or expect to be, in receipt of a social security benefit (except Housing Benefit, Council Tax Benefit or Child Benefit), you **DO NOT** need to complete a claim form. If however you do not receive a Winter Fuel Payment by Christmas please contact the Helpline on 08459 15 15 15 as you **MAY** need to make a claim. **You should get your Winter Fuel Payment automatically if you are entitled and your benefit circumstances do not change. If you are a partner or civil partner of someone who is receiving Pension Credit or Income Based Jobseeker’s Allowance, you MAY NOT need to complete a claim form as your partner may receive a Winter Fuel Payment for you both. Please complete the claim form in capital letters and in black ink.**

**1. Part 1 – ABOUT YOU – This part of the claim form contains basic information that we already hold about you.**

- 1.1** Please check it carefully to ensure the information we have is correct. If any details are incorrect or incomplete, please enter the correct details at Part 5.
- 1.2** There may be a note in here requesting that you send us your birth certificate. This is because we do not have proof of your date of birth. If so, please send your original or replacement certificate to us if you can. We cannot accept photocopies. Please allow 5 days for us to return your certificate. If you send in a non-UK birth certificate it may take longer than 5 days to return, we will let you know if we need to keep it longer than 5 days. If you have any enquiries about providing your birth certificate please contact the Helpline on 08459 15 15 15.

**2. Part 2 – INFORMATION WE NEED**

- 2.1** We need to know your National Insurance number. **This must be completed in all cases.** You can find it on any pay slips, letters from Social Security or Her Majesty’s Customs and Revenue, P60 or P45 or National Insurance card. If you cannot find it, you can go to your Jobcentre Plus office (you will need to arrange an appointment first), in Northern Ireland this is the Social Security/Jobs & Benefits Office, Jobcentre or social security office, with two forms of identification and they may be able to trace it for you.
- The correct format for a National Insurance number is: 

A	A	1	2	3	4	5	6	A
---	---	---	---	---	---	---	---	---
- 2.2** A daytime contact number.
- 2.3** Please complete this box if you are married or in a civil partnership and your husband, wife or civil partner lives with you.

**3. Part 3 – MAKING PAYMENTS TO YOU**

**We normally pay Winter Fuel Payments direct into an account.**

This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank, building society or other account provider. Many banks and building societies will let you collect cash at the post office. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. Most of these machines can be used for free, but some of them will charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. Please complete Part 3.1 to 3.6 if you would like to be paid into a bank or building society.

	<p><b>How we will pay you</b></p> <p>Your Winter Fuel Payment will be paid into the account you have told us about.</p> <p><b>Finding out how much we have paid into the account</b></p> <p>You can check your payment on the account statement. The statement may show your National Insurance (NI) number next to a payment that is from us. If you think your payment is wrong, get in touch with the office that pays you straight away.</p> <p><b>If not enough money is paid into the account</b></p> <p>If we do not pay enough money into the account, we will make another payment. We will contact you to tell you what we are going to do. Please contact the Helpline on 08459 15 15 15 if you think you have not been paid the correct amount.</p>
3.1	<p>Payment direct into an account.</p> <p>To be paid into the account you require please put a cross in the box (3.1) and complete sections 3.2 to 3.6 on the claim form.</p> <p><b>You will need to provide the following information to make sure the payment is made to the correct account.</b></p>
3.2	Full name of bank, building society or other account provider.
3.3	Please write the name of the account holder exactly as it is shown on the chequebook or statement.
3.4	Sort code of the bank or building society. Please tell us all six numbers for example 12-34-56.
3.5	Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers please fill in the numbers from the left.
3.6	Some building society accounts use a roll or reference number. The number is on the passbook. The roll or reference number can contain letters and numbers and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society
3.7	<p><b>Cheque sent to home address</b></p> <p>To be paid by cheque please put a cross in the box (3.7) and complete 3.8.</p> <p>A cheque is a method of payment issued by the department and can be cashed at the post office you choose or alternatively can be paid into a bank or building society account. Please note that the cheque must be cashed within 1 month, however you may also pay it into your bank or building society after this date.</p>
3.8	Please enter the full name and address of the post office, including postcode, where you want to cash your cheque. If you are unsure of the address or postcode contact your post office for their full name, address and postcode.

4.	<p><b>Part 4 – FURTHER INFORMATION</b> – Please answer <b>Y</b> for yes, or <b>N</b> for no in the boxes on the claim form that apply to your circumstances during the relevant qualifying week. The qualifying week is the week commencing the 3rd Monday in September of each year. It is important that you answer every question in this section by putting <b>Y</b> or <b>N</b> in the boxes as it may affect your entitlement.</p>
4.1	Do you normally live in Great Britain or Northern Ireland? The following are <b>not</b> included: Isle of Man, Channel Islands, Republic of Ireland.
4.2	Are you subject to immigration control and not eligible for help from the Department for Work and Pensions or Department for Social Development in Northern Ireland?
4.3	If you have been in hospital for over 52 weeks receiving free in-patient treatment, please put a <b>Y</b> in the box and enter the date you were admitted.
4.4	Are you in custody and serving a sentence imposed by a court?
4.5	We need to know if you are living in a care home, an Independent Hospital or Ilford Park Polish Resettlement home (a care home is an establishment which provides accommodation together with nursing or personal care and includes: residential homes, nursing homes and local authority residential accommodation. An independent hospital is a hospital which is not a National Health Service hospital, Ilford Park is a Polish Resettlement Home). If you are in residential care, you must tell us the date you were admitted.
4.6	We need to know if there is anyone else aged 60 or over in your household.

5.	<p><b>Part 5 – PERSONAL DETAILS</b> – Only complete this section if the details in Part 1 are incorrect.</p>
5.1	The Title by which you wish to be known, i.e. Mr, Mrs, Miss, Ms, Dr, Rev.
5.2	Your full surname, e.g. Smith. (Please supply evidence of any changes to surname, e.g. marriage certificate)
5.3	All other names by which you are known, e.g. John.
5.4	Your full date of birth, i.e. day, month, year. For example, if your date of birth is 15th July 1944 please enter: <div><div>15</div><div>07</div><div>1944</div></div>
5.5	Your full address where you normally live, including the postcode.

6.	<p><b>Part 6 – DECLARATION</b> – It is very important that you read and understand the declaration before signing the claim form.</p>
6.1	<p>Before signing the claim form please check all relevant sections have been completed and that you are enclosing your birth certificate if required.</p> <p>If you have not completed the claim form yourself, please ensure that Part 6.1 is signed by you, after checking the details are correct. If you have any difficulty completing, signing the claim form or wish to report any changes in your personal circumstances, please contact the Helpline. The telephone number is 08459 15 15 15.</p>