

GOV.UK

Beta This is a new service – your [feedback](#) will help us to improve it.

# Find out how to report a missing Cost of Living Payment

Most people should have received their £301, £300 and £299 Cost of Living Payments and £150 Disability Cost of Living Payment for 2023 and 2024.

If you were expecting one of the following Cost of Living Payments but have not received it, you can report it as missing:

- £301 paid between 25 April 2023 and 17 May 2023 for most people
- £300 paid between 31 October and 19 November 2023 for most people
- £299 paid between 6 February and 22 February 2024 for most people
- £150 Disability Cost of Living Payment paid between 20 June 2023 and 4 July 2023 for most people

You'll need your National Insurance number. If you've lost your National Insurance number, check [how to find a lost National Insurance number](#).

Before reporting a missing payment, check your:


- Bank
- Building society or credit union account
- Payment Exception Service voucher receipt

The payment will be made separately from your benefit.

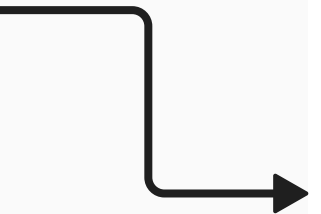
Do not report the same missing payment more than once. We will reply to you as soon as we can.

Start now >

Manage your prototype Clear data



© Crown copyright



GOV.UK

Beta This is a new service – your [feedback](#) will help us to improve it.

< Back

## Types of Cost of Living Payment

Tell us which type of Cost of Living Payment you want to report as missing.

£301, £300 or £299 for a low income benefit:

- Universal Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit

£150 for a disability benefit:

- Attendance Allowance
- Constant Attendance Allowance
- Disability Living Allowance for adults
- Disability Living Allowance for children
- Personal Independence Payment
- Adult Disability Payment (in Scotland)
- Child Disability Payment (in Scotland)
- Armed Forces Independence Payment
- War Pension Mobility Supplement

**Which type of Cost of Living Payment do you want to report as missing?**


☐ £301, £300 or £299 for a low income benefit

☐ £150 for a disability benefit

> If you have more than one missing payment to report

Continue

Manage your prototype Clear data



© Crown copyright

£301, £300 or £299

£150



GOV.UK

Beta This is a new service – your [feedback](#) will help us to improve it.

< Back

## Contact details for low income benefits

Report your missing £301 or £300 or £299 Cost of Living Payment by calling the phone number for your benefit (or using your Universal Credit journal if you have one). You can find the phone number on the pages below:

- [income-related Employment and Support Allowance \(ESA\)](#)
- [income-based Jobseeker's Allowance \(JSA\)](#)
- [Income Support](#)
- [Tax credits](#)
- [Universal Credit](#)
- [Pension Credit](#) - if you're waiting for the outcome of your Pension Credit application, you will get the £301, £300 or £299 payment automatically if you're eligible.

**Do you want to report another missing Cost of Living Payment?**


[Report another missing Cost of Living Payment](#)

**Other benefits and financial support**

Check if you could get any [further benefits or financial support](#).

[What did you think of this service?](#) (takes 30 seconds)

Manage your prototype Clear data



© Crown copyright

Tax credits

GOV.UK

Beta This is a new service – your [feedback](#) will help us to improve it.

< Back

## Tax credits

If you think you should have had the £301 or £300 payment for tax credits from HMRC by now, but you cannot see it in your bank, building society or credit union account, you can contact HMRC to check.

You'll need your National Insurance number. If you've lost your National Insurance number, check [how to find a lost National Insurance number](#).

Telephone: 0345 300 3900

[Relay UK](#) if you cannot hear or speak on the phone: dial 18001 then 0345 300 3900

Monday to Friday: 8am to 6pm

If you get tax credits from HMRC and a low income benefit from DWP, you will get a Cost of Living Payment from DWP only.

**Do you want to report another missing Cost of Living Payment?**


[Report another missing Cost of Living Payment](#)

**Other benefits and financial support**

Check if you could get any [further benefits or financial support](#).

[What did you think of this service?](#) (takes 30 seconds)

Manage your prototype Clear data



© Crown copyright

GOV.UK

Beta This is a new service – your [feedback](#) will help us to improve it.

< Back

## Contact details for the Disability Cost of Living Payment

If you're still unsure whether you should have had the 2023 Disability Cost of Living Payment of £150, contact the office that pays your benefit.

Contact the [Disability Service Centre](#) if you get:

- Disability Living Allowance for adults (DLA)
- Disability Living Allowance for children (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance (AA)

Contact [Social Security Scotland](#) if you get:

- Adult Disability Payment (ADP)
- Child Disability Payment (CDP)

Contact Barnsley Industrial Injuries Disablement Benefit Centre if you get:

- Constant Attendance Allowance (CAA) paid with Industrial Injuries Disablement Benefit

Barnsley Industrial Injuries Disablement Benefit Centre  
Telephone: 0800 121 8379  
[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 8379  
[Find out about call charges](#)

Contact Veterans UK if you get:

- Constant Attendance Allowance (CAA) paid under the War Pensions Scheme
- Armed Forces Independence Payment
- War Pensioners' Mobility Supplement (WPMS)

Veterans UK  
Telephone: 0808 191 4218  
Email: [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)  
Monday to Friday: 8am to 4pm

**Do you want to report another missing Cost of Living Payment?**


[Report another missing Cost of Living Payment](#)

**Other benefits and financial support**

Check if you could get any [further benefits or financial support](#).

[What did you think of this service?](#) (takes 30 seconds)

Manage your prototype Clear data



© Crown copyright