

Contact the Future Pension Centre

Contact the Future Pension Centre for questions about the State Pension or to ask for a forecast.

This page is also available [in Welsh \(Cymraeg\)](#).

You can also check your [State Pension forecast](#) online to find out how much you could get and how you can increase it.

Future Pension Centre helpline

A high number of calls to the helpline is resulting in long wait times. Complete the [call back request form](#) to ask DWP to call you back to discuss paying voluntary National Insurance contributions.

Telephone: 0800 731 0175
Telephone from outside the UK: +44 (0)191 218 3600
Welsh language telephone: 0800 731 0175

Textphone: 0800 731 0176
Textphone from outside the UK: +44 (0)191 218 2051
Welsh language textphone: 0800 731 0456

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0175

British Sign Language (BSL) [video relay service](#) if you're on a computer - find out how to [use the service on mobile or tablet](#)

Monday to Friday, 8am to 6pm
[Find out about call charges](#)

You can also write to:

Freepost DWP Pensions Service 3

Do not write anything except the freepost address on the envelope. You do not need a postcode or a stamp.

Explore the topic

[State Pension](#)

Related content

[Delay \(defer\) your State Pension](#)

[Personal pensions](#)

[The basic State Pension](#)

[The new State Pension](#)

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Request a call back to pay voluntary National Insurance contributions

Complete this form if you're struggling to contact the Department for Work and Pensions (DWP) by phone to pay voluntary National Insurance Contributions.

DWP will contact you on the phone number you provide in this form to discuss payment of voluntary National Insurance contributions.

If you submit a request by the 5 April 2025 deadline, you will still be able to pay voluntary National Insurance contributions after the deadline has passed.

If you have already requested a call back, please do not send another request.

Full name

Phone number

For international numbers include the country code.

Date of birth

For example, 31 3 1948. We'll use this so the right team contacts you.

Day

Month

Year

Where do you live?

We'll use this so the right team contacts you.

☐ UK

☐ Abroad

If you live in Wales, would you like to speak to someone in Welsh? (Optional)

☐ Yes

☐ No

Send request

Request sent


What happens next

We have sent your request to DWP Retirement Services.

They will contact you within 8 weeks.

Your request is now in a queue. Please do not send another request.

[Clear data](#)

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