Maternity Allowance



Please keep these notes for your information, do not return them with your MA1 claim form.

Notes sheet

- Help if you are expecting a baby and you are or have been
 - employed but cannot get Statutory Maternity Pay, or
 - self employed, or
 - not employed or self-employed, but you take part in the business of your self-employed spouse or civil partner.

These notes give general guidance only and should not be treated as a complete and authoritative statement of the law.

MA1 Notes 04/15

What is Maternity Allowance?

Maternity Allowance (MA) is a social security benefit that you may be able to get around the time your baby is due.

- It is paid every 2 weeks or every 4 weeks in arrears.
- It is paid for a period of up to 39 weeks if you
 - are employed or self-employed, or
 - have recently been employed or self-employed.
 The period we pay MA for is called the Maternity
 Allowance Period (MAP).
- It is paid for a period of up to 14 weeks if you are not employed or self-employed, but you take part in activities related to the business of your selfemployed spouse or civil partner. The period we pay this MA for is called the 14 week period.

Who can get Maternity Allowance?

You may be able to get Maternity Allowance for 39 weeks if

 you are not entitled to Statutory Maternity Pay (SMP) from any of your employers

Your employer must give you a form **SMP1** which says why you cannot get SMP. If you have more than one employer each one must give you an **SMP1**. Send us the **SMP1** from each employer.

You may not be able to get SMP because

- you were not employed in the 15th week before the week your baby is due, or
- you have not been employed by the same employer for long enough, or
- you have not been earning enough.

Who can get Maternity Allowance? continued

and

 you have been employed or self-employed for at least 26 weeks in the 66 weeks before the week you expect to have your baby

and

 your average gross weekly earnings are at least £30 a week for 13 weeks in your Test Period

or

 we have treated you as having earnings of £30 a week in the Test Period

and

• you have stopped work to have your baby.

See **page 5** for more information about the Test Period.

If you are employed, we may check the information you have given us with your employer.

By employer we mean the person or organisation who pays the employer's share of Class 1 National Insurance (NI) contributions. We still call them an employer, even if they don't pay Class 1 NI contributions because of an employee's age or level of earnings.

We call you employed even if you are an agency worker, if

- you pay Class 1 NI contributions on your earnings, or
- you would pay Class 1 NI contributions, but you do not because of your age or level of earnings.

To find out more about your gross weekly earnings, see

- page 9 if you are employed, or
- page 10 if you are self-employed.

You do not have to be a UK citizen to get MA.

If you have worked, you may be able to get MA.

People who are self-employed are required by law to register their self-employment with HM Revenue & Customs (HMRC) according to HMRC rules. If you do not register or register late, you may lose some or all of your MA.

Who can get Maternity Allowance? continued

You may be able to get MA for 14 weeks if

for at least 26 weeks during your Test Period:

- you must have been taking part in activities related to the business of your self-employed spouse or civil partner, and
- for the same 26 weeks you must be, or have been married to or in a civil partnership with the same self-employed person, and
- you must not be a partner in or an employee of the business of your spouse or civil partner, and
- you must not be employed or self-employed in any other occupation.

If your baby is due before 12 July 2015, for the same 26 weeks during your Test Period your spouse or civil partner must have been

- registered as self-employed with HM Revenue and Customs and have paid Class 2 NI contributions, and
- working as a self-employed earner.

If your baby is due on or after 12 July 2015, for the same 26 weeks during your Test Period your spouse or civil partner must have been

- registered as self-employed and have paid Class 2 NI contributions, and
- working as a self-employed earner in their business.

Also, to get this MA you must not be entitled to or receiving

- SMP from a current or former employer for the same pregnancy, or
- MA for 39 weeks for the same pregnancy.

Who can get Maternity Allowance? continued

By taking part in activities related to the business we mean carrying out the same or ancillary tasks which support the business of your self-employed spouse or civil partner.

People who are self-employed are required by law to register their self-employment with HMRC according to HMRC rules.

If your self-employed spouse or civil partner has not registered with HMRC or registers late, you may lose some or all of your MA.

If your baby is due on or after 12 July 2015

We may need to contact your spouse or civil partner about paying Class 2 NI contributions. You can ask us not to contact them, but if they have not paid enough Class 2 NI contributions to entitle you to MA, we may not be able to pay you MA.

Test Period

The 66 weeks before the week you expect to have your baby is known as your **Test Period**. We work out your Test Period from the date your baby is due, not the actual date of birth.

Please refer to the Test Period table in this pack or at www.gov.uk/maternity-allowance/how-to-claim to identify the Test Period that applies to you.

When to claim Maternity Allowance

The earliest you can claim is at the start of the 14th week before the week your baby is due.

Even if you are still working or taking part in the business of your self-employed spouse or civil partner, claim as soon as you can after the start of the 14th week before the week your baby is due. We will contact you later to find out the date when you stop work.

Do not sign and date the MA1 claim form earlier than the 14th week before the week your baby is due.

If your baby is born early

Claim straight away after your baby is born. Your Test Period will not change.

Time limit for claims

You must claim within 3 months of the date your Maternity Allowance Period or 14 week period is due to start. If you delay, you will lose money.

Your expected date of childbirth

- If you are claiming before your baby is born
 This date is in Part A of your Maternity Certificate
 MAT B1. Childbirth is called confinement on the
 certificate. You can get this certificate from your
 doctor or midwife from the 21st week of your
 pregnancy.
- If you are claiming after your baby is born
 Send us your MAT B1 completed at Part B. If Part A
 has not been completed, you must send us your
 baby's birth certificate.
- If your baby was stillborn
 Please send in the notification of stillbirth issued by the attending midwife or doctor or the certificate of stillbirth issued by the registrar.

When we pay Maternity Allowance

Your **Maternity Allowance Period** or **14 week period** will start on the Sunday of the 11th week before the week you expect to have your baby, if at this time you are not:

- employed or self employed, or
- taking part in the business of your self-employed spouse or civil partner.

If you are still employed or self-employed on or after the 11th week before the week you expect to have your baby

You can choose when you want your MA to start. You can choose any day after you have stopped work to have your baby. This means that your MA can start from the first day of your maternity leave.

You can also choose to start your MA later than the date your maternity leave starts. But the latest date your MA can start is the day after the birth of your baby.

If you are getting SSP from your employer, your SSP must stop when your MA starts. **You must tell your employer the date that your MAP will start.**

If you are still taking part in the business of your self-employed spouse or civil partner on or after the 11th week before the week you expect to have your baby

If you are still taking part in the business of your self-employed spouse or civil partner on or after the 11th week before the week you expect to have your baby, your MA will start on the day after you stop taking part.

If you give birth earlier than expected

If you give birth earlier than expected and your MA has not yet started, you **must** tell Jobcentre Plus straight away. This is because your MA will start automatically on the day after the birth. Details of how to contact Jobcentre Plus are on page 13.

When we pay Maternity Allowance continued

If you give birth to a stillborn child

If your baby is stillborn from the start of the 24th week of pregnancy you must tell Jobcentre Plus straight away. This is because MA will start the day after the birth. Details of how to contact Jobcentre Plus are on page 13.

If you are off work because of your pregnancy on or after the 4th week before the week your baby is due

Your MA **must start** if you are on maternity leave on or after the 4th week before the week your baby is due. Your MA will start automatically on the day after the first day you are absent from work for this reason in this 4 week period.

If you are sick just before you get MA

Your MA **must start** if you are sick because of your pregnancy at any time in the 4 weeks before the week your baby is due and you

- are absent from work, or
- stop taking part in activities related to the business of your self employed spouse or civil partner.

Your MA will start automatically on the day after the first day you are sick and absent from work or taking part in activities related to the business of your self-employed spouse or civil partner for this reason in this 4 week period.

If you were getting any Statutory Sick Pay (SSP), Employment and Support Allowance or Incapacity Benefit, it will stop.

If you and your employer disagree about whether you are sick because of your pregnancy, get in touch with Jobcentre Plus. Details of how to contact Jobcentre Plus are on page 13.

How we work out how much Maternity Allowance you get

If you are employed

We use the earnings rule to work out your MA.

The earnings rule means that you must earn at least £30 a week on average. We average your gross earnings over any 13 weeks in your **Test Period**. The 13 weeks do not have to be in a row.

By gross earnings, we mean the amount of money your employer pays you before anything is taken off. For example, income tax or NI contributions.

To work out your average gross weekly earnings, we will add together your gross earnings from each of the 13 weeks in which you earned the most. We then divide the total by 13.

We need to see original payslips for the 13 weeks you choose. Send in your weekly payslips or, if you are not paid weekly, send us payslips covering at least the 13 weeks in which you earned the most in your Test Period. For example, if you are paid monthly, send us at least 4 months' payslips and we will work out how much you earn each week.

If you had more than one job in any of the weeks you have chosen, send us the payslips from all the jobs. We will return them to you.

If you do not have your original payslips you can ask your employer to give you copies of them, or you can ask for a statement from your employer to cover your chosen weeks.

The amount of MA you get will be either the standard rate of MA or 90% of your average gross weekly earnings. You will get the amount which is the lower of the two.

How we work out how much Maternity Allowance you get continued

If you are self-employed

We use the earnings rule to work out your MA.

If you are self-employed you are required by law to register as self-employed with HMRC. If you do not register, or register late, you may lose some or all of your entitlement to MA

If your baby is born before 12 July 2015

If you are registered as self-employed and

- have paid Class 2 NI contributions, and
- do not hold a Small Earnings Exception certificate you will be treated as having enough weekly earnings to result in the standard rate of MA for any week covered by that Class 2 NI contribution.

If you are registered as self-employed and hold a Small Earnings Exception certificate, you will be treated as having earnings of £30 at the end of each week covered by the certificate. This applies even if you have paid a Class 2 NI contribution for a week covered by the certificate.

If your baby is born on or after 12 July 2015

If you are registered as self-employed for 26 weeks within the Test Period, you will be treated as having earnings of £30 a week for 13 weeks in the Test Period and will get the lowest rate of MA.

If you have paid 13 Class 2 NI contributions within the Test Period you will be treated as having enough earnings to get the standard rate of MA.

How we work out how much Maternity Allowance you get continued

If you take part in activities related to the business of your self-employed spouse or civil partner

For at least 26 weeks during your Test Period:

- you must have been taking part in activities related to the business of your self-employed spouse or civil partner, and
- for the same 26 weeks you must be, or have been married to or in a civil partnership with the same selfemployed person, and
- you must not be a partner in or an employee of the business of your spouse or civil partner, and
- you must not be employed or self-employed in any other occupation.

If your baby is due before 12 July 2015, for the same 26 weeks during your Test Period your spouse or civil partner must have been

- registered as self-employed with HM Revenue and Customs and have paid Class 2 NI contributions, and
- working as a self-employed earner.

If your baby is due on or after 12 July 2015, for the same 26 weeks during your Test Period your spouse or civil partner must have been

- registered as self-employed and have paid Class 2 NI contributions, and
- working as a self-employed earner in their business.

Also, to get this MA you must not be entitled to or receiving

- SMP from a current or former employer for the same pregnancy, or
- MA for 39 weeks for the same pregnancy.

The Test Period is 66 weeks up to and including the week before the week you expect to have your baby.

How we work out how much Maternity Allowance you get continued

Abroad

MA is based on employment and earnings in the UK. If you have not worked or earned enough in the UK to get MA, but have worked abroad in certain countries, we may be able to take that work into account.

For more information about the countries we can consider, go to

www.gov.uk/international-pension-centre

If you are taking part in activities related to the business of your self-employed spouse or civil partner from abroad, and that business is based in the UK, you may be able to get a maternity allowance depending on the country that you are taking part in activities from. For more information about the countries we can consider, go to www.gov.uk/international-pension-centre

If the business of your self-employed spouse or civil partner is based abroad and you take part in activities related to it from the UK or from another country, it will be for the country in which the business is based to consider your entitlement to a maternity allowance under that country's qualifying conditions.

What happens after you claim

We can make a decision about your MA claim more quickly if you

- answer all the questions on the claim form that apply to you, and
- send us all the documents we ask for.

If you cannot do this, get in touch with us. We will write to tell you the result of your claim as soon as we can.

If you are not entitled to MA

We will write to tell you the reason. We will also check to see if you can get Employment and Support Allowance. To find out more, ask for a leaflet from Jobcentre Plus. Or you can visit www.gov.uk/browse/benefits

More information and other help

Maternity Allowance

If you live in England, Scotland or Wales contact: Wrexham Maternity Allowance Mail Handling Site A Wolverhampton WV98 1SU

English speakers phone 0345 608 8610.

Welsh speakers phone 0345 608 8674.

Textphone users with speech or hearing difficulties use **0345 608 8553**.

Fax: **01978 316511**.

There is more information about Maternity Allowance in **NI17A** A guide to Maternity Benefits. You can find the guide at

www.gov.uk/government/publications/maternitybenefits-technical-guidance

Working while getting MA

If you are getting MA for 39 weeks because you were recently either employed or self-employed, you are allowed to work for up to 10 days during your MAP without losing MA payments. These are called *Keeping in Touch days*. You can find out more about this in guide **NI17A**. You can also ask Jobcentre Plus.

You must tell Jobcentre Plus of any work you do while you get MA.

If you are getting MA for 14 weeks for taking part in activities relating to the business of your self-employed spouse or civil partner *Keeping in Touch* days do not apply. You may lose MA for each week that you take part in this business or do any work as an employed or self-employed earner in your 14 week period.

Shared Parental Leave and Statutory Shared Parental Pay

If your baby is due on or after 5 April 2015, you and your partner or the other parent of the child may be able to get Shared Parental Leave or Statutory Shared Parental Pay after the baby is born.

If you are eligible and decide to take Shared Parental Leave or Statutory Shared Parental Pay, you must give us at least 8 weeks notice that you want to end your MA early. If you have already returned to work, your MA will end in the week in which your notice was given. The end date must be the last date of your benefit week. For example, if your MA began on a Tuesday, the benefit week will end on the following Monday. If your MA began on a Wednesday, it will end on the following Tuesday.

For more information visit www.gov.uk/shared-parental-leave-and-pay

If you are going abroad or have been abroad

We use *abroad* to mean any country outside the United Kingdom (UK). The UK is Great Britain and Northern Ireland, including any territorial waters next to Great Britain and Northern Ireland. The UK does not include the Isle of Man or the Channel Islands.

The UK has special arrangements with certain other countries that may help you to get MA if you are going abroad or if you have recently been abroad and returned to the UK.

You can find out more by contacting:

International Pension Centre The Pension Service 11 Mail Handling Site A Wolverhampton WV98 1LW

Phone: **0191 218 7644** (or **44 191 218 7644** when calling from abroad)

Textphone users with speech or hearing difficulties use **0191 218 7280** (or **44 191 218 7280** when calling from abroad)

Fax: **0191 218 7147**

E-mail: tvp.internationalqueries@dwp.gsi.gov.uk

Or you can find out more at www.gov.uk/international-pension-centre

Child Benefit

You can claim this benefit when your baby is born. To find out more about Child Benefit visit www.gov.uk/child-benefit

Sure Start Maternity Grant

You may be able to get a Sure Start Maternity Grant if you or your partner are getting

- Income Support
- income-based Jobseeker's Allowance
- Child Tax Credit at a rate higher than the family element, or
- Working Tax Credit which includes a disability or severe disability element.

You can get the claim form **SF100** Sure Start Maternity Grant from the Social Fund from your ante-natal clinic or Johcentre Plus.

Working Tax Credit

This is a payment to top up the earnings of working people with a low income. You usually need to be working a minimum number of hours a week to claim Working Tax Credit.

If you are aged 16 or over, you can claim Working Tax Credit if you work at least 16 hours a week and

- you qualify for a disability element, or
- you or your partner are aged 60 or over, or
- you are single and are responsible for a child or qualifying young person.

If you are part of a couple and are responsible for a child or qualifying young person, you can claim Working Tax Credit if

- you and your partner work at least 24 hours a week between you, with one of you working at least 16 hours a week, or
- you or your partner work at least 16 hours a week when the other partner is incapacitated, in hospital or in prison, or
- you or your partner work at least 16 hours a week and are disabled or aged 60 or over.

If you do not have children, are not entitled to the disability element or are not over 60, you can claim Working Tax Credit if:

- you are aged 25 or over, and
- you work at least 30 hours a week.

Working Tax Credit is available to self-employed people and employees.

Child Tax Credit

Maternity Allowance does not include money for children or qualifying young persons. But you can claim Child Tax Credit instead.

We use 'child' to mean a person aged under 16 who you are getting Child Benefit for.

We use 'qualifying young person' to mean a person aged 16, 17, 18 or 19 who you are getting Child Benefit for.

To claim tax credits

To claim tax credits, you have to fill in a claim form. You can only get a Tax Credits claim pack from the Tax Credit helpline. You can't claim online.

Phone the Tax Credit helpline on 0345 300 3900.

If you have speech or hearing difficulties, you can contact the helpline using a textphone on **0345 300 3909**.

If you need help or a form in Welsh, please phone **0345 302 1489**.

Lines are open 8am to 8pm Monday to Friday and 8am to 4pm on Saturday. Lines are closed Sunday, Christmas Day, Boxing Day and New Year's Day.

Maternity leave and employment rights

If you are an employee, you are entitled to take time off work to have your baby. You also have other employment rights. To find out more about maternity leave and employment rights visit

www.gov.uk/employee-rights-when-on-leave

Maternity Allowance

Test Period table from 2013 to 2017

Please keep this table for your information, do not return them with your MA1 claim form.

Your claim to Maternity Allowance (MA) will be decided on the work you have done in your *Test Period*. This is the 66 weeks up to, and including, the Saturday before the week you expect to have your baby.

Find the week in **column 1** of the table that includes the date you expect to have your baby. Read across the line to work out your Test Period and the 15th week before the week your baby is due. See the example below. If the week you expect to have your baby is not shown in **column 1** of the table, get in touch with Jobcentre Plus. Ask them for a new Maternity Allowance Test Period table.

The 15th week before the week your baby is due is used to decide if you should be getting Statutory Maternity Pay (SMP). This week starts on the date shown in **column 4** of the table.

You might get SMP if you were employed in this week and satisfy the conditions for payment.

Example

See the shaded line on page 3.

Date you expect to have your baby:

12 August 2014

The week that includes the date you expect to have your baby

(column 1) 10 August 2014 – 16 August 2014

Your Test Period is

(columns 2 and 3) 5 May 2013 - 9 August 2014

The 15th week before the week your baby is due starts on

(column 4) 27 April 2014

Department for Work &

MA1 Table 04/15

2013 / 2014

The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	4 The 15th week before the week your baby is due starts on
November 2013 03/11 - 09/11 10/11 - 16/11 17/11 - 23/11 24/11 - 30/11	29 Jul 2012 05 Aug 2012 12 Aug 2012 19 Aug 2012	02 Nov 2013 09 Nov 2013 16 Nov 2013 23 Nov 2013	21 Jul 2013 28 Jul 2013 04 Aug 2013 11 Aug 2013
December 01/12 - 07/12 08/12 - 14/12 15/12 - 21/12 22/12 - 28/12 29/12 - 04/01	26 Aug 2012 02 Sep 2012 09 Sep 2012 16 Sep 2012 23 Sep 2012	30 Nov 2013 07 Dec 2013 14 Dec 2013 21 Dec 2013 28 Dec 2013	18 Aug 2013 25 Aug 2013 01 Sep 2013 08 Sep 2013 15 Sep 2013
January 2014 05/01 - 11/01 12/01 - 18/01 19/01 - 25/01 26/01 - 01/02	30 Sep 2012 07 Oct 2012 14 Oct 2012 21 Oct 2012	04 Jan 2014 11 Jan 2014 18 Jan 2014 25 Jan 2014	22 Sep 2013 29 Sep 2013 06 Oct 2013 13 Oct 2013
February 02/02 - 08/02 09/02 - 15/02 16/02 - 22/02 23/02 - 01/03 March	28 Oct 2012 04 Nov 2012 11 Nov 2012 18 Nov 2012	01 Feb 2014 08 Feb 2014 15 Feb 2014 22 Feb 2014	20 Oct 2013 27 Oct 2013 03 Nov 2013 10 Nov 2013
02/03 - 08/03 09/03 - 15/03 16/03 - 22/03 23/03 - 29/03 30/03 - 05/04	25 Nov 2012 02 Dec 2012 09 Dec 2012 16 Dec 2012 23 Dec 2012	01 Mar 2014 08 Mar 2014 15 Mar 2013 23 Mar 2014 29 Mar 2014	17 Nov 2013 24 Nov 2013 01 Dec 2013 08 Dec 2013 15 Dec 2013
April 06/04 - 12/04 13/04 - 19/04 20/04 - 26/04 27/04 - 03/05	30 Dec 2012 06 Jan 2013 13 Jan 2013 20 Jan 2013	05 Apr 2014 12 Apr 2014 19 Apr 2014 26 Apr 2014	22 Dec 2013 29 Dec 2013 05 Jan 2014 12 Jan 2014

1 The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	The 15th week before the week your baby is due starts on
May 2014 04/05 - 10/05 11/05 - 17/05 18/05 - 24/05 25/05 - 31/05	27 Jan 2013 03 Feb 2013 10 Feb 2013 17 Feb 2013	03 May 2014 10 May 2014 17 May 2014 24 May 2014	19 Jan 2014 26 Jan 2014 02 Feb 2014 09 Feb 2014
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2014 / 2015

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November 2014 02/11 - 08/11 09/11 - 15/11 16/11 - 22/11 23/11 - 29/11 30/11 - 06/12	28 Jul 2013 04 Aug 2013 11 Aug 2013 18 Aug 2013 25 Aug 2013	01 Nov 2014 08 Nov 2014 15 Nov 2014 22 Nov 2014 29 Nov 2014	20 Jul 2014 27 Jul 2014 03 Aug 2014 10 Aug 2014 17 Aug 2014
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2015 / 2016

The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	4 The 15th week before the week your baby is due starts on
November 2015 01/11 - 07/11 08/11 - 14/11 15/11 - 21/11 22/11 - 28/11 29/11 - 05/12	27 Jul 2014 03 Aug 2014 10 Aug 2014 17 Aug 2014 24 Aug 2014	31 Oct 2015 07 Nov 2015 14 Nov 2015 21 Nov 2015 28 Nov 2015	19 Jul 2015 26 Jul 2015 02 Aug 2015 09 Aug 2015 16 Aug 2015
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February 07/02 - 13/02 14/02 - 20/02 21/02 - 27/02 28/02 - 05/03	02 Nov 2014 09 Nov 2014 16 Nov 2014 23 Nov 2014	06 Feb 2016 13 Feb 2015 20 Feb 2015 27 Feb 2015	25 Oct 2015 01 Nov 2015 08 Nov 2015 15 Nov 2015
March 06/03 - 12/03 13/03 - 19/03 20/03 - 26/03 27/03 - 02/04 April	30 Nov 2014 07 Dec 2014 14 Dec 2014 21 Dec 2014	05 Feb 2016 12 Mar 2016 19 Mar 2016 26 Mar 2016	22 Nov 2015 29 Nov 2015 06 Dec 2015 13 Dec 2015
03/04 - 09/04 10/04 - 16/04 17/04 - 23/04 24/04 - 30/04	28 Dec 2014 04 Jan 2015 11 Jan 2015 18 Jan 2015	02 Apr 2016 09 Apr 2016 16 Apr 2016 23 Apr 2016	20 Dec 2015 27 Dec 2015 03 Jan 2016 10 Jan 2016

1 The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	The 15th week before the week your baby is due starts on
May 2016 01/05 - 07/05 08/05 - 14/05 15/05 - 21/05 22/05 - 28/05 29/05 - 04/06	25 Jan 2015 01 Feb 2015 08 Feb 2015 15 Feb 2015 22 Feb 2015	30 Apr 2016 07 May 2016 14 May 2016 21 May 2016 28 May 2016	17 Jan 2016 24 Jan 2016 31 Jan 2016 07 Feb 2016 14 Feb 2016
June 05/06 – 11/06 12/06 – 18/06 19/06 – 25/06 26/06 – 02/07 July	01 Mar 2015 08 Mar 2015 15 Mar 2015 22 Mar 2015	04 Jun 2016 11 Jun 2016 18 Jun 2016 25 Jun 2016	21 Feb 2016 28 Feb 2016 06 Mar 2016 13 Mar 2016
03/07 - 09/07 10/07 - 16/07 17/07 - 23/07 24/07 - 30/07 31/07 - 06/08 August	29 Mar 2015 05 Apr 2015 12 Apr 2015 19 Apr 2015 26 Apr 2015	02 Jul 2016 09 Jul 2016 16 Jul 2016 23 Jul 2016 30 Jul 2016	20 Mar 2016 27 Mar 2016 03 Apr 2016 10 Apr 2016 17 Apr 2016
07/08 - 13/08 14/08 - 20/08 21/08 - 27/08 28/08 - 03/09 September	03 May 2015 10 May 2015 17 May 2015 24 May 2015	06 Aug 2016 13 Aug 2016 20 Aug 2016 27 Aug 2016	24 Apr 2016 01 May 2016 08 May 2016 15 May 2016
04/09 - 10/09 11/09 - 17/09 18/09 - 24/09 25/09 - 01/10 October 02/10 - 08/10	31 May 2015 07 Jun 2015 14 Jun 2015 21 Jun 2015 28 Jun 2015	03 Sep 2016 10 Sep 2016 17 Sep 2016 24 Sep 2016 01 Oct 2016	22 May 2016 29 Jun 2016 05 Jun 2016 12 Jun 2016
09/10 - 08/10 09/10 - 15/10 16/10 - 22/10 23/10 - 29/10 30/10 - 05/11	05 Jul 2015 12 Jul 2015 19 Jul 2015 26 Jul 2015	08 Oct 2016 15 Oct 2016 22 Oct 2016 29 Oct 2016	26 Jun 2016 03 Jul 2016 10 Jul 2016 17 Jul 2016

2016 / 2017

1 The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	4 The 15th week before the week your baby is due starts on
November 2016 06/11 - 12/11 13/11 - 19/11 20/11 - 26/11 27/11 - 03/12	02 Aug 2015 09 Aug 2015 16 Aug 2015 23 Aug 2015	05 Nov 2016 12 Nov 2016 19 Nov 2016 26 Nov 2016	24 Jul 2016 31 Jul 2016 07 Aug 2016 14 Aug 2016
December 04/12 - 10/12 11/12 - 17/12 18/12 - 24/12 25/12 - 31/12 January 2017	30 Aug 2015 06 Sep 2015 13 Sep 2015 20 Sep 2015	03 Dec 2016 10 Dec 2016 17 Dec 2016 24 Dec 2016	21 Aug 2016 28 Aug 2016 04 Sep 2016 11 Sep 2016
01/01 - 07/01 08/01 - 14/01 15/01 - 21/01 22/01 - 28/01 29/01 - 04/02	27 Sep 2015 04 Oct 2015 11 Oct 2015 18 Oct 2015 25 Oct 2015	31 Dec 2016 07 Jan 2017 14 Jan 2017 21 Jan 2017 28 Jan 2017	18 Sep 2016 25 Sep 2016 02 Oct 2016 09 Oct 2016 16 Oct 2016
February 05/02 - 11/02 12/02 - 18/02 19/02 - 25/02 26/02 - 04/03 March	01 Nov 2015 08 Nov 2015 15 Nov 2015 22 Nov 2015	04 Feb 2017 11 Feb 2017 18 Feb 2017 25 Feb 2017	23 Oct 2016 30 Oct 2016 06 Nov 2016 13 Nov 2016
05/03 - 11/03 12/03 - 18/03 19/03 - 25/03 26/03 - 01/04 April	29 Nov 2015 06 Dec 2015 13 Dec 2015 20 Dec 2015	04 Feb 2017 11 Mar 2017 18 Mar 2017 25 Mar 2017	20 Nov 2016 27 Nov 2016 04 Dec 2016 11 Dec 2016
02/04 - 08/04 09/04 - 15/04 16/04 - 22/04 23/04 - 29/04 30/04 - 06/05	27 Dec 2015 03 Jan 2016 10 Jan 2016 17 Jan 2016 24 Jan 2016	01 Apr 2017 08 Apr 2017 15 Apr 2017 22 Apr 2017 29 Apr 2017	18 Dec 2016 25 Dec 2016 01 Jan 2017 08 Jan 2017 15 Jan 2017

1 The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	The 15th week before the week your baby is due starts on
May 2017 07/05 - 13/05 14/05 - 20/05 21/05 - 27/05 28/05 - 03/06 June	31 Jan 2016 07 Feb 2016 14 Feb 2016 21 Feb 2016	06 May 2017 13 May 2017 20 May 2017 27 May 2017	22 Jan 2017 29 Jan 2017 05 Feb 2017 12 Feb 2017
04/06 - 10/06 11/06 - 17/06 18/06 - 24/06 25/06 - 01/07 July	28 Feb 2016 06 Mar 2016 13 Mar 2016 20 Mar 2016	03 Jun 2017 10 Jun 2017 17 Jun 2017 24 Jun 2017	19 Feb 2017 26 Feb 2017 05 Mar 2017 12 Mar 2017
02/07 - 08/07 09/07 - 15/07 16/07 - 22/07 23/07 - 29/07 30/07 - 05/08 August	27 Mar 2016 03 Apr 2016 10 Apr 2016 17 Apr 2016 24 Apr 2016	01 Jul 2017 08 Jul 2017 15 Jul 2017 22 Jul 2017 29 Jul 2017	19 Mar 2017 26 Mar 2017 02 Apr 2017 09 Apr 2017 16 Apr 2017
06/08 - 12/08 13/08 - 19/08 20/08 - 26/08 27/08 - 02/09 September	01 May 2016 08 May 2016 15 May 2016 22 May 2016	05 Aug 2017 12 Aug 2017 19 Aug 2017 26 Aug 2017	23 Apr 2017 30 Apr 2017 07 May 2017 14 May 2017
03/09 - 09/09 10/09 - 16/09 17/09 - 23/09 24/09 - 30/09 October	29 May 2016 05 Jun 2016 12 Jun 2016 19 Jun 2016	02 Sep 2017 09 Sep 2017 16 Sep 2017 23 Sep 2017	21 May 2017 28 May 2017 04 Jun 2017 11 Jun 2017
01/10 - 07/10 08/10 - 14/10 15/10 - 21/10 22/10 - 28/10 29/10 - 04/11	26 Jun 2016 03 Jul 2016 10 Jul 2016 17 Jul 2016 24 Jul 2016	30 Sep 2017 07 Oct 2017 14 Oct 2017 21 Oct 2017 28 Oct 2017	18 Jun 2017 25 Jun 2017 02 Jul 2017 09 Jul 2017 16 Jul 2017

1 The week that includes the date you expect to have your baby	2 The first day of your Test Period	3 The last day of your Test Period	The 15th week before the week your baby is due starts on
November 2017			
05/11 - 11/11	31 Jul 2016	04 Nov 2017	23 Jul 2017
12/11 - 18/11	07 Aug 2016	11 Nov 2017	30 Jul 2017
19/11 - 25/11	14 Aug 2016	18 Nov 2017	06 Aug 2017
26/11 - 02/12	21 Aug 2016	25 Nov 2017	13 Aug 2017
December			
03/12 - 09/12	28 Aug 2016	02 Dec 2017	20 Aug 2017
10/12 - 16/12	04 Sep 2016	09 Dec 2017	27 Aug 2017
17/12 – 23/12	11 Sep 2016	16 Dec 2017	03 Sep 2017
24/12 – 30/12	18 Sep 2016	23 Dec 2017	10 Sep 2017
31/12 – 06/01	25 Sep 2016	30 Dec 2017	17 Sep 2017

Maternity Allowance



Your claim for Maternity Allowance

Claim Maternity Allowance if you are a woman and:

- have been working, either as an employee or self employed, but cannot get Statutory Maternity Pay
- you are neither employed nor self-employed but you take part in the business of your self-employed spouse or civil partner.

Use this form to claim Maternity Allowance if you live in England, Scotland or Wales

If you live in Northern Ireland, get a claim form from www.nidirect.gov.uk/maternity-allowance

To fill in this form, you will need to read the **Notes sheet** and **Test Period table** that came in this claim pack. Please fill in this form with BLACK INK and in CAPITALS.

Your benefit payments may be delayed if you do not

- answer all the questions on this form that apply to you
- send us all the documents we ask for.

If you cannot do this, get in touch with us straight away.

If you have any problems filling in the claim form, someone else can do it for you.

Please sign the form yourself if you can. If another person signs it for you, your claim may be delayed.

If you want any more information about Maternity Allowance, get in touch with the Maternity Allowance office which deals with your benefit, you can find their address and contact details in **Part 13** of this form.

For information about benefits and services visit **www.gov.uk/browse/benefits**

If you claim more than 3 months after the date your Maternity Allowance is due to start, you will lose money.

For our use:				
	Office code			
	Issue date	1	1	

MA1 04/15

Part 1: About you

2 MA1 04/15

Part 2: About your work

a	Look at the Test Period table that came in this claim pack. Find the week in column 1 that includes the date you expect to have your baby. Read across to column 4 to find the start of the 15th week before the week your baby is due. Write the date from column 4 here.	
b	Were you employed by an employer during this 15th week? We explain what we mean by employer and employed on page 3 of the Notes sheet.	No Please go to Part 3 About your Test Period . Yes Please go to question c below.
C	If you were employed in this 15th week you may be able to get Statutory Maternity Pay (SMP) . Please get in touch with your employer and ask about SMP. Will you be able to get SMP?	No Please tell us why: Yes

If you cannot get SMP, each of your employers must give you a form **SMP1** to send to us.

You must send us your SMP1 if you have worked up to, and including, the 15th week of your expected week of childbirth.

Part 3: About your Test Period

a Look under column 1 of the Test Period table that came in this claim pack to find the week that includes the date you expect to have your baby. Write that week here.	Date and month For example: 10/08 - 16/08	Year For example: 2014
 b Look across the table to column 2 to find the first day of your Test Period. Write that date here Look across the table to column 3 to find the last day of your Test Period. Write that date here 		
During your Test Period, are you or have you been: c employed?	No Go to Part 4 About em Test Period. See page	nployment and earnings in your 9 of the Notes sheet.
d self-employed?	No See page 10 of the No	lf-employment in your Test Period. tes sheet.
e taking part in activities related to the business of your self-employed spouse or civil partner?	business of your self-	king part in activities related to the employed spouse or civil partner od. See page 11 of the Notes sheet.
If more than one of the above applies to you in your Test Period, please complete each relevant part in full.		

MA1 04/15

Part 4: About employment and earnings in your Test Period

a Please tell us about ALL your employers in your Test Period.

If you do not tell us about ALL your employers your claim will be delayed. Use the space in **Part 10** of this form to give us any further information. For example, if your employer was an agency, if you had more than three employers or if you still have a contract with your employer.

	Employer 1	Employer 2
Name and address of the employer	Postcode	Postcode
Phone number		
Date your employment started	/ /	/ /
Date your employment stopped If you still have a contract with your employer, do not fill this date in.		
Payroll, employee, clock or works number		
b How often are you normally paid?	Weekly 4-weekly Monthly If other, how often?	Weekly 4-weekly Monthly If other, how often?
c What days do you normally work?	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Part 4: About employment and earnings in your Test Period continued

d We need you to choose 13 weeks from your Test Period that you worked out in section b of Part 3,

so we can work out how much Maternity Allowance you can get.

Please see page 9 of the Notes sheet and enclose the payslips for those 13 weeks. e Have you started your When do you plan to start your maternity leave? No maternity leave? Go to question **f** on this page. f What date did you start your maternity leave? g What date did you last work? h Did you get any holiday pay or Go to question i on this page. sick pay after you last worked? Yes Sick pay from to Was your sickness pregnancy-related? No See page 8 of the Notes sheet. Yes Holiday pay from to i What date do you want us to pay your Maternity Allowance from? See page 7 of the Notes sheet.

Part 5: About self-employment in your Test Period

To find out more about self-employment and registration with HM Revenue & Customs, see **page 10** of the **Notes sheet**.

a What dates were you registered as self-employed?	From / / to / /
b Please tick the days you normally work	Monday Tuesday Wednesday Thursday Saturday Sunday
c Did you pay Class 2 National Insurance contributions as a registered self-employed person in your Test Period?	No Go to question e on this page. Yes
d How did you pay these contributions?	 Direct debit Six-monthly billing As part of your annual self assessment tax return Other – please give details
e If your baby is expected before 12 July 2015, do you have a Small Earnings Exception certificate for any period within your Test Period?	No Yes
f Have you started your maternity leave?	No When do you plan to start your maternity leave? / Yes Go to question g on this page.
g What date did you start your maternity leave?	
h What date did you last work?	
i What date do you want us to pay your Maternity Allowance from? See page 7 of the Notes sheet.	

Part 6: About taking part in activities related to the business of your self-employed spouse or civil partner during your Test Period

To find out more about taking part in activities related to the business of your self-employed spouse or civil partner see **page 11** of the **Notes** sheet.

civil partner see page 11 of the Notes :	sheet.				
On what date did you start to take part in activities related to the business of your self-employed spouse or civil partner?		/ /			
Have you stopped taking part in activities related to the business of your self-employed spouse or civil partner?	No Yes	Go to the next question What date did you sto Did you stop taking pour sectivity partner due to your pregnancy? sickness? pregnancy-related	op? art in activitieself-employed		
If you have not stopped yet, on what date do you plan to stop taking part in activities related to the business of your self-employed spouse or civil partner?					
What duties or activities did you or do you perform to support the business of your self-employed spouse or civil partner? We may ask for more information about the duties or activities you do.					
Tell us when in your Test Period	From	/ /	То	/	/
you took part in activities related to the business of your self-	From	/ /	То	/	/
employed spouse or civil partner.	From	/ /	То	/	/
	From	/ /	То	/	/
	From	/ /	То	/	/
	From	/ /	То	/	/
	From	/ /	То	/	/

Part 6: About taking part in activities related to the business of your self-employed spouse or civil partner during your Test Period continued

About your self-employed spouse or civil partner	
	Letters Numbers Letter
Your spouse or civil partner's National Insurance (NI) number	
Your spouse or civil partner's surname	Mr/Mrs/Miss/Ms
Your spouse or civil partner's other names	
Address if it is different from your address. If you do not know their address, write Not known .	Postcode
	, 333333
About your marriage or civil partnership	
What was the date of your marriage or civil partnership? If you converted or changed your civil partnership into a marriage or married your civil partner, enter the date your marriage is treated as starting on.	
In which country did your marriage or civil partnership take place?	
Has your marriage ended in divorce or has your civil partnership been dissolved?	No Yes On what date?
About the self-employment of your spouse or civil partner	
When did your spouse or civil partner become self-employed?	
Is your spouse or civil partner registered as self-employed with HM Revenue & Customs?	No Yes What is their registration number or Unique Tax Reference number?

Part 6: About taking part in activities related to the business of your self-employed spouse or civil partner during your Test Period continued

About the self-employment of your spouse or civil partner continued

If you do not wish us to contact your spouse or civil partner about your claim for Maternity Allowance, please tick here.

spouse or civil partner continued	
Does your spouse or civil partner have a liability to pay Class 2 National Insurance contributions? If No, if your baby is expected before 12 July 2015 does your spouse or civil partner have a Small Earnings Exception certificate for any weeks in your Test Period?	No Yes No Yes
If your spouse or civil partner is no longer registered as self-employed, when did they end their self-employment registration with HM Revenue & Customs?	
What is or was the full name and address of the business of your self-employed spouse or civil partner?	Postcode
Does your self-employed spouse or civil partner have a business website?	No Yes What is the web address?
What is the nature of the business of your self-employed spouse or civil partner? Tell us what is or was produced or sold, or what services are or were delivered. We may ask you for more information about the business of your self-employed spouse or civil partner.	
contributions. If your spouse or civil par	or civil partner about paying Class 2 National Insurance (NI) tner has not paid enough Class 2 NI contributions to entitle o not consent to us contacting them to explain how they can

Part 7: About periods abroad in your Test Period

Did you spend any time abroad, other than holidays, in your Test Period?	No Go to Part 8 About other benefits. Yes See page 12 of the Notes sheet.		
During these visits, were youemployed abroad by an overseas employer			
 employed abroad by a UK employer 			
• self-employed abroad			
 taking part from abroad in activities related to the UK business of your self-employed spouse or civil partner 			
a member of a service family abroad			
 receiving any benefits in a foreign country 			
• none of these?			
Tick the boxes which apply to you.			
Which countries did you spend time in?	Country		
	From / / to / /		
	Country		
	From / / to / /		
	If you need to tell us about more than 2 countries, please use the space in Part 10 Other information .		
What periods did you pay National	From / / to / /		
Insurance contributions for?	From / / to / /		

Part 7: About periods abroad in your Test Period continued

Please give details of your employers while you were abroad.

If you need to tell us about more than two employers, please use the space in Part 10 Other information.

	Employer 1	Employer 2
Name and address of the employer	Postcode	Postcode
Phone number		
Date your employment started	/ /	/ /
Date your employment stopped If you still have a contract with your employer, do not fill this date in.		/ /
Payroll, employee, clock or works number		
How often are you normally paid?	Weekly 4-weekly Monthly If other, how often?	Weekly 4-weekly Monthly If other, how often?
What days do you normally work?	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Part 8: About other benefits

We need to know about any money that you are getting from the Department for Work and Pensions, any other government department or the Training Agency.

We also need to know about any money that your spouse, civil partner or anyone else is either

- getting for you, or
- getting added to their benefit for you.

This money may make a difference to your Maternity Allowance. Your Maternity Allowance can also make a difference to the other money that you can get. There is more information about this in **NI17A** A guide to Maternity Benefits. You can find the guide on our website. The address is **www.gov.uk/browse/benefits**

Are you getting any of these benefits or entitlements?

Tick **Yes** if you are waiting to hear about a benefit.

Even if the benefit or entitlement is not listed here, tell us about it anyway. We will contact you if we need more information.

- For example:
- Bereavement benefits
- Carer's Allowance
- Child Benefit
- Employment and Support Allowance
- Incapacity Benefit
- Income Support
- In Work Credit or Return to Work Credit
- Jobseeker's Allowance
- Pension Credit
- State Pension
- Statutory Adoption Pay (SAP)
- Statutory Maternity Pay (SMP)
- Statutory Sick Pay (SSP)
- Training Allowance
- War Widow's Pension
- Widow's Benefit
- Universal Credit
- any other benefits.

If you need to tell us about more than 6 benefits, please use the space in **Part 10 Other information**.

Name of benefit	Reference number, if kno	own

Part 9: How we pay you

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 first 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 the 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, get in touch with the office that pays you straight away.

If we pay you too much money

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 payment 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.

What to do now

- Tell us about the account you want to use on the next page. By giving us your account details you
 - agree that we will pay you into an account, and
 - understand what we have told you above in the section If we pay you too much money.
- If you are going to open an account, please tell us your account details as soon as you get them.
- If you do not have an account, please contact us and we will give you
 more information.

Fill in the rest of this form. You do not have to wait until you have opened an account or contacted us.

Part 9: How we pay you continued

About the account you want to use

- 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 claimant, the account should be in your name only.

Please tell us your account details below.

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.

How often do you want us to pay your benefit?	Every 2 weeks Every 4 weeks
Name of the account holder Please write the name of the account holder exactly as it is shown on the chequebook or statement.	
Full name of bank or building society	
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.	
You may get other benefits and entitlements we do not pay into an account. If you want us to pay them into the account above, please tick the box.	

Part 10: Other information

Use this space to tell us anything else you think we might need to know.

e is not enough space, please use a s ull name and National Insurance (NI) ate each sheet that you use.		

Part 11: Declaration

The table below tells you which documents you need to send in with your claim.

Please tick the boxes	below to she	ow what you are	sending to us.

	j j
Everyone	
You must send the original, not a photocopy of a Maternity Certificate MAT B1. See page 6 of the Notes sheet.	
If you were not employed or self-employed, but taking part in activities related to the business of your self-employed spouse or civil partner	
Please send us your original marriage or civil partnership certificate, if you have it. Do not send us a photocopy.	
Also – If you are divorced or your civil partnership has been dissolved	
Please send the original , not a photocopy of your decree absolute or dissolution of Civil Partnership formal order.	
If you are claiming after the baby is born	
You must also send your baby's birth certificate if the date you had your baby is not on the MAT B1 . See page 6 of the Notes sheet .	
If your baby was stillborn, please send us the notification of stillbirth or the stillbirth certificate. See page 6 and page 8 of the Notes sheet.	
If you were employed by an employer in the 15th week before the week your baby is due and you cannot get Statutory Maternity Pay	
You must send form SMP1 . See page 2 of the Notes sheet .	
If you have worked for an employer	
You must send us original payslips for the 13 weeks you choose. See page 9 of the Notes sheet .	

Part 12: Declaration

- Check that you have answered all the questions on this form that apply to you.
- Check you are sending us all the documents we have asked for. Use the list on **page 17** of this claim form. **Your benefit may be delayed if you do not send us all the documents we need.**
- Send your form and documents to the office that deals with your benefit. You can find out which office deals with your benefit below.

Please keep the MA1 Notes and MA1 Table for your information, do not return them with your MA1 claim form.

- 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 information that is incorrect or incomplete, my benefit may be stopped and I may be liable to prosecution or other action.
- **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 agree that
 - the Department for Work and Pensions
 - any health care professional advising the Department
 - any organisation with which the Department has a contract for the provision of medical services

may ask any of the people or organisations mentioned on this form for any information which is needed to deal with

- this claim for benefit
- any request for this claim to be looked at again

and that the information may be given to that health care professional or organisation or to the Department.

- I also understand that the Department may use the information which it has now or may get in the future to decide whether I am entitled to
 - the benefit I am claiming
 - any other benefit I have claimed
 - any other benefit I may claim or be awarded in the future.

This is my claim for Maternity Allowance.

Do not sign and date this form earlier than the 14th week before the week your baby is due.

Signature	Date		
		/	/
If you have filled in and signed this form for someone else, please tick here.			

Part 13: What to do now

If you live in England, Scotland or Wales, send your form and documents to:

Wrexham Maternity Allowance Mail Handling Site A Wolverhampton WV98 1SU

English speakers phone Welsh speakers phone Textphone users with speech 0345 608 8610 0345 608 8674

or hearing difficulties use Fax

0345 608 8553 01978 316511

If you are claiming from abroad, send your form and documents to:

International Pension Centre The Pension Service 11 Mail Handling Site A Wolverhampton WV98 11 W

Phone: **0191 218 7644** (or **44 191 218 7644** when calling from abroad) Textphone users with speech or hearing difficulties use **0191 218 7280** (or **44 191 218 7280** when calling from abroad)

Fax: **0191 218 7147**

E-mail: tvp.internationalqueries@dwp.gsi.gov.uk

Or you can find out more at

www.gov.uk/international-pension-centre

If you live in Northern Ireland, get a claim form from: www.nidirect.gov.uk/maternity-allowance

Part 14: How the Department for Work and Pensions collects and uses information

When we collect information about you we may use it for any of our purposes. These include dealing with:

- social security benefits and allowances
- child support
- employment and training
- financial planning for retirement
- occupational and personal pension schemes.

We may get information about you from others for any of our purposes if the law allows us to do so. We may also share information with certain other organisations if the law allows us to.

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

Part 15: Our service standards

At Jobcentre Plus we aim to provide a high standard of customer service at all times. Details of the standard of service you can expect from us can be found at **www.gov.uk**

You can access our website from many libraries.

For more information please contact Jobcentre Plus.