

# CLAIM FORM FOR WINTER FUEL PAYMENT

## PLEASE READ THE NOTES TO EXPLAIN HOW TO FILL IN THIS FORM

Please note time limits apply to most Winter Fuel Payment claims and we must receive your claim form by 30 March following the qualifying week for the Winter that you are claiming for. **Please complete the claim form in capital letters on screen or in black ink.**

### 1. Part 1 – Information

#### 1.1 PLEASE ENTER YOUR NAME, DATE OF BIRTH AND ADDRESS IN PART 4

We need to have proof of your date of birth. Please send in your original birth certificate with this form if you can. We cannot accept photocopies. We will send your birth certificate back as soon as we can. Do not send in your birth certificate on its own.

### 2. Part 2 – Information we need

**X**

2.1 National Insurance number

2.2 Daytime contact number (including area code)

2.3 Date of marriage / civil partnership if applicable

**D D M M Y Y Y Y**

### 3. Part 3 – Making payments to you - Select one option only by crossing an X in the box provided.

**If you change your account details you need to tell us straight away. Failure to notify the department may delay a payment we make to you.**

#### 3.1 Payment directly into an account

3.2 Full name of Bank or Building Society

3.3 Whose name or names is the account in?

3.4 Sort Code Number

3.5 Account Number

3.6 Building Society roll or reference number

**OR**

#### 3.7 Payment by cheque (see notes 3.7 and 3.8)

**Your cheque can only be cashed at one Post Office. Please tell us the name, address and postcode of the Post Office where you want to collect your money. If you are not sure of any details, please contact the Post Office.**

3.8 Post Office branch name:

Address 1:

Address 2:

Address 3:

Postcode:

**4. Part 4 – Personal details**

4.1 Title (i.e. Mr, Mrs, Miss, Ms, Dr, Rev)

4.2 Surname:

4.3 First Name:

Other Names:

4.4 Date of birth: D D M M Y Y Y Y

4.5 Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Postcode:

**5. Part 5 – Further information – Please insert Y for yes, or N for no, in the boxes below**

This part should be completed to reflect what your circumstances were, or will be, in the qualifying week for the year being claimed.

5.1 Do you normally live in Great Britain or Northern Ireland?

5.2 Are you subject to immigration control?

5.3 Are you in hospital receiving free in-patient treatment?

If yes, what date were you admitted? D D M M Y Y Y Y

5.4 Are you in custody serving a sentence imposed by a court?

5.5 Are you in a care home (see note)?

If yes, what date did you enter? D D M M Y Y Y Y

5.6 Was anyone else in your household born on or before 05/07/1950?

**6. Part 6 – Declaration**

X 2

- I have read and understood the Winter Fuel Payment 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, I may be liable to prosecution or other action.

This is my claim for a Winter Fuel Payment

Signed [ ] Date D D M M Y Y Y Y

**6.2 For Office Use Only**

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 [ ]

Verified National Insurance number [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

CTC Name verified on D D M M Y Y Y Y X/N by [ ]

# NOTES TO HELP YOU COMPLETE YOUR WINTER FUEL PAYMENT 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 5) 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. Further information about Winter Fuel is available on our website [www.direct.gov.uk/winterfuel](http://www.direct.gov.uk/winterfuel).

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, income related Employment Support Allowance 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 on screen or in black ink.**

## 1. Part 1 – Information

1.1 We need to have proof of your date of birth. Please send in your original birth certificate with this form if you can. We cannot accept photocopies. We will send your birth certificate back as soon as we can. Do not send in your birth certificate on its own. We aim to return documents within 5 working days, however, in some circumstances this may take longer. If you have not received your documents within 4 weeks please contact us on the number provided. 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 Revenue and Customs, 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. You will find details in the local phone book and online.

The correct format for a National Insurance number is:

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.

#### **How we will pay you**

Your Winter Fuel Payment will be paid into the account you have told us about.

#### **Finding out how much we have paid into the account**

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 you have been paid the incorrect amount of money**

If you think your payment is incorrect, please contact the helpline on 08459 15 15 15 we will look at this again and let you know what we are going to do.

#### **3.1 Payment direct into an account.**

To be paid into the account you require please put a cross in the box (3.1) and complete parts 3.2 to 3.6 on the claim form.

You will need to provide the following information to make sure the payment is made to the correct account.

#### **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 cheque book 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 Cheque sent to home address**

To be paid by cheque please put a cross in the box (3.7) and complete 3.8. 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.

#### **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.**

<p><b>4.</b></p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p>	<p><b>Part 4 – Personal Details</b></p> <p>The Title by which you wish to be known, i.e. Mr, Mrs, Miss, Ms, Dr, Rev.</p> <p>Your full surname, e.g. Smith. (Please supply evidence of any changes to surname, e.g. marriage certificate)</p> <p>All other names by which you are known, e.g. John.</p> <p>Your full date of birth, i.e. day, month, year. For example, if your date of birth is 15th July 1944 please enter: <input type="text" value="1"/> <input type="text" value="5"/> <input type="text" value="0"/> <input type="text" value="7"/> <input type="text" value="1"/> <input type="text" value="9"/> <input type="text" value="4"/> <input type="text" value="4"/></p> <p>Your full address where you normally live, including the postcode.</p>
<p><b>5.</b></p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p>	<p><b>Part 5 – Further Information – Please answer Y for ‘yes’, or N 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 part by putting Y or N in the boxes as it may affect your entitlement.</b></p> <p>Do you normally live in Great Britain or Northern Ireland? The following are not included: Isle of Man, Channel Islands, Republic of Ireland.</p> <p>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?</p> <p>If you have been in hospital for over 52 weeks receiving free in-patient treatment, please put a Y in the box and enter the date you were admitted.</p> <p>Are you in custody and serving a sentence imposed by a court?</p> <p>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.</p> <p>We need to know if there is anyone else born on or before 05/07/1950 in your household.</p>
<p><b>6.</b></p> <p>6.1</p>	<p><b>Part 6 – Declaration – It is very important that you read and understand the declaration before signing the claim form.</b></p> <p>Before signing the claim form please check all relevant parts 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 or signing the claim form please contact the Helpline. The telephone number is 08459 15 15 15.</p> <p>You must tell us straight away about any future changes in your personal circumstances including those in Part 5. Please contact the helpline to report any changes on 08459 15 15 15.</p>

The information we collect about you and how we use it depends mainly on the reason for your business with us. However; we may use it for any of the Department's (DWP) 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 send your completed claim form including Birth Certificate to the address below.

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