

Winter Fuel Payment

Notes to help you fill in your claim form

Please read these notes before you fill in the claim form. They could help you fill it in correctly.



No and Yes boxes

To answer a question with a No or Yes answer, please cross in only one box like this:

No or No
Yes Yes

Part 2 – Information we need to know

National Insurance number

You can find your National Insurance number on your National Insurance number card, letters from social security or payslips.

If you cannot find your National Insurance number, contact your Social Security/Jobs & Benefits Office, Jobcentre or Social Security Office. You can find their phone number and address on the advert in the business numbers section of the phone book. Look under **Social Security/Jobs & Benefits Office, Jobcentre or Social Security Office**.

You should fill out your National Insurance number on the form like this:

AA 123456 A

Date of marriage or civil partnership

Please fill in this box if you are married or in a civil partnership and your partner lives with you.

Immigration control

Cross **Yes** if you are subject to immigration control and not eligible for help from the Department for Social Development. You can find out more about immigration control at nidirect.gov.uk

Care homes and independent hospitals

By *care home* we mean a place where you can get accommodation with nursing or personal care. For example, residential homes, nursing homes, or local authority residential accommodation.

By *independent hospital* we mean a hospital which is not a National Health Service hospital.

Part 3 – How we pay you – if you would like us to pay your money into an account

Name of the account holder

Please write the name of the account holder exactly as it is shown on the chequebook or statement.

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

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.

By giving us your account details you:

- agree that we will pay you into an account, and
- understand what we have told you in Part 3 of these Notes **If we pay you too much money**.

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.

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 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 your 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, please contact the helpline on **0845 9 15 15 15**.

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 system works for payments into an account.

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.

Part 3 – How we pay you – if you want a cheque

We can also send you a cheque. You can cash the cheque at a Post Office you choose within one month of the date on the cheque. If you want to cash the cheque, write the details of the Post Office you want to use on the claim form.

You can also pay the cheque in a bank or building society account within six months of the date on the cheque.

This is the last year that a Winter Fuel Payment will be paid by cheque.

Part 4 – About changes to your details

Name, address and date of birth

You only need to fill in your name, address or date of birth if the details printed at the top of the form are missing or incorrect.

For example, if your date of birth is 15 July 1944, please fill in your date of birth like this:

1 5 0 7 1 9 4 4

Birth certificates

If you fill in your date of birth on the claim form, we need to see your original birth certificate. Please send it in with the claim form. We cannot accept a photocopy.

We will try to return your birth certificate within five working days. If you have not had your birth certificate back within four weeks, call us on **0845 9 15 15 15**.

Part 5 – Declaration

Before signing the claim form please check all the questions have been filled in and are correct. If you missed any questions, we will need to return the form to you. Please read the declaration and sign and date at **Part 4**.

If you do not fill in the claim form yourself, please check the details and sign and date the form yourself. If you have any difficulties with filling in or signing the claim form, call us on **0845 9 15 15 15**.

How we collect and use information

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

To find out more about how we use information, contact any of our offices.