



# Help using this PDF claim form

You can save data typed into this PDF form if you use **Adobe Reader**. This means that you do not have to fill the form in one session.

This form will only save if:

- the form is saved onto your computer, and
- opened in a recent version of Acrobat Reader.

The form will not save in:

- versions of Acrobat Reader older than version XI
- other pdf readers, for example *Preview* on a Mac or *Foxit* on a PC.

You can download **Adobe Reader** free of charge from the Adobe website.

If you are having technical difficulties:

- downloading the form
- navigating around the form, or
- printing the form

please contact the **DWP Online Helpdesk**.

Phone: **0800 169 0154**

Email: **[dwponline.helpdesk@dwp.gsi.gov.uk](mailto:dwponline.helpdesk@dwp.gsi.gov.uk)**

Opening hours:

Monday to Friday: 8am - 6pm

Closed on weekends and all Public and Bank Holidays.

For help and advice on the information you need to put on the form or about the benefit you want to claim, contact the office that deals with the benefit.

Calls to 0800 numbers are free from landlines or mobiles.

You do not need to return this sheet with your form.



# Winter Fuel Payment Application Form

## We have many ways we can communicate with you

If you would like braille, British Sign Language, email, a hearing loop, translations, large print, audio or something else please call us on **0800 169 0310** or textphone **0800 169 0314** and tell us which you need.

Calls to 0800 numbers are free from landlines and mobiles.

## Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on [www.gov.uk](http://www.gov.uk)

## Notes to help you fill in the application form

You will get your Winter Fuel Payment automatically (you do not need to claim) if you are eligible for it, and you get either:

- State Pension, or
- another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you do not get either of these, or if you live abroad, you will need to make a claim.

If you had a Winter Fuel Payment before, you do not need to claim again unless you have deferred your State Pension or moved abroad.

To find out more visit [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

The Winter Fuel Payment you get is based on your circumstances in the qualifying week. You need to have reached state pension age before or during the qualifying week to get Winter Fuel Payment. For winter 2021/2022 the qualifying week is **20 September to 26 September 2021 inclusive**.

## **Name of the account holder**

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,
- 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, 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.

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 bank statements. If you do not know the account details, ask the bank or building society. If you do not have an account, please contact us for more information.

## **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 number next to any payments we have made. If you think a payment is wrong, please contact us on **0800 731 0160**.

## **Call charges**

Calls to 0800 numbers are free from personal mobiles and landlines.

## Immigration control

Cross **Yes** if you are subject to immigration control and you do not qualify for help from us.

A person who is subject to immigration control is a person who:

- does not have permission to enter or stay in the UK
- has permission to enter or stay in the UK but cannot claim public funds
- is a sponsored immigrant who has been in the UK for less than 5 years or whose sponsor dies before they have been in the UK for more than 5 years.

A sponsor is another person who is responsible for the immigrant's maintenance and accommodation. You can find out more about immigration control at

[www.gov.uk](http://www.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 where you pay for treatment.

## Sending us your application

Before signing the application 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 and sign the declaration. If you do not fill in the application form yourself, please check the details and sign and date the form.

## If your circumstances change

It is important you tell us about any changes to your circumstances straight away.

To report a change:

- call **0800 731 0160**
- Textphone **0800 731 0176**
- **Relay UK** (if you cannot hear or speak on the phone): **18001** then **0800 731 0160**

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## About you

You must be born on or before 26 September 1955 to apply for a Winter Fuel Payment

**01 National Insurance number**

**02 First names, in full**

**03 Last name**

**04 Other last names you have been known by**

**05 Date of birth**

You must be born on or before  
26 September 1955 to apply for a  
Winter Fuel Payment  
DD/MM/YYYY

**06 Address, including postcode during the qualifying week of 20 to 26 September 2021.**

Postcode

**07 Your address now if different to your address during the qualifying week**

Postcode

**08 Mobile phone number**  
(if you have one)

**09 Home phone number**  
(if you have one)

**10 Work phone number**  
(if you have one)

**11 Email address**  
(if you have one)

## More information we need to know

**12** What is your nationality?

**13** What is your secondary nationality, if you have one?

**14** During the qualifying week of 20 to 26 September 2021, will you be, or were you, living with anyone born on or before 26 September 1955?

No

Yes

**15** Between 20 to 26 September 2021, were you subject to immigration control?

No

Yes

**16** Between 20 and 26 September 2021, will you be, or were you, in a care home?

No **Go to question 17**

Yes

From

DD/MM/YYYY

To

DD/MM/YYYY

**17** Between 20 and 26 September 2021, will you be, or were you, in hospital getting free inpatient treatment?

No **Go to question 18**

Yes

Admission date

DD/MM/YYYY

Discharge date

DD/MM/YYYY

**18** Between 20 and 26 September 2021, will you be, or were you, in an independent hospital where you paid for treatment?

No **Go to question 19**

Yes

Admission date  
DD/MM/YYYY

Discharge date  
DD/MM/YYYY

**19** Between 20 and 26 September 2021, will you be, or were you, in custody serving a court sentence?

No **Go to question 20**

Yes

From  
DD/MM/YYYY

To  
DD/MM/YYYY

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## Bank details

Please tell us about the account you want us to pay your Winter Fuel Payment into

**20** Name on the account

**21** Bank or building society name

**22** Sort code  
Tell us all 6 numbers, for example 12-23-56.  
— —

**23** Account number  
This must be between 6 and 10 numbers.

**24** Building society roll or reference number

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## Declaration

The Winter Fuel Payment you get is based on the information we hold for you. So it is important you tell us about any changes to your circumstances straight away.

To report a change:

- call: **0800 731 0160** or
- Textphone: **0800 731 0176**
- **Relay UK** (if you cannot hear or speak on the phone): **18001** then **0800 731 0160**.

If we have agreed a different way for you to contact us because of your disability or health condition, please let us know in the usual way.

If you have Power of Attorney or you are the appointee\* for the person this form is about, please read then sign and date the declaration on their behalf.

\*An appointee is someone DWP has authorised to act on behalf of a person who cannot manage their own affairs.

By signing this declaration, you agree that:

- the information you have given us is correct and complete
- you will tell us about changes of circumstances straight away.

If the information you give us is wrong or incomplete, or you do not report changes straight away:

- we may stop or reduce your Winter Fuel Payment
- you may be paid too much Winter Fuel Payment and have to pay this back
- you may have to pay a financial penalty
- we may prosecute you.

**Signature**

**Date**

DD/MM/YYYY

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## Sending us your application

### Send this form to:

Winter Fuel Payment Centre  
Mail Handling Site A  
Wolverhampton  
WV98 1LR

**We must get your Winter Fuel Payment application for winter 2021/2022 by 31 March 2022.**

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## 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:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy, and
- retirement planning.

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime. To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, go to

**[www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)**