



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 731 0160** or use **Relay UK** (textphone) **18001** then **0800 731 0160** and tell us which you need.

If you live in Wales and want this form in Welsh call **0800 731 0160**.

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

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

To get a Winter Fuel Payment, your date of birth must be on or before 24 September 1957.

If you were born after this date, you do not qualify for a Winter Fuel Payment.

For full eligibility details go to www.gov.uk/winter-fuel-payment.

Who should apply

Fill in this form if you do not get State Pension or another social security benefit, or if you live abroad.

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

- get State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit, Universal Credit or Adult Disability Payment from the Scottish Government), or
- have had a Winter Fuel Payment before (unless you have deferred your State Pension or moved abroad).

To find out more visit 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 2023/2024 the qualifying week is **18 September to 24 September 2023 inclusive**.

Immigration status

If you are subject to immigration control, you **cannot make a claim** for a Winter Fuel Payment. If a claim is received from a person subject to immigration control then it will be disallowed.

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

- does not have permission to enter or stay in the United Kingdom (UK), or
- has permission to enter or stay in the UK but cannot claim public funds, or
- 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 an immigrant's maintenance and accommodation. You can find out more about immigration control at www.gov.uk

If you are not a British or Irish citizen and your immigration status changes, we need to know. If you are a European Union, European Economic Area or Swiss citizen and were living in the UK by 31 December 2020 but have not applied to the EU Settlement Scheme, you and your family must apply straight away.

If you have lived in the UK for 5 years or more in a row, you can apply for settled status. If you have pre-settled status this will not expire. It may be beneficial for you to apply for settled status if you have lived in the UK for 5 years or more in a row.

If you do not have a valid immigration status, you may not get Winter Fuel Payments.

Finding out how much we have paid into your account

You can check your payments on your account statements. You will need to look at the statements that show November and December activity. 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**.

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

About you

You must be born on or before 24 September 1957 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 DD/MM/YYYY |
| 06 | Residential address, including postcode during the qualifying week of 18 to 24 September 2023 Postcode |
| 07 | When did you move to this address? DD/MM/YYYY |
| 08 | If you have a mailing address or PO Box, we can take that as well for all your future correspondence Postcode |

| | |
|-----------|---|
| 09 | Between 18 to 24 September 2023, were you subject to immigration control? If you are subject to immigration control you do not qualify for help from us. You do not need to claim No Yes |
| 10 | Is your current address different to the one you had during the qualifying week of 18 to 24 September 2023? No <u>Go to question 13</u> Yes |
| 11 | Your address including postcode, during the qualifying week of 18 to 24 September 2023 Postcode |
| 12 | When did you move to this address? DD/MM/YYYY |
| 13 | Do you live with anyone? No <u>Go to question 15</u> Yes |
| 14 | Was anyone you live with born on or before 24 September 1957? No Yes |

Contact details

You must include at least one phone number so we can process your application.

| | |
|--|--|
| 15 Mobile phone number If you have one | 17 Work phone number If you have one |
| 16 Home phone number If you have one | 18 Email address If you have one |

Bank details

Tell us the account you want us to pay your Winter Fuel Payment into. You can find your account details on your statements or online banking app. It is very important you fill in all the boxes correctly. If you tell us the wrong account details any payment due to you may be delayed or you may not receive it.

| |
|---|
| 19 Name on account Write the name of the account holder exactly as it is shown on the debit card, passbook or statement. |
| 20 Bank or building society name |
| 21 Sort code Tell us all 6 numbers, for example 12-23-56. — — — |
| 22 Account number Most account numbers are 8 numbers long. Fill in the numbers starting in the first box. |
| 23 Building society roll or reference number This may be a mix 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. |

More information we need to know

24 What is your nationality?

25 What is your second nationality, if you have one?

26 Between 18 and 24 September 2023, were you getting free inpatient care at an NHS hospital, other hospital or institution?

No **Go to question 27**

Yes

Admission date

DD/MM/YYYY

Discharge date

DD/MM/YYYY

27 Between 18 and 24 September 2023 were you in residential care at an independent hospital or care home that charges its patients or residents?

By independent hospital we mean a hospital which is not a National Health Service (NHS) hospital where you pay for treatment.

By care home we mean a place including accommodation with nursing or personal care. For example, residential homes, nursing homes or local authority residential accommodation

No **Go to question 28**

Yes

Admission date

DD/MM/YYYY

Discharge date

DD/MM/YYYY

28 Between 18 and 24 September 2023 were you in custody serving a court sentence?

No

Yes

From

DD/MM/YYYY

To

DD/MM/YYYY

Declaration

The Winter Fuel Payment you get is based on the information we hold for you. If your circumstances change, you must tell us straight away.

Find a full list of changes you need to report at www.gov.uk/report-benefits-change-circumstances

To report a change:

- call **0800 731 0160**, or
- **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 and you have not previously sent certified copies of your documents please include them with this form, 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.

Your signature

Date of signature

DD/MM/YYYY

Sending us your application

Please check all the questions are filled in and correct before sending your application.

You must sign your application before sending it to us.

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 2023/2024 by 31 March 2024.

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
- 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