

Winter Fuel Payment



Department for Work and Pensions

If you get in touch with us, please tell us this reference number

Our phone number is

Code	Number	Ext
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Textphone users with speech or hearing difficulties call

Code	Number
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Date

● Claim form for Winter Fuel Payment 2013/2014

Please complete this claim form only if you are:

- living in another EEA country or in Switzerland or
- not resident in the UK.

See **Note 2** at **Part 6** at the end of this form for a list of EEA countries.

Your entitlement to a Winter Fuel Payment depends on your circumstances in the qualifying week.

To qualify for winter 2013/14, you **must** have been born on or before 05 January 1952.

The qualifying week for winter 2013/14 is 16-22 September 2013.

Please note time limits apply to Winter Fuel Payment claims and we must receive your claim form for winter 2013/14 on or by 31 March 2014.

But if we have asked you to complete the claim form outside this time limit, please do so and return it immediately.

○ What to do now

Please fill in this form and send it back to us in the envelope we have sent you.

Do NOT complete this form if:

- you are not going to live in another EEA country or in Switzerland, or
- you are resident in the UK.

Someone else may help you fill in this form, but you should sign it yourself if you are able to. If someone else signs the form for you, they should explain why they have done so, for example, because they have been appointed to act on your behalf or they hold Power of Attorney. If someone else signs your form, we may need to contact you for additional information.

● Part 1 About you

Please use this part to tell us about yourself. It is important that you answer all the questions, based on your circumstances during 16 - 22 September 2013. If you do not, we will need to send the form back to you.

Surname

Mr/Mrs/Miss/Ms

All other names in full

Address

Country

Daytime phone number

Code Number

Please tick the appropriate box

Home Work Mobile Fax Textphone

Date of birth

National Insurance (NI) number must be completed in all cases

Letters Numbers Letter

You can find your National Insurance (NI) number on any pay slips, letters from The Pension Service, Jobcentre Plus, HM Revenue & Customs or the Department for Work and Pensions (Department for Social Development in Northern Ireland), P60, P45 or National Insurance (NI) card. If you do not know this number see **Part 6, note 5** at the end of this form.

Is there anyone else in the household who was born before 5 January 1952?

No

Yes Please tell us about them.

If you need more space, please use a separate sheet of paper.

Their name

Their National Insurance (NI) number

Letters Numbers Letter

Their date of birth

Does anyone else in the household get a Winter Fuel Payment?

No

Yes When did they get their last Winter Fuel Payment?

If there are two or more people in the household who are eligible for a Winter Fuel Payment, a payment will usually be made to each eligible person. Each eligible person may need to make a separate claim.

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● Part 2 How we pay you

○ A – We normally pay your money into an account

Your Winter Fuel Payment will be paid into the account you tell us about in **Part B** or **Part C**. If your account is in the UK, many banks and building societies will let you collect your money at a post office.

We will tell you when payment will be made and how much it is for.

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

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.

○ What to do now

- Tell us about the account you want to use at **Part B** or **Part C**. 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 2 Making payments to you - continued

○ B – Payment directly into a UK account

Tick this box if you agree to be paid directly into an account

Please give your account details below. You must fill in ALL the boxes including the building society roll or reference number if you have one.

You can find the account details on the cheque book, passbook or statements. If you are not sure about the details, ask the bank, building society, or other account provider.

Whose name or names is the account in?

Please note:

We use *partner* to mean

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

Please tick one box

- In your name.
- In the name of your partner.
- In both the names of you and your partner.
- In the name of the person acting on your behalf.
- In both the names of you and the person acting on your behalf.

What name or names is the account in?

Please write the name or names as they appear on the cheque book, passbook or statement.

Full name of bank, building society or other account provider

Sort code – of the bank, building society or other account provider.

Please tell us all six numbers for example 12-34-56.

 – –

Account number

This is seven to ten numbers long.

More information if it is a building society account

Building society roll or reference number

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.

● Part 2 Making payments to you - continued

○ C – Payment directly into an EEA, or Swiss bank, or financial institution

Your Winter Fuel Payment will be paid directly into your account.

It is very important that you check with your bank that the details you give us are correct.

If you send the form back to us with incorrect information, your Winter Fuel Payment may be delayed.

Full name of your bank or financial institution

Full address of your bank or financial institution

Country

Important information

Accounts in the Eurozone

If your account is in one of the **Eurozone countries** you **MUST** tell us your

- International Bank Account Number (IBAN), and
- Bank Identification Code (BIC).

We cannot make payments to accounts in these countries without them.

We do not require the account number, account type, or bank/branch code for these accounts.

Sort code number

The name of the account holder

Account number

Type of account

for example, deposit

International Bank Account Number (IBAN)

For example, for **Italy** it should be **27** characters. Start writing the numbers from the left.

For **Luxembourg** it should be **20** characters. Start writing the numbers from the left.

Bank Identification Code (BIC)

Fill in from the left. If your code has only 8 characters, put **XXX** at the end to make 11 characters.

If you have a cheque book for your account please attach a cheque marked **Cancelled** to this form. This will help us to confirm your details.

Please turn over

● Part 3 Information we need

How long have you lived in the UK; please give dates of residence in the UK

From

To

Please give dates when you have worked in the UK

From

To

Have you been awarded a Winter Fuel Payment in the UK?

No

Yes

When did you start to live outside the UK?

In addition to your residence outside the UK, do you also have a residence in the UK which you ordinarily live in?

No

Yes We may contact you for more information.
Go to next question.

Please answer the following questions

Which EEA country do you ordinarily live in?

From what date did you permanently take up residence there?

What is your nationality now and from what date does this apply?

If your nationality has changed, what was it before?

If you are not an EEA national, please tick the box that applies to you. We may need to contact you if we need additional information.

A stateless person

A refugee

A partner of an EEA national

What is your current marital or civil partnership status?

married or civil partner

married or civil partner but separated

widowed or surviving civil partner

living together as if you are married or civil partners

Other

Please give details

Remember that UK nationals are also EEA nationals.

● **Part 3 Information we need - continued**

Have you lived in any other country since you left the UK?

No

Yes Address 1

Country

Address 2

Country

Have you worked in the UK?

No

Yes

Will you be or were you in custody, serving a sentence imposed by a Court, throughout the qualifying week?

No

Yes Tell us the address of the institution you will be or were detained in and the name of the authority which imposed the sentence

Address

Country

Name

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Will you be or were you in a care home throughout the qualifying week?

No

Yes Tell us the date you will be or were admitted and the care home address

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Address

Country

Will you be or were you in a hospital getting free treatment throughout the qualifying week?

No

Yes Tell us the date you will be or were admitted and the date of discharge.

Admission date

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Discharge date

/ /

Are you or will you be getting a UK State Pension or another UK Social Security benefit?

No

Yes

● Part 4 Advice notes

○ Changes in circumstances

We will continue to pay you provided that you satisfy the conditions for entitlement. You must report any changes in your circumstances which might affect your benefit. Tell us straight away if:

- you move into a care home
- you are or likely to be in hospital during September
- you are or likely to be held either in custody or under a sentence imposed by a court
- someone you think may be eligible for a Winter Fuel Payment moves into or out of your household
- you change your bank account
- you change your address
- you change your nationality
- your spouse or civil partner change their nationality, if you are not an EEA national.

● Part 5 Declaration

It is very important that you read and understand the declaration before signing the claim form.

If somebody else has filled in this form for you, please check all the details before signing the declaration below.

If you have any difficulty filling in, signing the claim form or want to report any change in your personal circumstances, please contact us. Our phone number is **0191 218 7777**. For international callers, the phone number is **+44 191 218 7777**.

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.

Your signature

Date

If you have signed on behalf of the person named in **Part 1**, please tell us why.

● Part 6 Notes

These notes are to help you to complete the Winter Fuel Payment claim form.

1 We may need to see your birth certificate, because we do not have proof of your date of birth.
Do not send any certificates unless we ask to see them.

2 **The European Union (EU)** is made up of the following countries:

In 1997 (start of the Winter Fuel Payment scheme):

Austria	Belgium	Denmark	Finland	France
Germany	Greece	Ireland	Italy	Luxembourg
Netherlands	Portugal	Spain	Sweden	United Kingdom

On 1 May 2004, the following countries joined:

Czech Republic	Cyprus	Estonia	Hungary	Latvia
Lithuania	Malta	Poland	Slovakia	Slovenia

On 1 January 2007, the following countries joined:

Bulgaria	Romania
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On 1 July 2013, the following country joined:

Croatia

The European Economic Area (EEA) is made up of all 28 EU countries plus Iceland, Liechtenstein and Norway, which are not members of the EU.

Switzerland is not a member of the EEA but an agreement from 1 June 2002 means that the European Community rules on social security apply from that date. As a result, Winter Fuel Payments may be paid in Switzerland in some circumstances.

3 **United Kingdom** means England, Scotland, Wales and Northern Ireland. It does not include the Channel Islands or the Isle of Man.

4 **Gibraltar** is treated as if it were an EU member state and Winter Fuel Payments may be paid in Gibraltar in some circumstances.

5 If you do not know your National Insurance (NI) number please tell us and we will send you a form to complete.

6 By care home or similar residence, we mean you are living in:

- a care home
- a hospital in the UK which is not a National Health Service hospital.

A care home is a place where you can get accommodation as well as nursing or personal care. It includes:

- residential homes
- nursing homes
- local authority residential accommodation.

7 Before signing the claim form please check that:

- you have filled in all the sections that apply to you, and
- you are enclosing your birth certificate, **only if we asked for it.**

● Part 7 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 safeguard against crime.

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

In Northern Ireland you can pick up the form *Data Protection Act 1998 – it affects you* from any of our offices. Alternatively you can view it on our website at www.dsdni.gov.uk/dataprotection.pdf

● **For office use only**

**Birth certificate
returned by**

on

**Date of birth
verified as**

Initials

Date

