Winter Fuel Payment

Notes to help you fill in the claim form

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

Part 1 – About you

We need to know about your circumstances during the qualifying week for Winter Fuel Payments. For winter 2019/20 this is 16 to 22 September 2019 inclusive.

If it states birth certificate required on the top right hand corner of the claim form, please send in your original birth certificate with this form. We cannot accept a photocopy. If the name on your birth certificate is not your current name, we will need to see proof of your name change, for example, a marriage certificate.

We will try to return any certificates within 5 working days. If you have not had your certificate back within 4 weeks, call us on 0800 731 0160.

Part 2 – Information we need to know

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

No [ ] or No [X]

Yes [X] or Yes [ ]

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, go to gov.uk and search for lost NINO.

Or apply for a National Insurance number if you don’t have one by going to gov.uk and searching for apply NINO.

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

Q Q 1 2 3 4 5 6 C

Date of marriage or civil partnership
Fill in this box if you are married or in a civil partnership and your partner lives with you.

Name, address and date of birth
Fill in with your full name, address and date of birth.

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

1 5 0 7 1 9 4 4

Part 3 – How we pay you

We will pay your Winter Fuel Payment into your bank or building society account.

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, 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, 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 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.

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

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 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 4 – Information we need to know

Immigration control
Cross Yes if you are under immigration control and you do not qualify for help from us.

A person who is subject to immigration control is a person who is not a European Economic Area national and 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 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 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 5. If you do not fill in the claim form yourself, please check the details and sign and date the form yourself.

If you need us to, we can provide the information in this letter in a different format which you find easier to access. For example, you can ask us to provide information in Braille, large print, audio or email. Please contact us to discuss your requirements regarding format on 0800 731 0160.

Part 6 – 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