# Third Party Payment (TPP) Enquiry

**This query template is for use by registered TPP Creditors only.**

Important: For security reasons DWP cannot discuss personal information with you over email. DWP will never ask you to send any usernames, passwords, personal, health/medical or full bank account information via email and we will not process such information if you do send it – it will be deleted.

Please note that in response to GDPR we can only accept and share a limited amount of customer data. Please **do not** include any personal data relating to the customer other than the information requested below.

**To help us assist you with your enquiry and for security purposes, please provide as much of the following information as you can. Fields marked with an asterisk (\*) are mandatory:**

**\*Creditor/Supplier reference number** (10 digits beginning ‘00000….’):

**\*Creditor/Company name:**

**\*FULL Company Address and postcode**:

**Customer National Insurance Number (NINO – up to a Maximum of 5)**:

**Customer Surname:**

**Customer Reference Number**:

**BACS Reference Number (If applicable to the Query):**

## Brief Query Details:

Please email your query to us at: [tpp.enquiries@dwp.gov.uk](mailto:tpp.enquiries@dwp.gov.uk)

We will aim to respond to your query within 5 working days of receipt. Thank you.