

Completion Notes for DCI1 referral

Completion of form DCI1

1. The originating office must complete the top section of the form in full. This includes the following entries:
 - contact name and full telephone number including the dialling code and extension number if appropriate
 - the local authority (LA) full office courier address in all cases, and the office location code if there is one
 - the benefit the customer has applied for by selecting from the drop down menu. If the benefit is not displayed in the drop down menu complete the free-text 'Benefit Type (not in list)' field.

NINo Applicant details

2. The DCI1 form is designed for requesting a National Insurance Number (NINo) for a single customer. A separate form must be used for each customer requiring a NINo.
3. Complete all the light grey areas, providing the customer's:
 - Surname;
 - other names;
 - date of birth;
 - address to include post code;
 - contact number of the applicant (obtain mobile number if possible)
 - whether male or female;
 - entitled to benefit box ticked (this must be completed in all cases);
 - partner of a benefit claimant box ticked (this must be completed in all cases);
4. Additional relevant information box should be used where:
 - home visit required (with details of reason for visit)
 - interpreter required
 - disabled access required
 - NINo upgrade required; (with details of NINo to be upgraded)
 - previous names used (ie maiden name)
 - appointee details if applicable
 - a note to indicate who the main benefit customer is and what other benefits the customer may have applied for etc.
5. Complete the signature box and print name.

Partners in benefit claims

6. Where a benefit application is received from a couple, and following all appropriate checks, the partner requires either; an upgrade to an existing NINo, or a NINo a DCI1 form must always be completed and the:
 - partner’s details entered in the NINo customer details section
 - in partner cases, the benefit customer’s name, DOB and NINo (if they have one) must be entered in the ‘Additional relevant Information’ box, and
 - “Yes” box alongside ‘Partner in a claim to benefit’ box ticked and forwarded to the appropriate NINo Centre as outlined below, except in joint Jobseeker Allowance (JSA) claims. Separate DCI1s are required for each person in a JSA Joint Claim.

7. In addition the tick boxes for male/female, whether the benefit customer has a partner and **most importantly** entitled to benefit must be completed before the form is sent to the NINo Centre.

Sending the DCI1 form to the NINo Centre

8. Once completed the form should be printed and despatched to the appropriate NINo C as outlined in Appendix 1 below. A B/F must be set, suggested 20 working days, for a reply from the NC.

Regions dealt with by each National Insurance Number Centre

Glasgow	Isle of Wight
DCI1 mail address: GLASGOWNDC.DCI1ADMIN@DWP.GSI.GOV.UK	DCI1 mail address: ISLEOFWIGHT.NDCDCI1ADMIN@DWP.GSI.GOV.UK
Internal DWP courier address: DCI1 processing team Glasgow NINo Centre External address: Glasgow NINo Centre Portcullis House 21, India Street Glasgow G2 4PH	Internal DWP courier address: DCI1 processing team Isle of Wight NINo Centre External address: Isle of Wight NINo Centre Broadlands House Staplers Road, Newport Isle of Wight PO30 2HX
Regions: London and Home Counties North West Scotland	Regions: North East Central England Southern England Wales