

# Winter Fuel Payment

**DWP** 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

	/		/	
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## ● Claim form for Winter Fuel Payment for past winters 1997/98, 1998/99 and 1999/00 only

You may be able to get a Winter Fuel Payment for past winters 1997/98, 1998/99 and 1999/00 if you were aged 60 or over in the qualifying week for those years and were living in Great Britain or Northern Ireland.

The dates for the qualifying weeks for each year are in **Part 3**.

No person is entitled to a winter fuel payment for the winter of 1997 to 1998, 1998 to 1999 or 1999 to 2000 unless they have made a claim for such a payment on or before 31 March 2014.

### ○ What to do now

Fill in this form and send it back to us in the envelope we have sent you. It does not need a stamp.

If you need help filling in this form, someone else may help you to do so, 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, if they are appointed to act on your behalf for benefit purposes, or they hold Power of Attorney.

You can also get help filling in the form by phoning our Helpline – for more information see **Part 5 – Notes** at the end of this form.

## ● Part 1 – About you

Please use this part to tell us about yourself. It is important that you answer all the questions. If you do not, we will need to send the form back to you.

Surname

All other names in full

Address

Postcode

## ● Part 1 – About you continued

### Daytime phone number

Code	Number

Please tick the appropriate box

Home ☐ Work ☐ Mobile ☐ Fax ☐ Textphone ☐

### Date of birth

	/		/	
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- ☐ If we have ticked this box it means we need to see your original birth certificate. This is because we do not have proof of your date of birth.

Please see **note 1** at **Part 5** at the end of this form.

### National Insurance number

This must be completed in all cases.

You can find your National Insurance number on any pay slips, letters from The Pension Service, HM Revenue & Customs or the Department for Work and Pensions (Department for Social Development in Northern Ireland), or your P60, P45 or National Insurance card. If you do not know this number please see **note 7** at **Part 5** at the end of this form.

Letters	Numbers	Letter
<div><div></div><div></div></div>	<div><div></div><div></div></div> <div><div></div><div></div></div>	<div><div></div><div></div></div>

### Is there anyone else in the household aged 60 or over?

- ☐ Yes ☐ No ☐ Please tell us about them.

Their name

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Their National Insurance number

Letters	Numbers	Letter
<div><div></div><div></div></div>	<div><div></div><div></div></div> <div><div></div><div></div></div>	<div><div></div><div></div></div>

Their date of birth

	/		/	
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## ● Part 2 – Making payments to you

### ○ A – Payment direct into an account

#### **We normally pay Winter Fuel Payments direct into an account.**

You can use a bank, building society or other account provider. Many banks and building societies in the UK will let you collect cash at the post office.

#### **How we will pay you**

Your Winter Fuel Payment will be paid into the account you tell us about in **Section B**.

#### **Finding out how much we have paid into the account**

You can check your Winter Fuel payments on the account statements. The statements may show your National Insurance number next to payments that are from us. If you think your 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 recover any money paid to you, which you are not entitled to. This may be because of the way the Direct Payment system works. For example, you may give us information which means you are entitled to less money but we may not be able to change the amount we have already sent out. If this happens, we will contact you before we recover any money.

#### **What to do now**

- Tell us about the account you want to use, in **Section B**. By giving us your account details you are agreeing to be paid by Direct Payment and understand the information above about being overpaid.
- If you intend to open an account, please give us your account details as soon as you have them.

- **B – Payment direct into a UK account**

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

You can use

- If you are an appointee or a legal representative acting on behalf of the customer, the account should be in your name only.

To be paid into a credit union account you must provide the credit union's account details. Your credit union will be able to help you with this.

Please write the name of the account holder exactly as it is shown on the chequebook or statement.

**Full name of bank, building society or other account provider**

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

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

**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.**

**Building society roll or reference number**



## ● Part 4 – 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 **0845 915 1515**. For international callers, the phone number is **+44 (0)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.

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## ● Part 5 – Notes

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

- 1 We ticked the box because we do not have proof of your date of birth. Please send your original or replacement birth certificate to us. We cannot accept photocopies. We will return your birth certificate to you within five working days. If we need to keep your certificate longer, we will tell you why. If you have a non-UK birth certificate we may take longer than five working days to return it. But we will let you know if this is the case.

If you have any queries about sending your birth certificate, please phone the Winter Fuel Payments Helpline on **0845 915 1515**.

- 2 Please answer for each year you want to claim a Winter Fuel Payment. Use the table to decide which years you want to claim for. For example, if you want to claim for the **winter of 1998/99**, complete the questions under the column marked **9–15 November 1998**.

**Please tick the boxes on the claim form that apply to your circumstances during the qualifying week of the year you want to claim for. It is important that you answer every question in this section by ticking either the No or Yes box, as it may affect your entitlement.**

- 3 *Great Britain* is England, Scotland and Wales only.
- 4 A person who is subject to *immigration control* has a limit or condition on their right to enter or remain in the UK. For example, they have no recourse to public money.
- 5 By *care home or similar residence* we mean you are living in
- a care home
  - an independent hospital, or
  - Ilford Park.

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

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

An *independent hospital* is a hospital which is not a National Health Service (NHS) hospital.

*Ilford Park* is a Polish Resettlement Home.

- 6 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.

The Civil Partnership Act came into force in the United Kingdom on 5 December 2005.

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

- 8 Before signing the claim form please check that:
- you filled in all the sections that apply to you, and
  - you are enclosing your birth certificate, if we asked for it.

**If you need help with filling in this form, phone the Winter Fuel Payments Helpline on 0845 915 1515.**

The line is open Monday to Friday 8.30am to 4.30pm.

If you have speech or hearing difficulties, you can contact us using a textphone on **0845 601 5613**. Charges are the same as for local calls. If you do not have a textphone, your local library or Citizens Advice Bureau may have one.

## ● Part 6 – 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
- 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 protect against crime.

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

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### ● For office use only

Birth certificate  
returned by

on

Date of birth  
verified as

Initials

date