



BPS Payment Query Form

Please use this form to tell us about your payment query.

To fill it in electronically:

- 1 Download the form and save it to your computer
- 2 Fill in the form and save it again
- 3 Email the form to 'ruralpayments@defra.gov.uk'. Use 'BPS Payment Query form' as the subject of your email.

We can only accept forms by email if the address they come from is registered on the Rural Payments service. If you have more than one form to send, please email them separately.

To complete the form on paper:

- 1 print it
- 2 fill it in
- 3 post it to 'Rural Payments Agency, PO Box 352, Worksop, S80 9FG'

Your information

I am a (select one) Customer Agent

Have you submitted a query form for previous years? Yes No

Which scheme year(s) does your query relate to?

Business name

Contact name

Contact number

SBI number

Your query

Please tell us what your query is about. Tick all that apply

Total claim value	BPS reductions/penalties	Common rights
Greening	RPA determined eligible area	Missing national reserve
Cross border	BPS claim value	BPS entitlements amount
Wrong payment region	Number of entitlements	Missing entitlement transfers
Young farmer payment	Land Parcel Data*	Mapping updates**
Other		

* Please tell us which parcel(s) this refers to in the 'Description of customer issue' section.

** If you believe mapping updates have had a significant effect on your payment and you **have not** already asked us to investigate, please follow the RLE1 guidance to inform us. Search 'RLE1' at www.gov.uk.

If 'Other' please tell us what area of BPS payment your query relates to.

If your query is as a result of receiving your Delinked Payments Information Statement, please tick this box

If you have a query about your BPS 2023 advance payment, please wait until you receive your balance payment and check your claim statements before using this form.

Description of issue

Please provide a detailed description of your queries and concerns and include any supporting evidence, if applicable.

If you are reporting a land parcel data issue, please include land parcel reference number(s), for example SH8461 2961.

Continue on next page if more space is needed.

Description of customer issue continued

Please note: only send one form with each email, from an email address registered on Rural Payments service.