

Personal Independence Payment

Additional information

How we pay you

We normally pay your money into an account. Many banks and building societies will let you collect your money at the post office.

We'll tell you when we'll make the first payment and how much it will be for. We'll tell you if the amount we pay into the account is going to change.

About the account you want to use

By *account* we mean a bank, building society, credit union or Post Office® card account.

The account can be 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'll use your money in the way you tell them.

If you use a credit union account, you must tell us the credit union's account details.

If you are an appointee or a legally appointed representative, the account should be in your name only.

If you are a corporate appointee, the account should be in the organisation's name.

Finding out how much we have paid into the account

You can check your payments on account statements. The statements may show your National Insurance (NI) number next to any payments we've made. If you think a payment is wrong, get in touch with the office that pays you straightaway.

If we pay you too much money

We have the right to take back any money we pay that you're not entitled to. This may be because of the way the payment systems work. For example, you may give us some information, which means you're entitled to less money. Sometimes we may not be able to change the amount we've already paid you. This means we'll have paid you money that you're not entitled to. We'll contact you before we take back any money.

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About help you may need

If you think you'll need any help or support to fill in the form you can:

- ask a friend, relative or representative to help you, or
- contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

You can find out more information about benefits and services, including the Benefits Adviser service, on our website www.gov.uk/benefits by typing the relevant name in the search facility.

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 dealing with:

- social security benefits and allowances
- child support
- employment and training
- financial planning for retirement
- occupational and personal pension schemes.

We may get information about you from others for any of our purposes if the law allows us to do so. We may also share information with certain other organisations if the law allows us to.

To find out more about how we use information, visit our website at www.gov.uk/dwp/personal-information-charter or contact any of our offices.