



We have many different ways we can communicate with you.

If you need braille, British Sign Language, a hearing loop, translations, large print, audio or something else please contact us.

Our contact details are:

- Phone: **+44 191 218 7777**
- Relay UK app or Textphone: **+44 151 494 1260** then **0800 731 0160**

To get a Winter Fuel Payment, you must be born on or before 22 September 1958.

If you were born after this date, you do not qualify for a Winter Fuel Payment.

For full eligibility details go to www.gov.uk/winter-fuel-payment.

Who may be eligible for Winter Fuel Payment from winter 2024/25

You may be eligible for Winter Fuel Payment for winter 2024/25 if:

- you were born on or before 22 September 1958, and
- you are covered by the Withdrawal Agreement or equivalent agreements, and
- you have a genuine and sufficient link to the UK. This can include having lived or worked in the UK and having family in the UK, and
- you do not get a pension from the country you live in, and
- you get an equivalent qualifying means-tested benefit from Switzerland or the eligible European Economic Area (EEA) country you are resident in, for at least one day between 16 and 22 September 2024. A means-tested benefit is awarded based on your income and how much savings you have.

Only fill in this form if you meet **all** of the above conditions.

For more information about the EU Withdrawal Agreement visit www.gov.uk.

If you are a UK national or UK dual national living in an EEA country or Switzerland, you will also need to complete an IPCF091 form before a decision can be made about your Winter Fuel Payment claim. To complete an IPCF091 form go to www.gov.uk/winter-fuel-payment/if-you-live-abroad. If you are a UK national or UK dual national living in Ireland you **do not** need to complete the IPCF091 with this claim form.

If your circumstances change

It is important you tell us about any changes to your circumstances straight away. To report a change from outside the UK call **+44 191 218 7777** or **Relay UK** (if you cannot hear or speak on the phone) **+44 151 494 1260** then ask for **0800 731 0160**.

Finding out how much we have paid into your account

You can check your payments on your account statements. You will need to look at the statements that show November and December activity. The statements may show your National Insurance number next to any payments we have made. If you think a payment is wrong, please contact us on **+44 191 218 7777**.

If you fill in this form using a pen, use **black ink** and CAPITAL letters. If you are filling in this form for someone else, tell us about them, not you.

About you

You must be born on or before 22 September 1958 to apply for a Winter Fuel Payment.

<p>01 National Insurance number</p>	<p>09 Your address, if it is different to the one you had during the qualifying week of 16 to 22 September 2024</p>
<p>02 First names, in full</p>	
<p>03 Last name</p>	
<p>04 Date of birth DD/MM/YYYY</p>	<p>10 When did you move to this address?</p>
<p>05 Residential address during the qualifying week of 16 to 22 September 2024</p>	<p>11 Is there anyone else living at this address who was born on or before 22 September 1958?</p> <p>No <u>Go to question 12</u></p> <p>Yes</p> <p>Tell us the full name, National Insurance number and date of birth of anyone else in the household born before 22 September 1958.</p>
<p>06 When did you move to this address?</p>	
<p>07 If you have a mailing address or PO Box, we can take that as well for all your future correspondence</p>	<p>12 Have you ever had a Winter Fuel Payment?</p> <p>No</p> <p>Yes</p>
<p>08 Is your current address different to the one you had during the qualifying week of 16 to 22 September 2024?</p> <p>No <u>Go to question 10</u></p> <p>Yes</p>	<p>13 Has anyone else in the household had a Winter Fuel Payment?</p> <p>No</p> <p>Yes</p> <p>When did they last get one?</p>

14 Do you or your partner get any benefits or pensions in the country you are currently living in?

No [Go to Declaration](#)

Yes

Tell us what benefits and pensions you get

15 Are you or your partner working or paying social security contributions in the country you are currently living in?

By social security contributions we mean an equivalent to UK National Insurance.

No

Yes

16 Were you getting a means-tested benefit between 16 and 22 September 2024 from Switzerland or the EEA country you are currently living in?

No [Go to Declaration](#)

Yes

What was the name of that benefit?

When did the payment start?

Please include evidence that confirms you were awarded this benefit, and it was paid for a day during the qualifying week of 16 to 22 September 2024. The evidence must include a letter of benefit entitlement and a bank statement showing the benefit was paid for at least one day in the qualifying week.

What are your contact details?

You must include at least one phone number so we can process your application.

17 Home phone number

If you have one

18 Mobile phone number

If you have one

19 Work phone number

If you have one

20 Email address

If you have one

Payment options

Tell us the account you would like us to pay your Winter Fuel Payment into.

You can find the account details on your statements or online banking app.

Make sure you fill in all the boxes correctly. If you tell us the wrong account details any payment due to you may be delayed or you may not receive it.

Please only fill in details for **one** preferred payment option.

Payment option A - UK bank or building society account

21 Name on account

Write the name of the account holder exactly as it is shown on the debit card, passbook or statement.

22 Bank or building society name

23 Sort code

Tell us all 6 numbers, for example 12-23-56.

— —

24 Account number

Most account numbers are 8 numbers long. Fill in the numbers starting in the first box.

25 Building society roll or reference number

This may be a mix 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.

Payment option B - EEA or Swiss bank account, or financial institution

26 Name on account

27 BIC or SWIFT code

Must be between 8 and 11 characters long. You can ask your bank or check your bank statement.

28 IBAN

You can ask your bank or check your bank statement.

Information we need

29 Including the UK, which countries have you lived or worked in?

We need to know which countries you have lived or worked in, and the date you were there.

Country	From DD/MM/YYYY	To DD/MM/YYYY

30 Are you a UK national?

No

Yes - If you live in any EEA country other than Ireland you must also include form IPCF091 along with your accompanying evidence, otherwise your claim is not valid

31 When did you leave the UK to live abroad?

32 Do you own property in the UK?

No **Go to question 33**

Yes

Give the addresses of all property owned in the UK

Address

Postcode

Address

Postcode

33 Do you have a business registered in the UK?

No **Go to question 34**

Yes

Give a brief description of the business and the date it was set up

Date it was set up

34 Do you have family who live in the UK?

No **Go to question 35**

Yes

Which family members do you have in the UK?

For example brother, sister or cousin

How many times have you been to the UK to visit family in the last 3 years?

35 Have you returned to the UK to see a health care professional?

No **Go to question 36**

Yes

What was the date of your last appointment?

36 Have you returned to the UK for any other reason in the last 3 years?

No **Go to question 37**

Yes

Fill in the dates of any other visits to the UK in the past 3 years and the reason for the visits.

Start date

End date

Reason

Start date

End date

Reason

Start date

End date

Reason

37 Are you a national of any other countries?

No

If you have answered No to Question 29 and Question 36.

Are you a Stateless person/Refugee/ Partner of an EEA national?

No

Yes

If you are a partner of an EEA national what is your marital or civil partnership status?

Single

Married or civil partner

Married or civil partner but separated

Widowed or surviving civil partner

Living together as if married

Yes

Tell us the:

Nationality

Date nationality started

38 What is your second nationality, if you have one?

Date nationality started

39 Between 16 and 22 September 2024 were you getting free inpatient care at a hospital or other institution?

No **Go to question 40**

Yes

Admission date

Discharge date

40 Between 16 and 22 September 2024, were you in residential care at an independent hospital or care home that charges its patients or residents?

By independent hospital we mean a hospital which is not a National Health Service (NHS) hospital where you pay for treatment.

By care home we mean a place including accommodation with nursing or personal care. For example, residential homes, nursing homes or local authority residential accommodation.

No **Go to question 41**

Yes

Admission date

Discharge date

41 Between 16 and 22 September 2024 were you, in custody or serving a sentence imposed by a court? Either in the UK or an EEA country or Switzerland.

No

Yes

Tell us the address of the institution you were detained in, and the name of the authority which imposed the sentence.

42 Between 16 and 22 September 2024 were you getting UK State Pension or any other UK social security benefit?

No

Yes

43 Do you have any other links to the UK that might support your application?

No

Yes

Please provide more details.

Declaration

The Winter Fuel Payment you get is based on the information we hold for you. If your circumstances change, you must tell us straight away.

Find a full list of changes you need to report at www.gov.uk/report-benefits-change-circumstances

To report a change:

- from outside the UK call **+44 191 218 7777**, or
- **Relay UK** (if you cannot hear or speak on the phone): **+44 151 494 1260** then **0800 731 0160**.

If we have agreed a different way for you to contact us because of your disability or health condition, please let us know in the usual way.

If you are the appointee for the person this form is about, please read then sign and date the declaration on their behalf. An appointee is someone DWP has authorised to act on behalf of a person who cannot manage their own affairs.

If you have Power of Attorney and you have not previously sent certified copies of your documents, please include them with this form.

By signing this declaration, you agree that:

- the information you have given us is correct and complete
- you will tell us about changes of circumstances straight away.

If the information you give us is wrong or incomplete, or you do not report changes straight away:

- we may stop or reduce your Winter Fuel Payment
- you may be paid too much Winter Fuel Payment and have to pay it back
- you may have to pay a financial penalty
- we may prosecute you.

Your signature

Date of signature

Sending us your application

Please check all the questions are filled in and correct before sending your application.

You must sign your application before sending it to us.

Send this form to:

Winter Fuel Payment Centre
Mail Handling Site A
Wolverhampton
WV98 1LR
UK

We must get your Winter Fuel Payment application for winter 2024/2025 by 31 March 2025.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality Act' on www.gov.uk

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

How DWP collects and uses information

When we collect information about you we may use it for any of our purposes. These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy and
- retirement planning.

We may get information about you from other parties for any of our purposes as the law allows, to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, go to

www.gov.uk/dwp/personal-information-charter