

# Appendix A

## Invitation to claim letter sent to pensioner households



Title, Initial, Surname  
Address Line 1  
Address line 2  
Address line 3  
Address line 4  
Postcode

The Pension Service 8  
Post Handling Site B  
Wolverhampton  
WV99 1AN

[www.gov.uk/pension-credit](http://www.gov.uk/pension-credit)

Telephone: 0800 99 1234  
Textphone: 0800 169 0133

Your reference:

### You are invited to claim Pension Credit

Dear [redacted]

We are contacting you because you get Housing Benefit.

Do you know you could also be getting Pension Credit which gives you extra money to help with everyday living costs?

You may have seen Pension Credit adverts on the television, in the newspapers, on social media or heard about it on the radio.

Pension Credit could make a big difference to you. **Do not miss out.**

#### What to do next

Please consider making a claim, it is quick and easy to do. You can claim online or by telephone.

Go to [www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim) or contact us using the details at the top of this letter. We are here to help you.

When you call us, please tell us this reference 'SWANSEA'. You do not need the reference if you claim online or by post.

For more information see the enclosed leaflet.

Yours sincerely,

Office manager

**We have many ways we can communicate with you.**

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else contact us using the details at the top of this letter.

Please turn over

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Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on [www.gov.uk](http://www.gov.uk)

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## Call charges

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

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## Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at [www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)

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UK Government

Help for Households

Already getting Housing Benefit?  
You could also be entitled to  
**Pension Credit.**

Don't miss out on an average of **£3,500** a year plus  
**Cost of Living Payments.**

SCAN TO FIND OUT MORE ABOUT PENSION CREDIT

Visit [gov.uk/pension-credit](http://gov.uk/pension-credit)  
or call **0800 991234**

If you are over State Pension age, you may be able to claim **Pension Credit**, even if you have savings. People who claim **Pension Credit** may also be able to get:

- additional Cost of Living Payments
- help with heating costs
- free TV licence if over 75



You could be eligible for **Pension Credit** if your weekly income is below £201.05 or, if you have a partner who lives with you, £306.85. The qualifying income level may be higher in some circumstances.

[Don't miss out.](#)

