



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: **0800 731 0160**
- Relay UK: **18001** then **0800 731 0160**.

If you live in Wales and want this form in Welsh call **0800 731 0160**.

To get a Winter Fuel Payment, you must be born on or before 21 September 1959.

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 should apply

Winter Fuel Payment is only available to people living in England, Wales and Northern Ireland. Most people who are eligible for Winter Fuel Payment will get it automatically and do not need to apply.

Only fill in this form if:

- we have asked you to, or
- you do not get any DWP benefit or pension but you have reached State Pension age and want to claim Winter Fuel Payment.

To find out more visit www.gov.uk/winter-fuel-payment

The Winter Fuel Payment you get is based on your circumstances in the qualifying week. You need to have reached state pension age before or during the qualifying week to get Winter Fuel Payment. For winter 2025/2026 the qualifying week is **15 September to 21 September 2025 inclusive**.

If your personal income is more than £35,000, HMRC will take back your Winter Fuel Payment through the tax system.

Immigration status

If you are subject to immigration control, you **cannot make a claim** for a Winter Fuel Payment. If a claim is received from a person subject to immigration control then it will be disallowed.

A person who is subject to immigration control is a person who:

- does not have permission to enter or stay in the United Kingdom (UK), or
- has permission to enter or stay in the UK but cannot claim public funds, or
- is a sponsored immigrant who has been in the UK for less than 5 years, or whose sponsor dies before they have been in the UK for more than 5 years.

A sponsor is another person who is responsible for an immigrant's maintenance and accommodation. You can find out more about immigration control at www.gov.uk

If you are not a British or Irish citizen and your immigration status changes, we need to know. If you are a European Union, European Economic Area or Swiss citizen and were living in the UK by 31 December 2020 but have not applied to the EU Settlement Scheme, you and your family must apply straight away.

If you have lived in the UK for 5 years or more in a row, you can apply for settled status. If you have pre-settled status this will not expire. It may be beneficial for you to apply for settled status if you have lived in the UK for 5 years or more in a row.

If you do not have a valid immigration status, you may not get Winter Fuel Payments.

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 **0800 731 0160**.

If your circumstances change

It is important you tell us about any changes to your circumstances straight away.

To report a change:

- call **0800 731 0160**
- **Relay UK** (if you cannot hear or speak on the phone): **18001** then **0800 731 0160**.

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 21 September 1959 to apply for a Winter Fuel Payment.

<p>01 National Insurance number</p> <p>02 First names, in full</p> <p>03 Last name</p> <p>04 Other last names you have been known by</p> <p>05 Date of birth DD/MM/YYYY</p> <p>06 Current address</p> <p>Postcode</p> <p>07 When did you move to this address?</p> <p>08 If you have a mailing address or PO Box, we can take that as well for all your future correspondence</p> <p>Postcode</p>	<p>09 Between 15 to 21 September 2025, were you subject to immigration control?</p> <p>If you are subject to immigration control you do not qualify for help from us. You do not need to claim.</p> <p>No</p> <p>Yes</p> <p>10 Is your current address different to the one you had during the qualifying week of 15 to 21 September 2025?</p> <p>No <u>Go to question 13</u></p> <p>Yes</p> <p>11 Your address including postcode, during the qualifying week of 15 to 21 September 2025</p> <p>Postcode</p> <p>12 When did you move to this address?</p> <p>13 Did you live with anyone during the qualifying week of 15 to 21 September 2025?</p> <p>No <u>Go to question 15</u></p> <p>Yes</p> <p>14 Was anyone you lived with born on or before 21 September 1959?</p> <p>No <u>Go to question 15</u></p> <p>Yes</p> <p>What is their date of birth?</p>
--	--

Contact details

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

15 Mobile phone number If you have one.	17 Work phone number If you have one.
16 Home phone number If you have one.	18 Email address If you have one.

Bank details

Tell us the account you want us to pay your Winter Fuel Payment into. You can find your account details on your statements or online banking app. It is very important 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.

19 Name on account Write the name of the account holder exactly as it is shown on the debit card, passbook or statement.
20 Bank or building society name
21 Sort code Tell us all 6 numbers, for example 12-23-56. — — —
22 Account number Most account numbers are 8 numbers long. Fill in the numbers starting in the first box.
23 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.

More information we need to know

24 What is your nationality?

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

26 Between 15 and 21 September 2025, were you getting free inpatient care at an NHS hospital, other hospital or institution?

No **Go to question 27**

Yes

Admission date

Discharge date

If you are still in hospital, leave this blank.

27 Between 15 and 21 September 2025 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 28**

Yes

Admission date

Discharge date

If you are still in the care home or independent hospital, leave this blank.

28 Were you in custody serving a court sentence for the full week from 15 to 21 September 2025?

No

Yes

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:

- call **0800 731 0160**, or
- **Relay UK** (if you cannot hear or speak on the phone): **18001** 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 have Power of Attorney and you have not previously sent certified copies of your documents please include them with this form. 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.

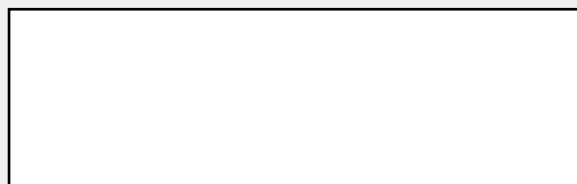
By signing this declaration, you agree that:

- 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 this 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

We must get your Winter Fuel Payment application for winter 2025/2026 by 31 March 2026.

More information

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

DWP social media channels

The official social media accounts in use by the Department for Work and Pensions (DWP) are:



www.youtube.com/dwp



www.facebook.com/dwp



www.x.com/dwpgovuk



www.instagram.com/dwpgovuk



www.linkedin.com/company/dwp

DWP British Sign Language (BSL) videos



www.youtube.com/dwpsign