

# Windrush Compensation Scheme Primary Claimant Claim Form

## Who can claim using this form?

You should use this form if you meet the conditions in section 1.1 and your life has been affected because you could not prove your lawful status in the United Kingdom (UK).

If you are representing the estate of someone who would have been eligible for compensation, you should use the Windrush Deceased Estates Form.

If you are claiming as a close family member of someone eligible to claim, you should use the Windrush Close Family Form.

## About this form

This claim form is for one person only. Compensation scheme caseworkers will use it to decide whether you are eligible for and entitled to compensation. Please use the guidance notes that come with this form when filling it in – they will help you understand the terms we use and how best to fill in the form. If you are unable to answer a question, please do not worry.

If you cannot fit all the information you want to give us on the form, you can send us extra pages.

## Minimum amount of information required

There is a minimum amount of information that we need for your claim. This means that you must:

- fill in your personal details in section 2
- make a claim for compensation in one or more categories
- fill in section 4: Compensation
- fill in the declaration page and make sure you sign your claim form
- provide, in a format we accept, evidence to confirm your identity and address (see section 2)

If you do not provide this information, we will contact you to ask for it. This may delay your claim.

If you still do not provide this information after we contact you, we will not be able to take your claim further.

30 January 2026

## What if I need help with my application?

We recognise that the experience of applying for compensation may be emotionally challenging for you. If you need help applying for compensation, there are a few ways you can get support.

You can call the Windrush Help Team on 0800 678 1925 (this number is free to call from within the UK) or email [WindrushCompensationScheme@homeoffice.gov.uk](mailto:WindrushCompensationScheme@homeoffice.gov.uk). The Help Team can give you the contact details of your nearest advocate, who is funded through the Windrush Compensation Advocacy Support Fund. This support is free of charge.

An advocate is someone who will:

- listen to your story and help you explain it in the claim form
- work with you in a safe and comfortable way, at your own pace
- help you find and collect any supporting evidence and documents you might need
- put you in touch with other organisations if you need more support

If you have used an advocate, please provide their details below:

**Windrush Advocacy Support Fund unique reference number:**

**Advocate's name:**

**Contact number:**

**Email address:**

If you prefer, the Help Team can, instead refer you to We Are Group. They can help you fill in the Windrush Compensation Scheme application form. This support is free and can be done in person, by phone, or by video call. Or, you can contact We Are Group directly on 0808 196 8496. This number is free to call from within the UK.

If you have used We Are Group, please provide their reference number below:

**We Are Group reference number:**

Applying to the Windrush Compensation Scheme is free. You do not need to use a legal representative to make a claim. If you decide to use a legal representative and they charge a fee, this is for their services only. Please make sure you understand any fees before agreeing to be legally represented.

**You can send your filled-in form and supporting documents in the following ways:**

- scan and email them to: [WindrushCompensationScheme@homeoffice.gov.uk](mailto:WindrushCompensationScheme@homeoffice.gov.uk)
- post them to: Freepost WINDRUSH COMPENSATION SCHEME (you do not need a stamp)
- from overseas, post them to: Windrush Compensation Scheme, PO Box 3468, Sheffield, S3 8WA, United Kingdom

## Documents to support your claim

If you can give us the information and evidence we ask for, it will help us decide your claim for compensation. **However, if you don't have any evidence for a particular category, please don't worry as we will try to help you to get this.**

**Do not send us original documents.** Only send us photocopies or scans of your documents. If we need to see an original document, we will ask you to send it to us and we will return it to you by secure post.

**We suggest that you do not pay anyone else to get documents.** If you think a document someone else has will support your claim but they will charge you for it, mention this on your claim form. If we need the document to support your claim, we will contact the person to get it for you, if you agree to this.

If you experienced any mental or physical health problems because you couldn't prove your lawful status, but you did not speak to a doctor or other healthcare provider about these problems, please tell us this in part 12 of section 4 in the claim form. **If we need more information, we will speak to you about how we might be able to get it.**

## Section 1: Eligibility

**If you do not provide the minimum information we need, we will contact you. This may delay your claim. If we contact you and you do not respond, we will not be able to take your claim further. To help us assess your claim, please give us as much information as possible.**

### Evidence

We will consider all evidence to do with your date of arrival or date of birth in the UK, time spent in the UK and lawful status in the UK. Evidence can include, but is not limited to, any of the following:

- a current, valid British passport
- a 'certificate of entitlement' to the right of abode in a current, valid or expired foreign national passport
- an indefinite leave to enter stamp in a current, valid or expired foreign national passport
- an NTL (no time limit) stamp in a passport, or a biometric residence permit
- a nationality status letter from the Home Office
- a certificate of naturalisation or registration
- an eVisa

If you believe you can claim because of a parent or grandparent, you should provide evidence of your relationship with them. This can include, but is not limited to, any of the following:

- your full birth certificate
- the full birth certificate of the relevant parent or grandparent
- the current or expired passport of the relevant parent or grandparent which shows their lawful status in the UK
- correspondence from other government departments

If you are applying from within the UK and do not have evidence of your lawful status, you should contact the Windrush Help Team.

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1.1. You need to meet one of the following conditions to be able to make a claim for compensation under the Windrush Compensation Scheme. Tick the condition you think best applies to you.

- ☐ I came to live permanently in the UK as a Commonwealth citizen before 1 January 1973, and I have lived in the UK ever since.
- ☐ I came to live permanently in the UK as a Commonwealth citizen before 1 January 1973, and lost my settled status because I left the UK for more than two years, but I am now in the UK lawfully.
- ☐ I am a Commonwealth citizen with right of abode and was ordinarily resident in the UK on 1 January 1973.
- ☐ I previously met one of the above conditions and I am now a British citizen.
- ☐ I came to live in the UK before 31 December 1988 and have right of abode, settled status or am now a British citizen.

I am not currently living in the UK but I came to live permanently in the UK as a Commonwealth citizen before 1 January 1973 and:

- ☐ I have right of abode or settled status;
- ☐ I am now a British citizen; or
- ☐ I have lost my settled status because I left the UK for a period of more than two years.

My parent either:

- came to live permanently in the UK before 1 January 1973; **or**
- has right of abode and was ordinarily resident in the UK on 1 January 1973 (or met this requirement and is now a British citizen); **and**
- ☐ - I was born in the UK or arrived in the UK before the age of 18, I am not automatically a British citizen from birth, and I have lived in the UK ever since my birth or arrival; **or**
- I was born or arrived in the UK before the age of 18, I am a British citizen, and I automatically became a citizen of the UK and colonies or a British citizen at birth.

My grandparent either:

- came to live permanently in the UK before 1 January 1973; **or**
- has a right of abode and was ordinarily resident in the UK on 1 January 1973 (or met this requirement and is now a British citizen); **and**
- ☐ - my parent and I were born in the UK or arrived in the UK before the age of 18, were not automatically a British citizen from birth, and I have lived in the UK ever since my birth or arrival; **or**
- I was born or arrived in the UK before the age of 18, I am a British citizen, and I automatically became a citizen of the UK and colonies or a British citizen at birth.

1.2. What is your lawful status in the UK? Please tick.

- ☐ British citizen
- ☐ Right of abode
- ☐ Indefinite leave to enter or remain (also known as settled status)
- ☐ Other

If you answered 'Other', please give details:

In the space at 14b, please list the documents you are sending to show you can apply under the scheme and (if relevant) your lawful status in the UK. See the list of evidence you can send us on page 3.

## Section 2: About the primary claimant

**If you do not provide the minimum information we need, we will contact you. This may delay your claim. If we contact you and you do not respond, we will not be able to take your claim further. To help us assess your claim, please give us as much information as possible.**

### Evidence

You must send a copy of at least two different pieces of evidence. One piece of evidence must be photo ID for proof of identity and the other must prove your address.

### Proof of identity – acceptable evidence

- a current, valid passport
- a UK biometric residence permit (BRP)
- a current, valid, full UK photocard driving licence with signature, or 'old style' driving licence (if you provide an old-style licence, you must also send another form of photo ID from this list)
- a current, valid UK photocard provisional driving licence
- a Northern Ireland Voter's Card showing your current address
- an HM Revenue & Customs (HMRC) tax document, for example, a tax assessment, statement of account or notice of coding
- an original notification letter from the relevant benefits agency confirming your right to benefits or the State Pension
- an overseas national identity document
- an eVisa - please send us your share code (you can get a share code via GOV.UK)

### Proof of address – acceptable evidence (these must be dated within the last three months)

- a household utility bill (for example, gas, electric, water or landline phone bill but not a mobile phone bill)
- a current, valid, full UK photocard driving licence with signature or 'old style' driving licence - we do not accept provisional licences as proof of address
- a bank, building society or credit card statement - we can accept online statements as long as they have the official stamp of the bank in question
- a local authority tax bill (for example, a council tax bill)
- a local authority rent book
- a solicitor's letter confirming a recent house purchase or Land Registry confirmation of a house purchase
- an HM Revenue & Customs (HMRC) tax document, for example, a tax assessment, statement of account or notice of coding
- an original notification letter from the relevant benefits agency confirming the right to benefits or the State Pension
- a Northern Ireland Voter's Card showing your current address
- a letter from the Home Office

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**Please fill in this section to the best of your ability.**

2.1. Title: Mr, Mrs, Miss, Ms, other

2.2. Full name (as it appears on your evidence of identity):

2.3. Name you prefer to use (if different):

2.4. Maiden name or any other previous names (list all):

2.5. Sex (as stated on your official documents):

2.6. Date of birth (DD/MM/YYYY):

2.7. Current address: (If you have no fixed address, you should write 'no fixed abode.')

2.8. Mobile number:

2.9. Other number:

2.10. Email address:

2.11. Country of birth:

2.12. Current nationality:

2.13. Current passport number (if you have one). This can be a British passport or a passport from another country:

2.14. Do you still have any expired British passports or passports from a different country?

☐ Yes

☐ No

If yes, please send us copies of these with your application, including any pages which contain your details, immigration stamps or visas.

2.15. National Insurance number:

2.16. Have you contacted the Home Office since April 2018 about your status in the UK?

☐ Yes

☐ No

2.17. If yes, what reference number did we give you?

2.18. How would you prefer us to contact you? (Only fill in this section if you want us to speak to you, rather than your representative.)

☐ Phone

☐ Email

☐ Letter

2.19. If you have asked us to contact you by phone, is there a time or day that you would prefer to be contacted?

☐ Yes

☐ No

If yes, please give details:

Alternative contact – this should be someone we can contact if we cannot reach you. They do not have to be a family member. We will not discuss the details of your claim with them.

2.20. Full name:

2.21. Address and postcode:

2.22. Phone number:

2.23. Email address:

In the space at 14b, please list the documents you are sending as evidence of your identity. See the list of evidence you can send us on page 5.

### Section 3: Timeline of events

Before we get into the details of your claim, the questions below will help us to begin to understand the difficulties you have faced proving your lawful status in the UK.

If you were born in the UK, please go to question 3.2.

3.1. When did you first arrive in the UK?

3.2. Have you ever spent more than two years living abroad?

☐

Yes

☐

No - if no, please go to question 3.4.

3.3. How long did you live abroad for and in what years?

3.4. When did you first have difficulties proving your lawful status in the UK? Please give the year and a short description of the circumstances.

3.5. When did you receive proof of your lawful status in the UK? Please give the year and describe the type of document or evidence you received.



## Section 4: Compensation

**If you do not provide the minimum information we need, we will contact you. This may delay your claim. If we contact you and you do not respond, we will not be able to take your claim further. To help us assess your claim, please give us as much information as possible.**

You must fill in one or more categories in this section to meet the minimum information requirements. Please answer all the questions in the categories you are claiming for. Following these instructions will help you receive the maximum compensation you are entitled to.

If you do not have evidence to support your claim under a particular category, don't worry as we will try to help you get this evidence. Please list any evidence you are sending to support your claim, along with any additional information you want to provide, in the space at 14b.

For more details on how to fill in this section, please read the [Section 4: Compensation claim form guidance](#) here.

### 1. Immigration applications, fees and legal costs

**Please see pages 44 to 46 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

#### Evidence

You do not need to give us evidence of immigration applications you have made in the past. We will check our records to confirm the information you provide.

If you paid for legal advice when making any of the applications you are claiming for in this category, you should provide proof of this, which can include, but is not limited to, any of the following:

- a paid invoice or receipt from a legal representative - this must be on an official letterhead and must show what the legal costs relate to
- a bank or credit card statement which shows the legal costs you paid
- proof from the legal representative that you paid the charges in full

**If you do not have any evidence for this category, don't worry as we will try to help you get this evidence.**

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1a. Have you ever paid a fee for an immigration application?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

1b. When did you make these applications?

1c. Why did you make these applications?

1d. Did you pay for legal advice when making any of the applications above?

☐ Yes

☐ No - if no, please go to the next category you are claiming for.

1e. Please give details of who provided this legal advice, the services they provided, and the amount you paid:

## 2. Detention, deportation, removal and return

**Please see pages 47 to 52 of the Windrush Compensation Scheme Guidance to understand when an award can be made.**

### Evidence

You do not need to provide evidence if you were detained, deported or removed. We will check our records to confirm the information you provide.

If you chose to leave the UK because you were experiencing difficulties living a normal life, you should provide evidence to support this. This can include information you have provided to support other claim categories.

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2a. Have you ever been detained in the UK for 30 minutes or more because you could not prove your lawful status?

☐ Yes

☐ No - if no, please go to question 2e

(Detained means you were held in a removal centre, short-term holding facility or prison, under immigration powers.)

2b. When were you detained? (Please give the dates you were detained.)

2c. How long were you detained for?

2d. Where were you detained? (Give the name of, for example, the detention centre or airport.)

2e. Have you ever been deported or removed from the UK because you could not prove your lawful status?

☐ Yes

☐ No - if no, please go to question 2h

(Deported means you were removed from the UK and not allowed to return until the deportation order was cancelled. Removed means you were removed from the UK by the Home Office.)

2f. When were you deported or removed from the UK?

2g. What country were you deported or removed to?

2h. Have you ever chosen to leave the UK because you were experiencing difficulties living a normal life as you could not prove your lawful status?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

2i. When did you leave the UK?

2j. What country did you go to?

### 3. Employment

**Please see pages 53 to 81 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

#### Evidence

You should provide evidence to show that you lost a job or could not get a job because you could not prove your lawful status in the UK. This could include, but is not limited to, any of the following:

- payslips
- bank statements that prove your income
- an employment contract which states your salary
- correspondence from an employer confirming your employment and salary
- correspondence from an employer or possible employer asking for proof of your lawful status
- correspondence from an employer which states they have ended your employment because you could not provide proof of your lawful status
- correspondence from an employer withdrawing an offer of employment as you could not provide proof of your lawful status
- correspondence from an employer which gives a clear offer of employment, or gives a start date, and states the salary offered
- correspondence from a possible employer discontinuing your job application as you could not provide proof of your lawful status
- a letter or notice from the Home Office, for example a notice of immigration bail, stating that you no longer have the right to work

If you were self-employed, you should provide evidence to show your business was trading. This can include, but is not limited to, any of the following:

- a business advertisement or promotion
- tax returns
- business bank statements
- proof of a business account showing income earned and income tax paid
- self-employment National Insurance registration from HMRC

If you are claiming for loss of an occupational or personal pension, evidence could include, but is not limited to:

- pay slips showing pension contributions
- an employment contract with information about a pension scheme
- correspondence from a pension provider, such as annual statements and updated terms
- correspondence from a potential employer with information about a pension scheme
- copies of bank statements showing you have withdrawn money from an existing pension

**If you do not have any evidence for this category, don't worry as we will try to help you get this evidence.**

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3a. Have you ever lost a job or not been able to get a job because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

(Employment means paid work in the UK as an employed or self-employed person for tax purposes.)

3b. What happened? (Please tick whichever applies.)

- ☐ I was in employment which ended because I couldn't prove my lawful status (go to question 3c)
- ☐ I wasn't in employment but had accepted a job offer which was withdrawn because I couldn't prove my lawful status (go to question 3c)
- ☐ I wasn't in employment and couldn't make progress with job applications because I couldn't prove my lawful status (go to question 3c)
- ☐ I wasn't in employment and received a letter from the Home Office which told me I couldn't work (go to question 3f)
- ☐ None of the above

3c. When did it happen?

3d. What was the name and address (if known) of the employer (or employers)?

3e. Was this a full-time or part-time job? (If part-time, say how many hours.)

3f. In the three months after you received a document showing your lawful status, did you try to get another job?

- ☐ Yes
- ☐ No - if no, please go to question 3h.

3g. Please use the space below to give any information you can about how you tried to get another job. This can include training to return to work or applying for jobs. Please provide details of any training you did, or employers you applied to.

3h. If you did not get another job, why was this?

3i. Please list all the jobs you have had, as accurately as you can. If you can, give the names and addresses of the employers, the dates you were working, and whether the job was full-time or part-time:

3j. Did the employment issues you have told us about above have any effect on your pension (please tick any that apply):

- ☐ I was paying into a pension while I was in the job I lost
- ☐ The job offer that was withdrawn included a pension
- ☐ The job applications that I couldn't make progress with included a pension
- ☐ I had to stop paying into my personal pension
- ☐ I withdrew money from an existing pension
- ☐ No effect

#### 4. Child Benefit, Child Tax Credit or Working Tax Credit

Please see pages 82 to 85 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.

##### Evidence

You do not need to provide evidence under this category. We will check with HMRC to confirm the information you provide.

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4a. Have you ever received Child Benefit?

- ☐ Yes
- ☐ No - if no, please go to question 4e.

4b. When did you start receiving Child Benefit?

4c. Has your Child Benefit ever been stopped because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to question 4e.

4d. When was your Child Benefit stopped?

4e. Have you ever applied for Child Benefit but been refused because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No

4f. Have you ever received Child Tax Credit?

- ☐ Yes
- ☐ No - if no, please go to question 4j.

4g. When did you start receiving Child Tax Credit?

4h. Has your Child Tax Credit ever been stopped because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to question 4j.



4i. When was your Child Tax Credit stopped?

4j. Have you ever applied for Child Tax Credit and been refused because you could not prove your lawful status in the UK?

☐ Yes

☐ No

4k. Have you ever received Working Tax Credit?

☐ Yes

☐ No - if no, please go to question 4o.

4l. When did you start receiving Working Tax Credit?

4m. Has your Working Tax Credit ever been stopped because you could not prove your lawful status in the UK?

☐ Yes

☐ No - if no, please go to question 4o.

4n. When was your Working Tax Credit stopped?

4o. Have you ever applied for Working Tax Credit and been refused because you could not prove your lawful status in the UK?

☐ Yes

☐ No

## 5. Benefits

**Please see pages 82 to 85 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You do not need to provide evidence under this category. We will check with HMRC and the Department for Work and Pensions to confirm the information you provide.

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5a. Have you ever received any other benefits that were stopped because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to question 5e.

5b. What benefits were you receiving? Please list.

5c. When did you start receiving the benefits?

5d. When did you stop receiving the benefits?

5e. Have you ever applied for other benefits and been refused because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

5f. What benefits did you apply for? Please list.

5g. When did you apply for the benefits?

## 6. Housing

**Please see pages 88 to 89 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You should provide evidence to show that you were refused housing services. This can include, but is not limited to, any of the following:

- proof of your rental agreement or contract being withdrawn or ended
- evidence to show you paid rent or that it was paid for you
- applications for local authority housing
- decision letters or reviews for your housing application
- evidence to show you were on a local authority waiting list
- letters from the council or housing association to show you do not have the right to rent
- details of any bids that you placed on properties

**If you do not have any evidence for this category, don't worry as we will try and help you to get this evidence.**

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6a. Have you ever been told you could not have access to any of the following because you could not prove your lawful status in the UK? (Please tick whichever apply.)

- ☐ Social housing (housing provided by housing associations or a local council)
- ☐ Emergency or temporary accommodation (housing that the council may place you in if you're homeless and they do not have suitable longer-term housing)
- ☐ The private rented sector (housing owned by a landlord and leased to a tenant)
- ☐ The Right to Buy scheme (this allows most council tenants to buy their home at a discount)
- ☐ None of the above

If you have ticked none of the above, please go to the next category you are claiming for.

6b. When did this happen?

6c. If you were told you could not have access to social housing, emergency or temporary accommodation or the Right to Buy scheme, please list the local authorities or housing associations who told you this.

6d. If you were unable to rent through the private rented sector, do you have the name or contact details of the estate agents or private landlords concerned?

☐ Yes

☐ No

If yes, please write them here.

## 7. Health

**Please see pages 90 to 93 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You should provide evidence to show that you were refused free NHS care. This can include, but is not limited to, any of the following:

- a letter from the NHS rejecting your request for an NHS number
- a letter from the NHS to show you were not eligible for NHS treatment
- correspondence with a hospital or NHS trust

If you had to pay for treatment in the UK or overseas, you should provide evidence to support this. This can include, but is not limited to, any of the following:

- a letter or invoice from an NHS medical provider showing that you were charged for treatment as a private patient and paid for that treatment
- proof of treatment and payment of private health costs in the UK or overseas
- a letter from a medical professional which sets out the reasons for, the circumstances of, and the dates of the treatment

**If you do not have any evidence for this category, don't worry as we will try to help you to get this evidence.**

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7a. Have you ever been refused free NHS care because you could not prove your lawful status in the UK?

☐

Yes

☐

No - if no, please go to question 7d.

7b. When did this happen? Please give the date (or dates):

7c. Do you know your NHS number? Please don't worry if you don't have your NHS number - you can still send us your claim form without it.

☐

Yes

☐

No

If yes, please write it here:

(Your NHS number is a 10-digit number that is unique to you. You will have been given this if you registered with a doctor, and you can find it on prescriptions and all letters from the NHS. You can also get it from your GP surgery or NHS dental practice.)

7d. Have you ever had to pay for treatment in the UK or overseas as a result of not being able to get free NHS care?

☐

Yes

☐

No - if no, please go to the next category you are claiming for.

7e. When did you have to pay for this treatment? (Please give the date or dates):

7f. What treatment did you pay for?

7g. How much did you have to pay for this treatment?

7h. What was the name of the healthcare provider?

## 8. Education

**Please see pages 94 to 96 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You should provide evidence to show you were refused higher education or had to pay tuition fees at the international student rate. This can include, but is not limited to, any of the following:

- a letter of offer of a higher education place in a UK institution
- evidence of educational qualifications needed for the course
- correspondence with the institution about fees
- correspondence with a student loan company
- proof of paying international student fees

**If you do not have any evidence for this category, don't worry as we will try to help you to get this evidence.**

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8a. Have you ever been refused higher education because you could not prove your lawful status in the UK?

☐

Yes

☐

No - if no, please go to question 8d.

Higher education means education after secondary education, at university or a similar institution, usually to degree level. This includes the following:

- Certificate or diploma of higher education
- Foundation degree
- Degree apprenticeship
- Higher national certificate or diploma
- Degree with honours (BA honours or BSc honours)
- Graduate certificate or diploma

8b. What was the name of the education institution?

8c. When would you have attended this education institution?

8d. Were you offered a place in an education institution that you did not take because you would have had to pay tuition fees at the international student rate?

☐

Yes

☐

No - if no, please go to question 8g.

8e. What was the name of the education institution?

8f. When would you have attended this education institution? (Please give dates.)

8g. Did you pay tuition fees at the international student rate because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

8h. What was the name of the education institution?

8i. When did you attend this education institution? (Please give dates.)

8j. How much did you pay to this education institution?



## 9. Banking

**Please see pages 98 to 99 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You should provide evidence to show you were refused banking services. This can include, but is not limited to, any of the following:

- correspondence from a bank, building society or banking institution telling you that your account has been closed or that you could not open a new account because you could not prove your lawful status
- correspondence from a bank, building society or banking institution telling you that you were unable to get a mortgage or other banking products because you could not show your lawful status in the UK

**If you do not have any evidence for this category, don't worry as we will try to help you to get this evidence.**

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9a. Have you ever been refused banking services because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

9b. What banking services were you refused?

- ☐ Bank account
- ☐ Overdraft
- ☐ Mortgage
- ☐ Loan
- ☐ Other

If you answered 'Other', please give details:

9c. Please give the name of the bank (or banks) that refused to let you use their financial services.

9d. When were you told you could not use these banking services? (Please give dates.)

9e. Did you have any direct financial losses as a result of this?

- ☐ Yes
- ☐ No

If yes, please say:

## 10. Driving licence

**Please see page 97 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You do not need to provide evidence under this category. We will check with the DVLA to confirm the information you provide.

---

10a. Have you ever experienced issues with accessing a driving licence because you could not prove your lawful status in the UK?

☐

Yes

☐

No - if no, please go to question 10d.

10b. When did you experience issues with accessing a driving licence? (Please give a date.)

10c. Was this for a full UK driving licence or a provisional licence?

10d. Have you ever had a driving licence withdrawn or cancelled because you could not prove your lawful status in the UK?

☐

Yes

☐

No - if no, please go to the next section you are claiming for.

10e. When was your driving licence withdrawn or cancelled? (Please give a date.)

10f. Please give your driving licence number.

Your driving licence number is on the paper or photocard version of either a provisional or full driving licence.

## 11. Homelessness

**Please see page 100 to 101 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### Evidence

You should provide evidence to show you were made homeless. This can include, but is not limited to, any of the following:

- copies of a homelessness application made to a local authority for help and support and decisions
- any assessments by the local authority
- contact or support from a charity, accommodation provider or social worker

**If you do not have any evidence for this category, don't worry as we will try to help you to get this evidence.**

---

11a. Have you ever been made homeless, or continued to be homeless, because you could not prove your lawful status in the UK?

- ☐ Yes
- ☐ No - if no, please go to the next category you are claiming for.

Homeless means you did not have reasonable accommodation to live in, for example, you were sleeping rough or staying temporarily in a hostel, night shelter, bed and breakfast, squat, with friends or family, or in other accommodation with poor conditions.

11b. Where were you living before you became homeless? (Please give the address if possible.)

11c. Why did you have to leave this accommodation?

11d. When did you become homeless? (Please give a date.)

11e. Where did you stay when you were homeless?

11f. How often were you able to stay here?

11g. When did you find new accommodation? (Please give a date.)

## 12. Impact on life

**Please see pages 102 to 106 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

### **Evidence**

Please provide any evidence you can to support your statements. This can include information you have given us to support other categories you are claiming under. If you have suffered from a mental or physical health condition, please provide medical evidence if this is available. If you did not speak to a doctor or other healthcare provider about these problems, please tell us about this at question 12. If we need more information, we will speak to you about how we might be able to get it.

**If you do not have any evidence for this category, don't worry as we will try to help you get this evidence.**

---

12. Please tell us how not being able to prove your lawful status in the UK has affected your life. We call this 'impact on life' and it may include, but is not limited to, inconvenience, anxiety, mental or physical health conditions or a change in your well-being, being separated from your family, missing important family occasions or being unable to return to the UK after travelling abroad.

Please give dates where possible.

### 13. Discretionary

**Please see pages 107 to 108 of the Windrush Compensation Scheme Caseworker Guidance to understand when an award can be made.**

This category is for those who have experienced financial loss that is **not covered** by another category and is included in the scheme.

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13a. Have you suffered any other significant financial losses because you could not prove your lawful status in the UK?

☐

Yes

☐

No - if no, please go to part 14.

13b. Please give details of these losses below. You should explain what you are claiming for and why, and the dates you were affected.

#### 14. Additional information and evidence

14a. If you have any additional information you would like to give us about your claim, please include this below:

14b. In the space below, please list any evidence you are sending with your claim form:

## Section 5: Declaration

Please check that you have provided your personal details and filled in all sections of the categories that you are claiming under. Please make sure (where possible) that you have provided evidence to support your claim and filled in the declaration page.

By signing below, you are confirming that:

- the information given in this claim form is correct; and
- you will tell us if any of the information changes or is found to be inaccurate.

The Data Protection Act 2018 and the General Data Protection Regulation govern how we use personal information. For details of how we will use your personal information and who we can share it with, see our Privacy Notice at [www.gov.uk/windrush-compensation](http://www.gov.uk/windrush-compensation) or ask for a copy from the Windrush Helpline on 0800 678 1925. The Privacy Notice also explains your main rights under the Act, how you can see your personal information, and how to complain if you have any concerns. Please see the declaration section of the guidance for more information.

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Please tick **one** box which applies to you and sign your name at the end of the document.

☐ I am the primary claimant and I am the person to contact if you need to discuss my claim.

☐ I am the primary claimant and I have used an advocate via the Windrush Compensation Advocate Support Fund to complete my application. I am happy for a handover call to take place with them, and for any subsequent contact to be made with them at my request (**details provided on page 2**).

☐ I am the primary claimant and I would like you to talk to my representative if you need to discuss my claim (fill in **the section on page 34**).

☐ I am making this claim on behalf of the primary claimant who is under the age of 18. I confirm that I have parental responsibility for them (**fill in the section on page 34**).

☐ I am making this claim on behalf of the primary claimant, who lacks capacity. I confirm that I am their representative and I understand that I will need power of attorney or confirmation of deputyship (fill in **the section on page 34**).

---

Please also tick the boxes to confirm that you have:

- ☐ included the correct contact information (on pages 5, 6, 7 and 34); and
- ☐ enclosed all the documents that you listed at the end of each category.

Your signature:

Date:

Print your name:



The Windrush Compensation Scheme has been open since 2019 and we want everyone who is eligible to apply. To help us better understand how effective we have been at raising awareness of the scheme, please tell us how you heard about it by ticking a box (or boxes) below.

☐ Word of mouth

☐ GOV.UK website

☐ Community organisation (please say which):

☐ We Are Group (formerly known as We Are Digital)

☐ Representative (please say who):

☐ Home Office event

☐ Media - TV, radio, press, leaflet, social media (please say which):

☐ Windrush Help Team

☐ Other (please say):

## Contact details for representative or person with parental responsibility (if this applies)

### Evidence

If you are making a claim on behalf of a primary claimant who lacks capacity, you should:

- show that you have power of attorney or confirmation of deputyship (legal authority to act) over their financial affairs and
- provide one piece of evidence for proof of identity and one piece for proof of address (see the evidence section on page 5)

If you are making a claim on behalf of a primary claimant who is under the age of 18, you should provide documents to prove you have parental responsibility. This includes any of the following:

- Birth certificate
- Adoption certificate
- Parental Responsibility Agreement
- Parental Responsibility Order

Also provide one piece of evidence for proof of identity and one piece for proof of address (see the evidence section on page 5).

If you are the representative of a primary claimant, you do not need to provide additional evidence.

Name:

Current address and postcode:

Mobile number:

Other number:

Email address:

How would you prefer us to contact you?

- ☐ Phone
- ☐ Email
- ☐ Letter

If you have asked us to contact you by phone, is there a time or day that you would prefer to be contacted?

- ☐ Yes
- ☐ No

If yes, please give details: