



Rural Payments  
Agency

# Improve Animal Health and Welfare (IAHW) and Poultry Biosecurity Review (PBR) query form

## Important notes

Please use this form to tell us about your query. Complete the form in full including the 'Your information' section. We may need to contact you if we need more information. We will notify you of the outcome once we have completed the work.

### To complete the form:

1. Download the form and save it to your computer.
2. Fill in the form and save it again.
3. Email the form to '[ruralpayments@defra.gov.uk](mailto:ruralpayments@defra.gov.uk)'. Use 'IAHW and PBR query form' as the subject of your email.

## Your information

I am a (select one)      Customer      Agent

Business name

Contact name

Contact number

SBI number

Agreement number

Claim number (If applicable)

**Details about your query** (tick all that apply)

Pre-Application

Agreement

General

Claim

Payment

**Tell us about your query**

Provide a detailed description of your query.

Please note: only send one form per email, from an email address registered on Rural Payments service.

IAHW v3.0 June 2026