New Forest Disability Information Service

Information
01425 628750
info@NewForestDIS.org.uk
www.NewForestDIS.org.uk

Information Sheet 1a

How to claim for Personal Independence Payment (PIP)

Before starting a claim:

- Please see **Information Sheet 1 Personal Independence Payment (PIP)** for eligibility.

To start a claim for PIP:

- You must telephone the Department for Work and Pensions (DWP) on 0800 917 2222.
- If you cannot speak or hear clearly, textphone **0800 917 7777**
- Or use the Relay UK service, dial **18001** then **0800 917 2222.**
- Lines are open between 8am and 5pm, Monday to Friday. This is a free phone call from BT landlines and most mobiles (some mobile providers may charge for the call).
- If you are unable to use the phone because of a health condition or disability, the phone call can be made by someone supporting you. You must be present so that you can confirm they have your permission to make the call. You can ask for a form to send the information by post if you cannot make the call, though this can delay your claim. Write to: Freepost DWP PIP 1 (no stamp required)

You will need the following information ready before phoning the DWP:

- Your contact details, e.g., telephone number
- Your National Insurance number
- Your date of birth
- Your Bank or Building Society details (so payments can be made if you qualify for the benefit)
- Details of your GP and up to 2 other healthcare professionals'
- Your nationality or immigration status
- Details of time spent abroad, if you have been abroad for more than 4 weeks at a time over the last 3 years
- Details of any pensions or benefits you or a family member may receive from another European Economic Area (EEA) state or Switzerland
- Details if you are working or paying insurance to another EEA state or Switzerland.

The phone call: what to expect

At the beginning of the phone call, the agent will ask you a series of questions to verify your identity. If you are unable to answer these questions, the agent will continue to go through the rest of the questions to gather as many details as possible, but the DWP will need to take further action to verify your identity.

Some of the questions have a "don't know" option.

You will not have to answer detailed questions about your health condition or disability, just some questions to establish if you have a mental, cognitive or learning impairment. This will help DWP establish whether you may need additional support through the claim process. You will have the opportunity to tell DWP more about your health condition or disability and how it affects your daily living when completing the claim form.

Tell the agent if you have a terminal illness, as your claim may be able to be fast-tracked.

During the call you will be asked to agree to a declaration which the agent will read out. This concerns the way your data is handled and the way the PIP process works. When you have acknowledged this, the agent will submit the claim and the date of the claim is set at that point.

If basic entitlement conditions are met:
Once the DWP has established that you meet basic entitlement conditions relating to age and residence, you will receive, by post, a "How your disability affects you" form and an information booklet. You will have a month to complete the form and send it back.

As soon as you have finished the phone call to DWP, phone us at New Forest Disability Information Service on **01425 628750** to arrange an appointment for us to help you complete the form. **DO NOT wait until you have received the form to make the appointment, as this will delay your claim.**

Please find overleaf a handy checklist for you to complete, so that you have all the information you need for your telephone call with the DWP.

New Forest Disability Information Service is a registered charity, and we rely on your kind donations to provide our services. If you would like to make a donation, please visit www.NewForestDIS.org.uk/donate. Thank you.

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Information needed for your telephone call for PIP with DWP

Full Name	
National Insurance number	
Full address, including postcode	
Date of birth	
Bank or Building Society details	Sort code Bank name Account in the name of Account number
GP details	Name Address Telephone number
Other health professional details if there is one (optional: you can add one further health professional)	Name Address Telephone number
Nationality or immigration status	
Details of any pensions or benefits received from another European Economic Area or Switzerland	
Details if you are working or paying insurance to another EEA state or Switzerland	