

7. How to make a claim for PIP

This fact sheet explains how to make a claim for PIP

Key Facts

To start a claim for PIP the claimant telephones DWP on:

0800 917 2222

Or for claimants who cannot speak or hear clearly by

Textphone: 0800 917 7777

These numbers will be available from 8 April 2013, only for those people claiming PIP who live within the controlled start area. For more information see [fact sheet 5](#).

From 10 June 2013, when claims will be taken from the rest of Great Britain, the numbers will be available for all claimants.

Lines will be open between 8am and 6pm, Monday to Friday.

This is a free phone call from BT landlines and most mobiles, however some mobile phone or non-BT landline providers may charge for the call. If the caller is concerned about the cost of the call, they can ask DWP to call them back.

If someone is unable to use the phone because of a health condition or disability, the phone call can be made by someone supporting the claimant. The claimant must be present so that they can confirm the person supporting them has their permission to make the call.

Preparing for the phone call

It is important that the claimant has all the basic information ready before phoning DWP or it may delay progress of the claim. The claimant or the person supporting them needs to have:

- full name of the person claiming PIP
- National Insurance Number
- full address including postcode
- date of birth
- Bank or building society account details (so we can arrange any payments if the claimant qualifies for the benefit)
- daytime contact number
- GP or other health professionals details
- details of any recent stays in hospitals, care homes or hospices
- Nationality or Immigration status

- details of time spent abroad, if they have been abroad for more than four weeks at a time over the last three years
- details of any pensions or benefits that they or a family member may receive from another European Economic Area (EEA) state or Switzerland
- details if they 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 the claimant a series of questions to verify their identity.

If the claimant is unable to answer these questions, the agent will continue to go through the rest of the questions on the application to gather as many details as possible, but DWP will need to take further action to verify the claimant's identity.

The agent will go through the claim with the claimant.

Some of the questions have a 'don't know' option. The claimant will not have to answer detailed questions about their health condition or disability, just some questions to establish if they have a mental, cognitive or learning

impairment. This will help DWP establish if the claimant may need additional support through the claim process.

The claimant will have the opportunity to tell DWP more about their health condition or disability and how it affects their daily living in the next stage of the claim process.

At the end of the initial telephone call, the claimant will be asked to agree a declaration which the agent will read out. When the claimant acknowledges this, the agent will submit the claim and the date of claim is set at this point.

Basic entitlement conditions met

Once DWP have established that the claimant has met basic entitlement conditions relating to age and residence, a ['How your disability affects you' form](#) and an [Information booklet](#) will be issued by post.

They can use this form to explain how their condition affects their daily life. Further information on the 'How your disability affects you' form can be found in [fact sheet 8](#).

Special Rules for terminally ill people

If the claimant satisfies the conditions for an award under Special Rules for terminally ill

people, they will not be sent the 'How your disability affects you' form. They will be asked some extra questions whilst they are on the phone about their condition and how it affects their ability to get around. For more information about Special Rules for terminally ill people see [fact sheet 12](#).

Exceptions within the claiming process

People whose first language is not English

DWP uses a language interpreting service called 'thebigword'. The telephony agent will use this on any call where the claimant's first language is not English or where the caller is not comfortable continuing in English.

The agent will contact the interpreting service while the claimant is on the line and in most cases will be put through straight away to an interpreter for the appropriate language. A three-way conversation will then enable completion of the PIP claim.

Claimants phoning from a landline in Wales will be able to select the option to speak in Welsh from the automated telephony service and be connected to a Welsh speaker at a DWP contact centre.

Claimants who are unable to manage their own affairs

Where the claimant has an Appointee, Corporate Appointee, Power of Attorney or Curator Bonis, the person appointed to act on behalf of the claimant must telephone to make the claim; the claimant does not have to be present.

Paper Claims

Where a claimant is unable to deal with DWP by phone, or needs extra help and they have no one to support them making a claim by telephone they can:

- request a home visit from DWP visiting officer to assist with completing their claim
- request a paper claim form. This form will be unique to the claimant and cannot be used by anyone else.

A paper claim form will be issued to claimants who do not have a National Insurance Number.

The claimant is given one month to return the paper claim form from the date the request was received. If received within one month, then the date of claim will be calculated from the date the form was issued

More detailed information about Personal Independence Payment: www.dwp.gov.uk/pip