

# How to make a claim for PIP



## What to expect when making a claim for PIP

### Contents

- [How to make a claim for PIP](#)
- [Preparing for the telephone call](#)
- [The telephone call – what to expect](#)
- [Basic entitlement conditions met](#)
- [Special rules for terminal illness](#)
- [Exceptions within the claiming process](#)

### Key facts

- To start a claim for PIP, the claimant telephones DWP on **0800 917 2222**
- It is important to have as much information to hand before telephoning DWP
- The telephone call can be made by someone supporting the claimant but the claimant must be present
- The date of claim is the date of the telephone call once the claimant has agreed a declaration which will be read out to them by the agent
- The claimant will be sent a form for them to explain how their condition affects their daily life
- The claim process is different for people claiming under the special rules for terminal illness
- There are provisions for people who do not speak English as their first language
- A paper claim form can be requested for someone who is unable to deal with DWP by telephone and has no one to help them make the telephone call
- During the telephone call, if the telephony agent identifies that the claimant needs additional support with completing the claim, they can arrange for DWP visiting officer to assist the claimant.

## How to make a claim for PIP

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**

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

This is a free call from BT landlines and most mobiles, however some mobile 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.

This number is for new claims to PIP only.

Anyone who has already claimed PIP, or has a general query about PIP should call DWP on **0845 850 3322**.

The telephone 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 telephone call

It is important that the claimant has all the basic information ready before telephoning 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 telephone call – what to expect

At the beginning of the telephone 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 that 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 form called 'How your disability affects you' and an information booklet will be issued by post.

The claimant can use this form to describe how their health condition or disability affects their daily life, on both good and bad days and over a range of activities.

For more information:

[How your disability affects you form](#)

[The PIP Information booklet](#)

[Completing the form fact sheet](#)

## Special rules for terminal illness

If the claimant meets the criteria for an award under the special rules for terminal illness, they will not be sent the 'How your disability affects you' form. Instead, they will be asked some extra questions whilst they are on the telephone about their condition and how it affects their ability to get around.

For more information:

[special rules for terminal illness](#)

## 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 telephone, or needs extra help and they have no one to support them making a claim by telephone they can request that DWP post a paper claim form to them.

Claimants who are unable to deal with DWP by telephone, can write to DWP to request a paper claim form at the following address.

Personal Independence Payment New Claims  
Post Handling Site B  
Wolverhampton  
WV99 1AH

This form will be unique to the claimant and cannot be used by anyone else.

DWP can only accept claims on an authorised form that they have issued. Stocks of paper claim forms are not available to order from DWP.

A paper claim form will also 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.

During the telephone call, if the telephony agent identifies that the claimant needs additional support with completing the claim, they can arrange for a DWP visiting officer to assist the claimant.

For more information:  
[supporting claimants  
in vulnerable  
situations](#)