

# Bereavement Benefits

## Help for widows, widowers and surviving civil partners

- **Bereavement Payment**
- **Widowed Parent's Allowance**
- **Bereavement Allowance**

### Inside you will find

- **more information about bereavement benefits**
- **a bereavement benefits claim form**

## What are bereavement benefits?

We use bereavement benefit to mean any of these

- Bereavement Payment
- Widowed Parent's Allowance
- Bereavement Allowance.

They are all based on your spouse or civil partner's National Insurance (NI) contributions.

By your *spouse or civil partner* we mean the person you were legally married or were in a civil partnership with at the time of their death.

### For people who live in Scotland

*Legally married* has a broader meaning in Scotland than it has in England and Wales.

Please get in touch with us if you live in Scotland and you are not sure if you were legally married.

## Can I get bereavement benefits?

You may be able to get bereavement benefit if your spouse or civil partner had paid enough NI contributions.

You cannot get bereavement benefit if at the time of death

- you were divorced from your spouse, **or**
- your civil partnership had been dissolved, **or**
- you were living together as if you were married or civil partners, but you were not legally married or had not formed a civil partnership, **or**
- you had remarried or formed a civil partnership, **or**
- you were living with another person as if you were married or civil partners.

The information in these notes will help you see if you are able to get any of the bereavement benefits.

You can find out more about bereavement benefits in leaflet **NP45** *A guide to bereavement benefits*.

This guide is only available from our website. The address is **[www.dwp.gov.uk](http://www.dwp.gov.uk)**

But if you are still not sure if you can get bereavement benefit, claim anyway.

## Bereavement Payment

Answer these 3 questions to find out if you may be able to get a Bereavement Payment.

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1 Were you under state pension age when your spouse or civil partner died? **No**   
**Yes**

---

2 Was your spouse or civil partner under state pension age when they died? **No**   
**Yes**

---

3 Was your spouse or civil partner over state pension age when they died **and not** entitled to a basic pension based on their own contributions? **No**   
We call this a category A pension. **Yes**

---

You may be able to get a Bereavement Payment

- if you have answered **Yes** to at least one of these questions, **and**
- if your spouse or civil partner had paid enough NI contributions.

If you are entitled to a Bereavement Payment, it will be paid as a lump sum.

You may be able to get Widowed Parent's Allowance or Bereavement Allowance as well as a Bereavement Payment.

## Widowed Parent's Allowance

Please answer these questions to find out if you may be able to get Widowed Parent's Allowance. If you are a man, you do not need to answer question 3.

- 
- |   |   |                                     |
|---|---|-------------------------------------|
| 1 | Are you getting Child Benefit for one of your children or one of your spouse or civil partner's children? | <b>No</b> <input type="checkbox"/>  |
|   |   | <b>Yes</b> <input type="checkbox"/> |
- 
- |   |   |                                     |
|---|---|-------------------------------------|
| 2 | Was your spouse or civil partner getting Child Benefit? | <b>No</b> <input type="checkbox"/>  |
|   |   | <b>Yes</b> <input type="checkbox"/> |
- 
- |   |  |                                     |
|---|--|-------------------------------------|
| 3 | Are you expecting your husband's baby? | <b>No</b> <input type="checkbox"/>  |
|   |  | <b>Yes</b> <input type="checkbox"/> |
- 

You may be able to get Widowed Parent's Allowance

- if you have answered **Yes** to at least one of these questions, **and**
- if your spouse or civil partner had paid enough NI contributions.

But if you have answered **No** to all these questions, you may still be able to get Bereavement Allowance.

If you are entitled to Widowed Parent's Allowance, the amount that you can get is based on your spouse's NI contributions. It may include an Additional Pension based on their earnings since 1978.

You can usually get Widowed Parent's Allowance as long as you are getting Child Benefit.

If you stop getting Child Benefit within 52 weeks of the death of your spouse or civil partner, you may be able to receive Bereavement Allowance for the remainder of the 52 weeks. This does not apply to you if you are a man whose wife died before 9 April 2001.

## Bereavement Allowance

Answer this question to find out if you may be able to get Bereavement Allowance.

- 
- 1 Were you aged 45 or over when your spouse or civil partner died? **No**
- Yes**
- 

You may be able to get Bereavement Allowance

- if you have answered **Yes** to this question, **and**
- if your spouse or civil partner had paid enough NI contributions.

If you are entitled to Bereavement Allowance, the amount that you can get depends on your age when your spouse or civil partner died and your spouse or civil partner's NI contributions.

If you were aged 55 or over, you may get the full rate of Bereavement Allowance. But if you were aged under 55, you will get less than the full amount.

Bereavement Allowance cannot include any Additional Pension and is paid at the basic rate only.

You can usually get Bereavement Allowance for 52 weeks. It will stop if you become entitled to State Pension before the end of the 52 weeks. You can become entitled to State Pension when you are aged 60 or over for women, 65 or over for men.

If you were getting Widowed Parent's Allowance for less than 52 weeks and it stops because you are no longer entitled to Child Benefit, you may be able to get Bereavement Allowance which is paid at the basic rate only

- for the remainder of the 52 weeks, or
- until you are entitled to State Pension whichever comes first.

## How to claim

Just fill in claim form **BB1**.

We are sorry that we have to ask you some questions about your spouse or civil partner. This is because bereavement benefit is based on your spouse or civil partner's NI contributions.

If you have any difficulty filling in this claim form, someone else can do it for you. You can ask a friend, a relative or an advice centre. Or ask at your Jobcentre Plus office.

Please make sure that you sign the Declaration in **Part 9** of the claim form, if you can.

## When to claim

You should send us the claim form BB1 as soon as possible.

- Please send the claim form BB1 within 3 months of the death of your spouse or civil partner. Failure to do so may affect your entitlement to benefit.
- If your spouse died on or after 1 April 2003 your claim for a bereavement Payment can be accepted for up to 12 months.
- If your civil partner died on or after 5 December 2005 your claim for a bereavement Payment can be accepted for up to 12 months.

## More about benefits for widows, widowers and surviving civil partners

### **Are benefits for widows, widowers and surviving civil partners affected by earnings?**

No – if you work, your bereavement benefit will not go down because of the money that you earn.

### **Are benefits for widows, widowers and surviving civil partners taxable?**

#### *Bereavement Payment*

This benefit is paid as a lump sum and is tax-free.

#### *Widowed Parent's Allowance/Bereavement Allowance*

These benefits are taxable. If you have to pay tax, they are counted as part of your income when tax is worked out.

### **What happens if you are also entitled to Incapacity Benefit?**

We will normally pay any Widowed Parent's Allowance and Bereavement Allowance rather than Incapacity Benefit.

If you choose to be paid Incapacity Benefit and the amount that you get is less than your bereavement benefit entitlement, you will not lose money. We will pay you an amount of bereavement benefit to make up your full entitlement.

If you wish to be paid Incapacity Benefit, please tell us in **Part 8** of claim form **BB1**.

Incapacity Benefit is not taxable for the first 28 weeks of incapacity.

## More about benefits for widows, widowers and surviving civil partners continued

Short-term Incapacity Benefit can be paid for a maximum of 52 weeks and can continue after age 60 for a woman and age 65 for a man if the incapacity started before then.

Long-term Incapacity Benefit is not payable after age 60 for a woman, age 65 for a man.

## Help and advice

If you want more information about bereavement benefits, or any other benefit, or if you would like advice about employment and training opportunities, please get in touch with your Jobcentre Plus office.

You can find the phone number and address on the advert in the business numbers section of the phone book. Look under **Jobcentre Plus**.

## Voluntary organisations that may be able to advise you

### **CRUSE**

Bereavement Care  
126 Sheen Road  
Richmond  
Surrey  
TW9 1UR

Phone: **020 8939 9530**

Helpline: **0870 167 1677**

Email: **info@crusebereavementcare.org**

Website: **www.crusebereavementcare.org**

**Your local Citizens Advice Bureau.**



# Part 1 About you – continued

## Date of birth

- Please send us your birth certificate, if you have it. We need the real certificate, not a photocopy. **But if you do not have your birth certificate, do not delay sending in this claim form.** If you prefer, you can take your birth certificate to your Jobcentre Plus office. Take this form as well. They will sign this form to show that they have seen your certificate.

## Are you sending your birth certificate with this form?

You must remember to send us all the documents we ask for. If you do not, benefit you can get because of this claim may be delayed.

No

Yes  We will send your birth certificate back to you as soon as we can.

## What date did you get married or form a civil partnership?

- Please send us your marriage or civil partnership certificate, if you have it. We need the real certificate, not a photocopy. **But if you do not have your marriage or civil partnership certificate, do not delay sending in this claim form.** If you prefer, you can take your marriage or civil partnership certificate to your Jobcentre Plus office. Take this form as well. They will sign this form to show that they have seen your certificate.

## Are you sending your marriage certificate with this form?

You must remember to send us all the documents we ask for. If you do not, benefit you can get because of this claim may be delayed.

No

Yes  We will send your marriage or civil partnership certificate back to you as soon as we can.

## Do you have a tax reference number?

- You can find this on letters about tax from HM Revenue & Customs or on your P60. Look for your tax reference number – not your tax code.

No

Yes  Please tell us your number, if you know it.

For official use only

Nature of evidence

Verified by

Checked by

Certificate returned by

on

Nature of evidence

Verified by

Checked by

Certificate returned by

on



**Part 2 About your spouse or civil partner – continued**

**Were they getting a State Pension or any other benefits?**

No   
 Yes  Please say which benefits.

**Did they pay NI contributions during the 2 years up to 5 April before they died?**

No   
 Yes  Please tell us about this.

Did they pay these contributions through an employer?

No   
 Yes  Please tell us about any employers they had in this period.

**Employer’s name and address**

If you know that pay is dealt with at a different address, please give us this address and phone number.

Employer 1	Employer 2
Postcode	Postcode

**Clock or payroll number**

If not known, tell us their job or department.

--	--

**Date they started work for this employer**

/ /	/ /
-----	-----

**Date they stopped work for this employer**

/ /	/ /
-----	-----

If they had more than 2 employers, tell us about them in **Part 7**. We may have to get in touch with their employers. We will tell them if they have to pay you a pension from your spouse or civil partner’s pension scheme.

## Part 2 About your spouse or civil partner – continued

Were they self-employed?

No

Yes  Please tell us about this in the space below.

---

Were they a member of HM Forces when they died?

No

Yes

---

Were they getting a War Pension when they died?

No

Yes  Please tell us their reference number.  
This is on any letters about their War Pension.

---

Do you think they died because of an accident at work, or because of a disease or illness connected with their work?

If they did, you may be entitled to a bereavement benefit, even if they had not paid enough NI contributions.

You can find out which diseases and illnesses are covered in leaflet **SD6 III** or *disabled because of a disease or deafness caused by work?*

No

Yes  May we get medical reports from their doctor and any hospital, if we need them?

No

Yes

## Part 2 About your spouse or civil partner – continued

- We need to know about any time that your spouse or civil partner lived or worked outside the United Kingdom (UK). This is because if they paid into the social security scheme in another country, it may count towards your bereavement benefit.

The *United Kingdom* is England, Scotland, Wales and Northern Ireland.

- Please tell us about any time that they lived in
  - a country outside the UK, or
  - the Channel Islands, or
  - the Republic of Ireland.

### Did your spouse or civil partner ever live outside the UK?

If they only ever lived in England, Scotland, Wales, Northern Ireland or the Isle of Man, tick **No**.

No

Yes  Please tell us about the time they spent outside the UK.

Which country did they live in?

**Country 1**

**Country 2**



When did they live there?

From  /  /

From  /  /

To  /  /

To  /  /

Did they pay into the social security scheme of the country they lived in?

Don't know

Don't know

No

No

Yes  What was their social security reference number?

Yes  What was their social security reference number?



- If they lived in more than 2 countries, tell us about this below.

**Part 3 About children****Are you expecting your husband's baby?**

If you are, you may be able to get extra benefit when the baby is born.

No Yes  What date is the baby expected?
 /  / 
**Are you getting any Child Benefit?**No 

Yes  Please tell us the Child Benefit reference number  
This is on any letters sent to you about Child Benefit.

Numbers

       

Letters

 

How much do you get each week?

 £  each week
**Are you waiting to hear if you can get Child Benefit?**No Yes **When your spouse or civil partner died, were they getting any Child Benefit for any children?**No 

Yes  Please tell us the Child Benefit reference number  
This is on any letters sent to you about Child Benefit.

Numbers

       

Letters

 

How much did they get each week?

 £  each week
**What to do next**

- If you have answered **No** to all the last 3 questions about Child Benefit, please go to **Part 4**.
- If you have answered **Yes** to one or more of these questions, you may be able to get Widowed Parent's Allowance. Please fill in the rest of **Part 3**.

**Part 3 About children – continued**

■ Please tell us about the children you want to claim for.

	Child's surname	Child's other names	Child's date of birth	What relation, if any, are you to the child?	What relation, if any, was your spouse or civil partner to the child?
1st child	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>
2nd child	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>
3rd child	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>
4th child	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>

- If you want to tell us about more than 4 children, please tell us about them in **Part 7**.
- Please send us the birth certificate for each child, if you have it. We need the real certificates, not photocopies. If you do not have the certificates, we will accept a passport which includes the children.

If you prefer, you can take the birth certificates or passport to your Jobcentre Plus office. Take this form as well. They will sign this form to show that they have seen your certificates. But if you do not have the birth certificates, do not delay sending in this claim form.

**Are you sending the children's birth certificates with this form?**

No

Yes  We will send the birth certificates back to you as soon as we can.

You must remember to send us all the documents we ask for. If you do not, benefit you can get because of this claim may be delayed.

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Name of child	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Nature of evidence	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Verified by	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Checked by	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Certificate returned by	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date returned	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

**Part 3 About children – continued**

**If a child is in hospital**

Which child is in hospital?

What is the name and address of the hospital?

  
  
  
 Postcode

What date did the child go into hospital?

 /  / 

**If a child is living with another person**

Which child is living with another person?

What relation, if any, is this other person to the child?

How much do you send each week for the child?

 £  each week

**If a child is in care**

Which child is in care?

What is the name and address of the local authority caring for the child?

  
  
  
 Postcode

How much do you send each week for the child?

 £  each week

**Have you told us about any children who you are not a parent of?**

We use *parent* to include step-parents, parents by legal adoption and fathers and mothers of illegitimate children.

If you need to tell us about more than one child, use the space in **Part 7**.

No

Yes  Name of child

Does one of their parents live at the same address as you?

No

Yes  What is their name?

**Part 3 About children – continued**

**Are you, or anyone else, getting any benefit or allowance from the Department for Work and Pensions or the Training Agency for any of the children you have told us about?**

For example Guardian's Allowance.

But tick **No** if you are just getting Child Benefit.

No

Yes  Please tell us about this.

Name of the benefit or allowance

Address of the office it comes from

  
  
  
  

Name of the child it is for

Who gets the benefit or allowance?

You

Someone else  Please say who.

You

Someone else  Please say who.

Benefit reference number

This is on any letters about the benefit.

**Are any of the children you have told us about getting any benefit or allowance from the Department for Work and Pensions or the Training Agency?**

No

Yes  Please tell us about this.

No

Yes  Please tell us about this.

Name of the benefit or allowance

Address of the office it comes from

  
  
  
  

Name of the child it is for

Benefit reference number

This is on any letters sent to you about Child Benefit.

**For more information about money for children see Part 12 About Child Tax Credit.**

**Part 4 About other benefits or entitlements**

**Have you claimed bereavement benefit or widow's benefit before?**  
 Tick **Yes** if you claimed but were turned down.

No

Yes  Did you get bereavement benefit or widow's benefit?

No

Yes

**Are you getting any of these benefits or entitlements?**  
 Tick **Yes** if you are waiting to hear about a benefit.

No

Yes  Please tell us about the benefits.

- State Pension
- Jobseeker's Allowance
- Job Release Allowance
- Income Support
- Pension Credit
- War Widow's Pension
- Temporary Allowance for Widows, Widowers and Surviving Civil Partners
- Incapacity Benefit
- Severe Disablement Allowance
- Carer's Allowance
- Reduced Earnings Allowance
- Training Allowance
- Unemployability Supplement paid because of
  - a war disability due to service with HM Forces, or
  - an industrial accident or disease
- Guardian's Allowance.
- Armed Forces Compensation Scheme Guaranteed Income Payment

**Reference number**

This is on any letters we have sent you about the benefit.

**Name of benefit**




**We normally pay bereavement benefits directly into an account.** This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank, building society or other account provider. Most accounts allow you to make savings on some of your bills by paying them by Direct Debit. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. Most of these machines can be used for free, but some of them will charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. There are arrangements with some banks and building societies to let you collect cash from many of their accounts over the counter at post offices.

## **A – Payment direct into an account**

### **How you will be paid**

Your bereavement benefit will be paid into the account.

### **Finding out how much is paid into the account**

We will tell you when the first payment will be made and how much it is for. Each payment, after the first one, should be for the same amount unless there is a change in your circumstances. We will tell you whenever we know there is going to be a change in the amount we pay into your account.

You can check your bereavement benefit payments on your account statements. Your statements will usually show your National Insurance (NI) number next to payments that are from us. If you think your payment is wrong, get in touch with the office that pays you.

### **Getting someone to collect your benefit**

You may be able to get someone else to collect your bereavement benefit for you regularly if you wish. For help with this please contact your bank, building society or other account provider such as the Post Office® or a Credit Union.

### **If not enough money is paid into your account**

If we do not pay enough money into the account, we will make another payment or add the money we owe you onto the next payment. We will contact you to tell you what we are going to do.

### **Sometimes we may pay too much money into the account and you may be overpaid**

If this is because of the way the system works for payments directly into an account, we have the right to recover any money you are not entitled to. For example, you may give us information which means you are entitled to less money but we may not be able to change the amount already sent out. We will contact you first if we propose to recover any money.

### **What to do now**

To tell us about the account you want to use for your bereavement benefits, **go to Part B.**

**or**

If you do not already have a suitable account, **go to Part D.**

**B – About the account you want to use**

Tick this box if you agree to be paid directly into an account and understand the information in **Part A** about being overpaid.

Please give your account details below. You must fill in **ALL** the boxes including the building society roll or reference number if you have one.

You can find the account details on the cheque book, passbook or statements. If you are not sure about the details, ask the bank, building society, or other account provider.

**Whose name or names is the account in?****Please note:**

- A Post Office® card account can only be in your name.
- By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

**Please tick one box**

In your name

In the name of the person acting on your behalf

In both the names of you and the person acting on your behalf.

**What name or names is the account in?**

Please write the name or names as they appear on the chequebook, passbook or statement.

**Full name of bank or building society or other account provider**

**Sort Code** – of the bank, building society or other account provider. Please tell us all six numbers, for example: 12-34-56.

**Account number** This is seven to ten numbers long.

**More information if it is a building society account****Building society roll or reference number**

Some building society accounts use a roll or reference number. The number is on the passbook.

The roll or reference can contain letters and numbers and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

You may be getting other benefits and entitlements that are not paid direct into an account at the moment. If you now agree to have them paid into this account, please tell us the names of the benefits or entitlements.

## **C – How often can I be paid?**

Having your payment into an account will not affect how often you are paid.

**Please tick a box to show how often you want to be paid**

Every 13 weeks

Every 4 weeks

Every week

If you are only going to get a small allowance or if you live abroad, the arrangements may be different.

If you want more information, get in touch with your local office.

**D – If you did not complete Section B**

**Please read the notes below then tick Box 1 or Box 2.**

If you have an account but you do not wish to use it, for example a joint account, any bank or building society will help you open an account that suits you better. Remember to ask whether their accounts allow you to get your money from the Post Office®, if this is important to you.

- **Basic bank account**

If you have had problems opening a current account, or if you are worried about being overdrawn, you could ask any bank or building society about opening a basic bank account. These are available from all major banks and offer free banking with no overdraft facility. You can use these accounts to pay money in, pay bills automatically and get cash out. Many basic bank accounts also allow you to get cash from post offices.

- **Other accounts**

Alternatively, you can be paid into some Credit Union accounts or a Post Office® card account. These accounts may have restrictions on the services provided.

**Tick the box that applies to you**

I intend to open an account

**Box 1**

Any bank, building society or other account provider will help you open an account. If you want to get your money at the Post Office®, check that the account allows you to do this. **If you want us to pay into an account, tell us your account details as soon as you have them.**

**Box 2**

I would like information about how I can be paid by other means.

We will contact you about your payment options. If, in the meantime, you want more information about opening an account, please contact us.

**Complete the claim form and send it to us now  
Do not wait until you have opened an account.**

**Part 7 Other information**

- Please read carefully the notes that came with this form. Use this space to tell us about anything else you think we might need to know.

A large, empty rectangular box with a thin black border, intended for the user to provide additional information as requested in the instructions above. The box is currently blank.

## Part 8 Declaration

**I understand** that I must promptly tell the office that pays my benefit of anything that may affect my entitlement to, or the amount of, that benefit.

**I declare** that the information I have given on this form is correct and complete as far as I know and believe.

**I understand** that if I knowingly give information that is incorrect or incomplete, I may be liable for prosecution or other action.

**I declare** that I am a widow, widower or surviving civil partner of the person named in **Part 2** of this form.

**I declare** that I have read and understood the notes which came with this form.

**This is my claim for bereavement benefit.**

Signature

Date

## Part 9 **What to do now**

**1 Check that you have answered all the questions that apply to you and your spouse or civil partner.**

**2 Check that you have shown us all the documents we have asked for, or are sending them with this form.**

Use the checklist below

- the Certificate of Registration of Death
- your birth certificate and marriage or civil partnership certificate
- a birth certificate for each child

**3 Check that you have signed this form.**

**4 Send us your claim as soon as possible.**

- Please send us your claim form within 3 months of the death of your spouse or civil partner. Failure to do so may affect your entitlement to benefit.
- If your spouse or civil partner died on or after 1 April 2003 your claim for a Bereavement Payment can be accepted for up to 12 months.

Return it to your Jobcentre Plus office.

The address is in the phone book.

## Part 10 **What happens next**

- If you are entitled to a Bereavement Payment, we will send you a payable order or make payment into your account as soon as we can. If you are not entitled to this benefit, we will write to tell you why.
- It will take a little longer to work out if you are entitled to any other benefit. But we will write to tell you about this as soon as we can.
- Benefit you can get because of this claim can be paid more quickly if you answer all the questions on this form that apply to you and your spouse or civil partner.

If you cannot do this, get in touch with us, but benefit you can get because of this claim may be delayed.

## Part 11 **About Child Tax Credit**

Child Tax Credit is a payment to support families with children. It can be claimed by those responsible for one or more child or young person.

Child Tax Credit

- is claimed from HM Revenue & Customs
- is paid in addition to Child Benefit
- can provide income for families with children, whether in or out of work
- is normally paid to the main carer.

To find out more about Child Tax Credit or to make a claim online visit:

**[www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)**.

Or ring the Inland Revenue Helpline on the following numbers:

England, Scotland and Wales – **0845 300 3900**

Northern Ireland only – **0845 603 2000**

Textphone for people with hearing or speech difficulties:

England, Scotland and Wales – **0845 300 3909**

Northern Ireland only – **0845 607 6078**

Lines are open 8am to 8pm seven days a week, except Christmas Day, Boxing Day, New year's Day and Easter Sunday.

If you need help or a form in Welsh, please telephone – **0845 302 1489**.

We are open 8.30am – 5pm, Monday – Friday.

## Part 12 Voluntary organisations that may be able to advise you

- **CRUSE Bereavement Care**  
126 Sheen Road  
Richmond  
Surrey  
TW9 1UR  
  
Phone **020 8939 9530**  
Helpline **0870 167 1677**
- **Your local Citizens Advice Bureau**

## Part 13 How we collect and use information

The Department for Work and Pensions collects information for the purposes of dealing with social security, child support, vaccine-damage issues, employment and training, private pensions policy, retirement planning and the Financial Assistance Scheme. The information we collect about you depends on the reason for your business with us, but we may use the information for any of these purposes.

We may check information about you with other information we have. We may get information about you from other people and certain other organisations. We may give information to certain other organisations, as the law allows, to:

- check the accuracy of information
- prevent or detect crime
- protect public funds in other ways, and
- use in research or statistics.

These other organisations include other government departments, local authorities and private-sector bodies such as banks and organisations that may lend you money. We will not give information about you to anyone outside our department unless the law allows us to.

The Department for Work and Pensions is the Data Controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use your information, please contact us. You can contact any of our offices and ask for leaflet **GL33 Data Protection Act 1998 – It affects you**. Or you can find a copy of the leaflet on our website. The address is **[www.dwp.gov.uk](http://www.dwp.gov.uk)**