

### Claim for help with health costs

### Do you find it difficult to pay for health costs? You may be entitled to help through the NHS Low Income Scheme

### Use this form if you need help with paying for:

- NHS prescriptions;
- NHS dental treatment;
- NHS wigs and fabric supports;
- sight tests, glasses and contact lenses; or
- travel to receive NHS treatment if referred by a doctor (GP or hospital doctor), optician or dentist.

You might not have to pay or you could be entitled to some help towards the cost.

You can claim at any time. Do not wait until you need treatment.

### You can claim for:

- yourself;
- your partner; or
- your children.

If you need help or have any questions about filling in this form, you can phone our customer enquiry line on **0300 330 1343**. If English is not your first language, phone this number and we will provide an interpretation service over the phone.

### You do not need to fill in this form if you or your partner are:

- getting Income Support;
- getting Pension Credit Guarantee Credit;
- getting Universal Credit and you had no earnings or net earnings of £435 or less during the most recent assessment period (£935 if you had a child element or had limited capability for work);
- getting income-based Jobseeker's Allowance;
- getting income-related Employment and Support Allowance;
- named on, or entitled to, an NHS Tax Credit Exemption Certificate;
- or if you are under age 20 and someone is getting one of the benefits listed above which includes you as a dependent.

You are already entitled to full help with health costs. However, if you paid any health costs before you started getting any of these benefits or before you became entitled to your NHS Tax Credit Exemption Certificate, read page C of this form to find out if you can claim your money back.

You cannot get help with health costs if you or your partner (or both) have more than:

- £16,000 in savings, investments or property (not counting the place where you live); or
- £23,250 in savings, investments or property if you live permanently in a care home.

**Important note.** If you are living in a care home or are aged 16 or 17 and have just left local-authority care, you may be able to use the shorter form, HC1(SC). Phone our customer enquiry line on 0300 330 1343 and we will tell you what to do.

### Page A Some notes to help you

Please read the notes on this page and page B before filling in this form - they will help you to claim correctly. Then pull off pages A, B and C and keep them for information.

#### How to make your claim

From the information you give us in this claim form, we will work out how much help you can get through the NHS Low Income Scheme.

Work carefully through this form. In most of the form we ask you to tick a No or Yes box and give any details needed. The notes in the form will tell you what to do next. If you need more space for any of your answers, use part9 of this form.

What we need to know about. We need to know about you and, if you are a member of a couple about your partner and any income and savings that you both have.

What we mean by partner. We use the term 'partner' to mean a person you live with as part of a couple of the same or opposite sex, whether or not you are married or have a civil partnership.

If we ask for evidence. If you are working, in full-time education or a trainee, you will be asked to provide evidence of your income. We accept photocopies as evidence. It will delay your claim if you do not send us the evidence we ask for. If you are not sure what evidence to send (or don't have it), phone our customer enquiry line for advice on 0300 330 1343, Monday to Friday between 8 am and 6 pm or Saturday between 9 am and 3 pm.

If you are claiming money back. Page C of this form tells you how to claim money back. Use part 9 of this form to tell us if your circumstances changed between the date you paid and the date you signed this form.

**If you have claimed before.** You still need to fill in this form with your current details as we need to know your circumstances at the date of this claim. Even small changes to rent, mortgage or Council Tax payments or the yearly increase in benefits or earnings can affect the amount of help you are entitled to.

When you have filled in this form. Send it to: Low Income Scheme, NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN. A stamp is needed. Postage costs may differ depending on the size of the envelope you use.

#### If you are filling in this form for someone else

If you are filling in this form for someone else, they are responsible for making sure the information is correct. They should tell you what to write for them and they should sign or make their mark in **box10a**. If you are filling in this form for someone with learning difficulties or a condition that prevents them from managing their own affairs, you are responsible for making sure the information is correct. You should sign the form yourself in **box10b**. If you are not sure if you can sign the form for someone else, phone our customer enquiry line for advice on **0300 330 1343, Monday to Friday between 8 am and 6 pm or Saturday between 9 am and 3 pm.** 

#### What you can expect from us

Your claim will be assessed by the NHS Business Services Authority at **Bridge House**, **152 Pilgrim Street**, **Newcastle Upon Tyne**, **NE1 6SN**.

We will normally deal with your claim within 18 working days from the date we get your form. If we need more information, we will normally work out what help you can get within five working days of receiving that information.

If you are entitled to help, we will send you a certificate telling you how much, if anything, you have to pay towards your health costs. You should get your certificate within four weeks of the date you make your claim.

If you need a new certificate, please fill in and send us a new HC1 form.

If you have any questions about your claim, or have not heard from us after four weeks, you can phone our customer enquiry line on 0300 330 1343, Monday to Friday between 8 am and 6 pm or Saturday between 9 am and 3 pm.

We respect customer confidentiality at all times. We will only give information about your claim to another person with your permission. They will need to quote your certificate reference number.

### Page B Some notes to help you

Make sure you read the notes on page A (inside front cover) as well.

#### How we assess your claim

From the information you give us in this claim form, we will compare your 'income' with your 'requirements' to work out how much help you can get through the NHS Low Income Scheme (see below).

Our calculation is based on your circumstances on the date we receive your claim form, and any help you are entitled to starts from this date. It is very important that you send the form to us as soon as you can.

'Income' includes the following.	'Requirements' include the following.
<ul> <li>Earnings after tax, National Insurance and half of any pension contributions are taken off.</li> <li>Social security benefits and pensions.</li> </ul>	<ul> <li>Personal allowances for you and your partner. These are at rates approved by Parliament for daily living expenses, which include things like water rates, fuel bills, phone bills, TV rental and house insurance.</li> </ul>
<ul> <li>Work pensions or superannuation pensions.</li> <li>Student grants, loans and any assessed parental contributions (whether or not paid).</li> </ul>	<ul> <li>Premiums for special needs because, for example, you or your partner are disabled, or get a component with your Employment and Support Allowance.</li> </ul>
<b>Note:</b> We will consider a student loan to be income if you would be entitled to claim one, whether or not you choose to take it up. This includes any income related and non-income related parts.	<ul> <li>Housing costs that you and your partner are responsible for. These include mortgage repayments and rent not covered by Housing Benefit or local housing allowance. Housing costs do not include money you pay to another member of your family.</li> <li>Council Tax that you or your partner are responsible for.</li> </ul>
<ul> <li>Money from trust funds.</li> <li>War Disablement Pension or War Widow's Pension.</li> <li>Any other income you or your partner get regularly.</li> </ul>	<b>Note:</b> The rates of personal allowances and premiums usually increase once a year, typically in April, in line with Income Support arrangements. If you want more information about this, visit our website at www.nhsbsa.nhs.uk/healthcosts

These notes are only guidelines. We will assess your claim individually.

#### How we collect and use information

We will use the information you give in this form, and in any supporting evidence you send us, to work out your claim for help with health costs. We may contact you to discuss your application and our quality of service to you. We may pass this information to other agencies, NHS or other organisations such as hospitals, NHS England, Department for Work and Pensions and HM Revenue and Customs to prevent and detect crime.

By law, we may check the information you have provided, or information provided about you by someone else, against other information we already have. We may also ask other agencies, organisations, local authorities or government departments to give us any information they have about you, to make sure the information is accurate, prevent or detect crime and protect public funds.

We will delete your information from our systems and files no later than 9 months after your certificate expires.

The NHS Business Services Authority is the data controller for the purposes of the Data Protection Act 1998. **If you want to see a copy of the information we hold about you**, please contact:

Information Governance Manager, NHS Business Services Authority, Stella House, Goldcrest Way, Newburn Riverside, Newcastle Upon Tyne, NE15 8NY.

E-mail: nhsbsa.dataprotection@nhs.net

Please do not send your completed form to this address. Send it to the address on Page A of this form.

### Help and advice

- If you would like more information about help with health costs, you can download leaflet HC11 'Help with health costs' from www.nhs.uk/healthcosts.
- If you want advice about this claim, or help filling in the form, phone our customer enquiry line on 0300 330 1343,
   Monday to Friday between 8 am and 6 pm or Saturday between 9 am and 3 pm, or write to us at NHS Business Services Authority, Help with Health Costs, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN.
- If you would like information about free prescriptions and other NHS charges and costs, please phone our customer enquiry line on 0300 330 1343.
- If you would like a list of current NHS charges, you can get leaflet HC12 'A quick guide to help with health costs including charges and optical voucher values' from Jobcentre Plus offices, NHS hospitals, some NHS practitioners or by visiting www.nhs.uk/healthcosts.
- If you have any other questions, please contact an advice service like Citizens Advice.

### How to claim money back that you have already paid

We must receive refund claims within three months of the date you paid, or in the case of a sight test within three months of the date of the test. If you make a claim after three months, we have to decide if there is good reason for it being late before we accept it. Please send an explanation with your claim if it is made after 3 months.

Our calculation is based on your circumstances at the time you paid. Tell us at part 9 if your circumstances were different when you paid.

#### NHS prescription charges

You need to send us NHS receipt form FP57 - you get this from your pharmacist, doctor or hospital when you pay for your prescription (you cannot get one later). It tells you what to do.

#### Other health costs

To claim a refund for:

- NHS dental treatment;
- NHS wigs or fabric supports;
- sight tests;
- glasses or contact lenses; or
- NHS travel costs if referred by a doctor (GP or hospital doctor) dentist or optician;

you will need:

- a receipt which shows what you have paid for; and
- The appropriate refund claim form HC5 for the charge you paid, (it tells you what to do); and
- your optical prescription, if you are claiming back money you have paid for glasses or contact lenses.

#### If you need form HC5

You can usually get form HC5 from a Jobcentre Plus office and NHS hospitals. You can also ask for one at www.nhsbsa.nhs.uk/healthcosts or you can phone **0300 123 0849.** 

**Note:** If you are claiming more than one type of refund (for example, dental charges and glasses), you need to fill in a separate HC5 form for each type of charge you have paid. Please ask for the version you need.

People getting Income Support, Pension Credit Guarantee Credit, Universal Credit with earnings within the allowed limits, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or named on or entitled to an NHS Tax Credit Exemption Certificate.

If you now get one of the above benefits or tax credits, but want to claim money back for something you paid for before you were getting any of these benefits (because you were on a low income) use this form to tell us about your circumstances on the date you paid. Mark the front of the form 'Refund only' and tell us in **part 9** which benefit or tax credit you get. Refund claims must be received within three months of the date paid or the date of the eye test.



### Claim for help with health costs

Please read the notes on pages A and B before filling in this form.

If you need help or have any questions about filling in this form, you can phone our customer enquiry line on 0300 330 1343.

Note: To check your entitlement, we may pass relevant information you have given on this form to other public organisations, including to the Department for Work and Pensions and local authorities.

### Part 1 About you and your partner

If you are claiming a refund of health costs you have already paid, please 1.1 tick which ones. Please read the notes on page C to see what you need to send to make your refund claim.

	$\checkmark$	NHS prescriptions	Glasses or contact lenses						
	×	NHS dental treatment	ental treatment 🛛 🖌 NHS wigs or fabric su						
	×	A sight test	✓	Travel to receive NHS treatment					
)		ou have a partner?	No	Please answer all the questions that apply to you. Please answer all the questions that apply to					

1.2 For an explanation of what we mean by 'partner', see page A

HC1

Date Time

Phone 2

Date Time

Phone 1

Official Use Box

Yes you and your partner.

Personal details - Please write in BLOCK CAPITALS.

		You			Yo	our pa	rtne	r	
1.3	Surname or family name								
First n	ame								
(Mr,Mr	s,Miss,Ms,other)								
Date o	f birth		/	/		/	/		
Nation numbe	al Insurance er								
Addres	s and postcode								
E-mail	address								
	number ing dialling code)								
	number								

## Part 2 Children and qualifying young people

#### Children and qualifying young people are:

- children under 16 who normally live with you; and
- young people aged 16, 17, 18 or 19 who normally live with you providing they are:
  - receiving full time education; or
  - are on an approved training course which started before their 19th birthday
  - and they are not
  - doing a course that is higher than A Level, Scottish Highers or equivalent, or
  - in education received through their employer because of their work.

For a training course to be approved it should be one of the following:

- England Entry to Employment or Programme Led Apprenticeships
- Scotland Get Ready for Work, Skillseekers or Modern Apprenticeships
- Wales Foundation Modern Apprenticeships, Skillbuild or Skillbuild+

Note: Don't count young people who have permanently finished an education or training course like these. Tell us about them in part 3. Don't count children or young people who are boarding with you, or foster children. Tell us about them in part 3 and use part 5 to tell us about any money you get for looking after them.

2.1	Do you have any cl people who live wi	No Yes	Go to part 3 Give details below.		
Surna	me or family name	First name	Date o	f birth	Relationship to you
			/	/	
			/	/	
			/	/	
			/	/	
			/	/	
			/	/	
			/	/	

## Part 3 Other people living in your home

We need to know about any other people who live with you in your home. We need this information to make sure we work out your housing costs correctly.

#### Please tell us about:

- children and young people you have not already told us about at part 2;
- relatives who live with you;
- friends who live with you; and
- boarders and lodgers please tell us about them in question 3.3.

Do not tell us about:

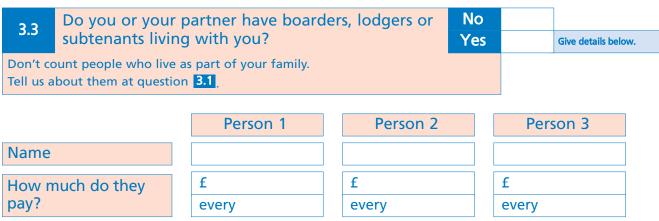
- people you have already told us about in parts 1 and 2;
- co-owners;
- co-tenants, if you are a full-time student and they live in the same accommodation as you;
- landlords;
- other residents, if you live in a care home; or
- relatives or friends you live with.

3.1	anyone else live	with you in	i youi	r home?		No		Go to question	.3
Tell us al	bout them below and	d tick whichever	boxes	apply.		Yes		Give details below	N.
		Person	1	Person	2	Person	3	Person	4
Surname or fa	mily name								
First name									
Age									
Relationship 1	to you								
On youth trair		✓		$\checkmark$		$\checkmark$		$\checkmark$	
Full-time stude		✓		✓		✓		$\checkmark$	
Gets Income S		✓		✓		✓		$\checkmark$	
Gets Pension (				✓		✓		✓	
Gets Universal		✓		$\checkmark$		✓		$\checkmark$	
Gets income-b Jobseeker's Al				✓		✓		$\checkmark$	
Gets income-r					_				
Employment a Allowance wh		✓		$\checkmark$		✓		$\checkmark$	
nclude a com									
Gets the daily		-							
component of	Personal	$\checkmark$		×		✓		$\checkmark$	
Independence									
Gets the midd		$\checkmark$		$\checkmark$		✓		$\checkmark$	
	ponent of DLA					✓			
	nt impaired or					×			
is registered b	lind								
Gets Armed fo				$\checkmark$		$\checkmark$		$\checkmark$	
independence									
Gets money fr						✓			
On average, o	does the person		e wo		ours o		week		
		No		No		No		No	
		Yes		Yes		Yes		Yes	
week. You do get more help have coming in. D	named above w n't have to tell u o. Include their earnin on't include their Atte pendence payment if t	us, but if the gs before tax and ndance Allowand	y <mark>don</mark> I Natior	<b>'t have mu</b> nal Insurance ar	<mark>ch mo</mark> e taken	oney comi off - also incl	<mark>ng in,</mark> ude any	you might other money t	
	bullet bullet the	f	£		f		E I	2	

If more than four people live with you, tell us about the others at part 9

## Part 3 Other people living in your home

3.2	Are any of the people you have told us about in question 3.1 living together as a couple of the	No Yes		Give details below.				
	same or opposite sex, whether or not they are married or have a civil partnership?							
(name)	) is the partner of (name)							
(name	(name) is the partner of (name)							



Does it include heating?

Does it include any meals?

hey f every No Yes any No Yes 
 f
 f

 every
 f

 No
 No

 Yes
 No

 Yes
 Yes

# Part 4 About property, savings and other money

#### Savings means things like:

- money in bank, building society and post office accounts, including current accounts and savings accounts;
- Premium, Income or Capital Bonds;
- shares;
- National Savings Certificates;
- unit trusts, Personal Equity Plans (PEPs), Individual Savings Accounts (ISAs) and other investments; and
- any other money.

**Note:** If you have a partner (for an explanation of what we mean by 'partner' see **page A**) and you both have savings, we need you to tell us the combined amounts. If you do not know the value of any of your savings and investments, please check your most recent statements.

4.1	Do you or your partner have savings or any other money in this country or abroad?		lo 'es		Give details below.
Mone	y in accounts - tell us the total amount held in accounts	· √		£	
	·	- 			
	um Bonds - tell us the face value	<b>V</b>		£	
Incom	e or Capital Bonds - tell us the face value	$\checkmark$		£	
Shares	- tell us about them below	✓			
Name o	f the company the shares are held in and the type of shares held		Nur	nber of s	shares held
Natior	nal Savings Certificates - tell us about them below	✓		]	
	Please tell us exactly how much they are worth	n no	w		
Unit t	rusts, PEPs, ISAs and other investments	$\checkmark$		£	
- tell us	the current value, after any selling costs				
Any o	ther money - for example, any cash you have	✓		£	

4.2	Do you or your partner own any property or land in this country or abroad?	No Yes	Give details below.
	Don't include the place where you live.		
VA /la a f	to the second decision of the termination of the second second second second second second second second second		

What is the address of this property or land?

What is the value of the property or land?	f
How much, if anything, is still owed on the property or land?	f

We may need to contact you if we need more information about this.



## Part 5 About your income

We need to know about all income that you get. Tell us about your work in part 6. Tell us about your student income in part 8. Use this part to tell us about everything else.

- If you are getting **Pension Credit Guarantee Credit** you do not need to use this form see the note on the front cover. If you are not sure what type of Pension Credit you receive, the page 'How your Pension Credit was worked out', sent with the letter that told you that you were entitled to Pension Credit, shows if you get Guarantee Credit.
- Include anything that is paid to someone else on your behalf or that you get for someone else.
- If you get pensions or benefits paid together, list them separately. Your order book or the letter about the benefits or pensions will tell you what you are getting.

If you receive Pension Credit, do not include it with any State Retirement Pension. List Pension Credit Savings Credit payments separately at question 51.

5.1 Do you or you	r partner get any soci	al security No				
benefits or pe	nsions?	Yes	Give details below.			
Tell us about the following.Maternity Allowance• State Retirement PensionPension Credit (Savings Credit)• Incapacity BenefitWar Disablement Pension• Severe Disablement AllowanceWar Widow's Pension• Industrial Injuries Disablement BenefitWidow's Benefits• Statutory Sick PayBereavement Allowance• Contribution-based Jobseeker's AllowanceWidowed Parent's Allowance• Contribution-based Employment and Support AllowanceAny other social security benefit (see note below)Note: Tell us about any Attendance Allowance, Disability Living Allowance, Personal Independence Payment Armed forces independent payment at questions 5.3, 5.4 and 5.5. Do not tell us about, Local Housing Allowance or Council Tax Reduction.How much do you got?						
Name of benefit	Who is it for?	How much do yo	u get?			
		£ every				
		f every				
		f every				
		f every				
		f every				
		£ every				
	r partner get any othe work or student incon		Give details below.			
<ul> <li>Tell us about:</li> <li>private pensions;</li> <li>pensions from previous</li> <li>money from a trust fur</li> <li>maintenance payments</li> <li>vouchers;</li> </ul>	nd;	<ul> <li>other payments not from social security, for example, C or Working Tax Credits;</li> <li>money from a charity or volut organisation; and</li> <li>any other income that you ha told us about.</li> </ul>	ntary			
Type of income	Who is it for?	How much do yo	u get?			
		f every				
		f every				
		f every				
		£ every				
		£ every				
	6					

# Part 5 About your income

You					Your	partn	er	
5.3	Do you	u or you	r partner					
5.5	get At	tendanc	e Allowance?					
No					No			
Yes		Tick which ra	ite below.	,	Yes		Tick which rate	below.
		High ra	te? 🖌				High rate	?
		Low rat	te?				Low rate	?
5.4		-	r partner get					
	Disabi	lity Livin	g Allowance?					
No					No			
Yes			ite or rates below.		Yes		Tick which rate	
	ompone		Iobility component			mponer		bility component
High ra Middle			igh rate? ✓	- ,	High ra Middle			h rate? ✓ v rate? ✓
Low ra					Low rat			
			r partner get Pers	onal li			Payment	or Armed forces
5.5			payment?		nueper	luence	rayment	or Anneu Torces
No			1.12		No			
Yes		Tick which ra	ite or rates below.		Yes		Tick which rate	or rates below.
	ivina con		Mobility componen	t		vina con		Iobility component
-	ced rate?	· ·	Enhanced rate?			ed rate?		nhanced rate?
Standa	ard rate?	✓	Standard rate?		Standa	rd rate?	✓ S	tandard rate? 🖌
Armed	l forces ir	depende	nce payment? 🖌 🗸		Armed	forces in	dependenc	e payment? 🗹
5.6	Are yo	u or you	Ir partner sending	sick n	otes to	your lo	cal social	security office or
0.0	emplo	yer at th	e moment?					
No					No			
Yes		Give details b	pelow.		Yes		Give details belo	ow.
When	did you	start send	ding them in?		When o	did you	start sendir	ng them in?
Over a	year ago	o?	✓		Over a	year ago	o?	✓
Less th	an a yea	r ago?	✓		Less tha	an a yea	r ago?	✓
Tell us t	he exact d	ate.	/ /		Tell us th	e exact d	ate.	/ /
F 7	Has yo	ur local	social security offi	ce said	d that y	ou are	not capal	ole of work and
5.7	that vo	ou don't	have to send in si	ck not	tes?			
	· · · ·							
No	,				No			
No Yes		Give details b					Give details belo	w.
Yes			pelow.		No Yes	did they	Give details bek tell you?	<b>.</b> / /
Yes When	did they Are yo	Give details t tell you? OU OT YOU	pelow. /// ur partner looking		No Yes When o someo	ne but	tell you? cannot ge	/ /
Yes	did they Are yo Allowa	Give details to tell you? OU OR YOU ance bec	ur partner looking	ther b	No Yes When o someo enefit i	ne but instead	tell you? cannot ge ?	/ / et Carer's
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Yes When 5.8	did they Are yo Allowa Carer's A	Give details to tell you? Tu or you ance beco Illowance i	pelow. / / ur partner looking cause you get ano s paid to someone carin	ther b	No Yes When o someo enefit i severely c ability Livi	ne but instead	tell you? cannot ge ? erson. It used	/ / et Carer's
Yes When 5.8 No Yes	did they Are yo Allowa Carer's A Allowan	Give details t tell you? ou or you ance bec Illowance i ce. It is no	ur partner looking ause you get ano s paid to someone carin t Attendance Allowance	ther b Ig for a s e or Disa	No Yes When o someo enefit i severely c ability Livi No Yes	ne but instead lisabled p ng Allow	tell you? cannot go ? erson. It used ance.	/ / et Carer's
Yes When 5.8 No	did they Are yo Allowa Carer's A Allowan	Give details to tell you? OU Or you ance bec allowance i ce. It is no omeone	ur partner looking ause you get ano s paid to someone carin t Attendance Allowance	ther b og for a s or Disa	No Yes When of someo enefit i severely of ability Livi No Yes	ne but instead lisabled p ng Allow	tell you? cannot ge erson. It used ance. er's Allowa	/ / et Carer's d to be called Invalid Care
Yes When 5.8 No Yes	did they Are yo Allowa Carer's A Allowan	Give details to tell you? OU Or you ance bec allowance i ce. It is no omeone	or partner looking ause you get ano s paid to someone carin t Attendance Allowance	ther b og for a s or Disa	No Yes When of someo enefit i severely of ability Livi No Yes	ne but instead lisabled p ng Allow	tell you? cannot ge erson. It used ance. er's Allowa	/ / et Carer's d to be called Invalid Care
Yes When 5.8 No Yes 5.9	did they Are yo Allowa Carer's A Allowan	Give details to tell you? OU Or you ance bec allowance i ce. It is no omeone	or partner looking ause you get ano s paid to someone carin t Attendance Allowance	ther b og for a s or Disa	No Yes When of someo enefit i severely of ability Livi No Yes Partner g elemer	ne but instead lisabled p ng Allow	tell you? cannot ge erson. It used ance. er's Allowa	/ / et Carer's d to be called Invalid Care
Yes When 5.8 No Yes 5.9	did they Are yo Allowa Carer's A Allowan	Give details to tell you? OU Or you ance bec allowance i ce. It is no omeone	or partner looking ause you get ano s paid to someone carin t Attendance Allowance	ther b og for a s or Disa	No Yes When of someo enefit i severely of ability Livi No Yes Partner g elemer	ne but instead lisabled p ng Allow	tell you? cannot ge erson. It used ance. er's Allowa	/ / et Carer's d to be called Invalid Care

In this part of the form we need to know about any money that you or your partner receive for any work you are doing now.

#### This includes:

£

every

- work for an employer;
- self-employed work;
- full-time or part-time work;
- permanent or casual work;

- paid voluntary or charity work;
- training schemes; and
- overtime and tips.

You	Your partner										
6.1			Do you or yo	our	partne	er have a	job?				
No		Go to part 7			No	Go	o to par	t 7			
Yes		Give details below.			Yes	Giv	ve details	below.			
What is your job?											
	How many hours do you normally work each week?										
6.2	6.2 What type of work is it? Tick all the boxes that apply in the rest of this part and give the information we ask for.										
6.2a	Emplo	yed	✓		6.2a	Employ	ed		✓		
for be custon emplo	Please tell us how often you are paid and provide photocopies of the payslips we ask for below as evidence of your earnings. If you cannot provide these, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do. If you are employed on a zero hours contract, you do not work every week or your earnings vary from week to week tick the first option.										
	ours contr		Send last five payslips.			ours contrac	ct 🗸	5	end last five payslips.		
	work ever r earnings			J		work every r earnings					
Every	week	$\checkmark$	Send last four payslips.		Every	week	✓	5	end last four payslips.		
Every	two wee	eks 🖌	Send last four payslips.		Every 1	two week	<s td="" ✓<=""><td>5</td><td>end last four payslips.</td></s>	5	end last four payslips.		
Every	four we	eks 🖌	Send last two payslips.		Every	four weel	ks 🗹	5	end last two payslips.		
Every	month	✓	Send last two payslips.		Every	month	✓	S	end last two payslips.		
6.2b	Self-er	mployed	✓		6.2b	Self-em	ploye	ed	✓		
Please send us a copy of your accounts for the financial year ending within the last 12 months. If you cannot provide these, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do. Note: We cannot accept HM Revenue & Customs self-assessment forms as evidence of self-employed income.											
6.3	-	- · ·	rtner pay anything you pay into a works pens			· •	1 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C		s.		
No					No						
Yes		Give details below.			Yes	Gi	ve detail	s below.			
How n	nuch do	you pay?			How n	nuch do y	ou p	ay?			

£

every

## Part 6 About work

You				Your partner					
6.4 Are you or your partner sending sick notes to your employer at the moment? If you are sending sick notes to your local social security office, please give details at question 5.6									
No				No					
Yes		Give details below.		Yes		Give details below.			
When did you start sending them in?				When did you start sending them in?					
/ /					1	/ /			

Please send us a photocopy of your most recent payslip and say what period it covers (for example, every week or month). If you cannot provide this, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do.

Period payslip covers	Period payslip covers	
-----------------------	-----------------------	--

6.5	5 Are you or your partner on a training scheme?										
No						No					
Yes		Give detai	s below.			Yes		Give detai	ls below.		
Name of scheme				Name of scheme							
6.5a	Are yo	u paid	as a trai	nee or as an e	emp	ployee?					
Trainee   ✓   Give details below.				] [	Trainee 🗸				Give details below.		
Please	Please provide a letter from your training provider showing your allowance.										
Em	ployee	✓		question 6.2a		Empl	oyee	✓		Go to question 6.2a	
			and se we ask	nd the payslips t for.						and send the payslips we ask for.	



### Part 7 About where you live

In this part we need to know about your share and your partner's share of anything you pay for the place where you live.

#### Please tell us about money you pay:

- to a private landlord or landlady;
- to a local council;
- to a housing association;
- for a room in a bed and breakfast, hostel or hotel;
- for ground rent;
- for a mortgage;
- for Council Tax; and
- l or hotel; for service charges.

					7
7.1	Are you or your partner in hospital?		No		
			Yes		Give details below.
	of the person who is in hospital				
Date t	they went into hospital			/	/
	Do you or your partner live with parents, relativ	/es	No		Go to question 7.3
7.2	or friends in their home?		Yes		Go to part 8
	Tick Yes if you are in hospital but normally live with parents,				
	relatives or friends.				
	Are you or your partner a joint owner or tenant	+	No		
7.3	of the place where you live?		Give details below.		
Who ۱			dire details below.		
vriat	is their relationship to you or your partner?				
7.4	Do you or your partner pay rent for the place		No		Go to question 7.5
	where you live?		Yes		Give details below.
	ay money to parents, relatives or friends, tick № and go to 📭	rt 8 .	We do		
	d to know about any money that you pay to them.	10/-			
	re a <b>student</b> and pay rent for the place where you live, tick No. is about the rent you pay at part 8	vvea	ask you		
How r	nuch do you pay? Take off housing benefit and local housir	ng all	owance if	£	
ou get	it. Do not take off the housing element of universal credit if you	get i	t.	every	
	lude water rates, Council Tax or arrears. e waiting to hear about a claim for local housing allowance or housing bene	ofit t	oll us what		
ou curre	ently pay.				
	amounts for heating, lighting, cooking or hot water if they are included in v the amounts.	your	rent and		
·	g, lighting, cooking and hot water are included in your rent and you do not	t knov	v		
	unts, please tick the relevant boxes below.				
	your rent include any of these things?		ating		
	relevant boxes.	-	hting		
	s not, or if you have already taken amounts for these things off at, leave the boxes blank.		oking		
		Ho	t water	$\checkmark$	
	u have just one room?		No		
Don't co	unt rooms you share with people who are not part of your family.		Yes		
Does y	our rent include any meals?		No		
			Yes		Give details below.
How r	many breakfasts each week for each person?				
	many midday meals each week for each person?				
	many evening meals each week for each person?				

# Part 7 About where you live

7.5 Do you or your partner have to pay Council Tax? Don't include Council Tax for property you have told us about in part 4	No Yes		Give details below.	
How much do you have to pay for this year? Tell us the amount you actually have to pay. Don't include arrears, and in Scotland don't include water or sewerage rates.		£	Give details below.	
7.6 Do you or your partner own your own home? If you have a mortgage or secured loan, still tick Yes. Also tick Yes if you partly rent and partly own your home.	No Yes		Go to question <b>7.3</b> . Go to question <b>7.7</b> .	
7.7 Do you or your partner have a mortgage or loan secured on your home?	No Yes		Give details below.	
How much do you have to pay for the mortgage or loan? Include any endowment premiums linked to the mortgage. Don't include premiums for any other type of insurance. Don't include arrears or any amount that you voluntarily overpay.		£ Every		
7.8Do you or your partner pay ground rent? In Scotland, this is called feu duty.	No Yes		Give details below.	
How much ground rent do you pay? Don't include arrears.		£ Every		
7.9 Do you or your partner have to pay any service charges for the place where you live? Service charges are charges you have to pay to live in your home for things like cleaning and maintaining shared areas, such as hallways and stairs. What is it paid for?	No Yes		Give details below.	
How much do you pay? Don't include charges for ordinary gas, electricity, meals or cleaning your own rooms. Don't include arrears, or any other bills that you pay separately from your service charges. Fake off Housing Allowance if you get it.		£ Every		
7.10 Do you or your partner have a loan to adapt your home for the special needs of a disabled person? Tick № if the disabled person is an adult and has savings or property of more than £16,000.	No Yes		Give details below.	
How much do you have to pay for the loan? Don't include arrears or any amount that you voluntarily overpay. Name of the disabled person		£ Every		
7.11       Are you or your partner living permanently in a care home?         If you live in sheltered accommodation, tick No and answer question 7.4.	No Yes		Go to part 8.	
7.12 Has the local authority assessed your resources, and as a result, you get help with the cost of your care home accommodation?	No Yes		]	

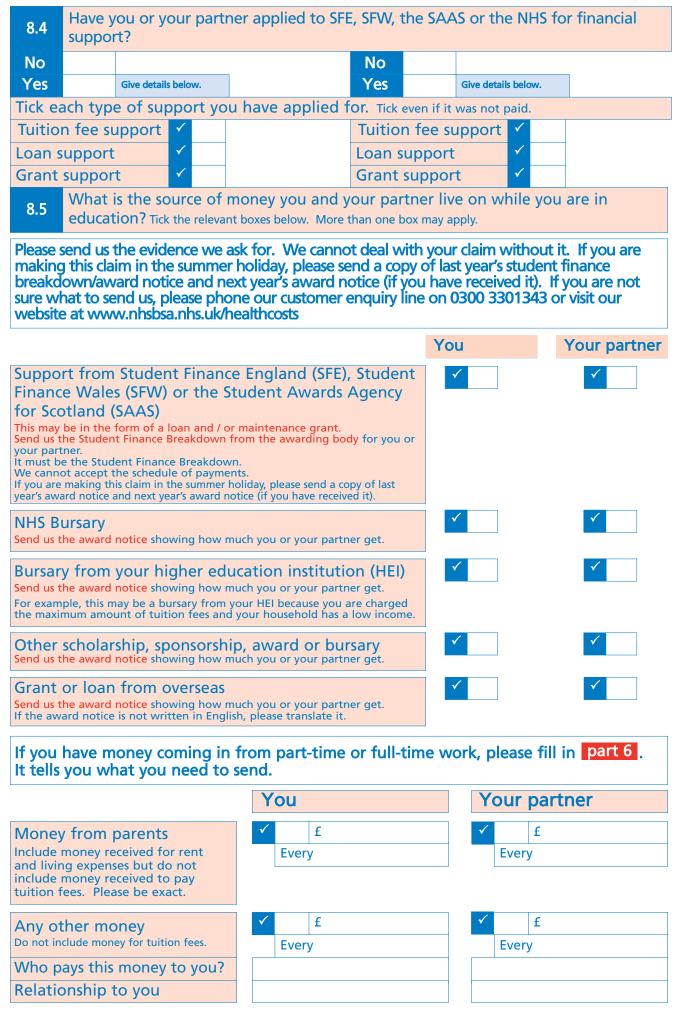
## Part 8 People in education

• We need to know about amounts of money you either receive or pay out. If you give a yearly amount, please say whether you mean 52 weeks a year or academic year.

You						Your	partn	er		
8.1	-	<mark>ou or your p</mark> ck <mark>Yes</mark> if you ha								
No Yes		Go to part 9 Give details below.				No Yes		Go to part 9 Give details below.		
Qual	ificatior	n, full-time or	part-t	ime details	an	d whet	her post	-graduate or	undergra	aduate
	Name of school, college or university									
			Name	of school,	col	lege o	r univer	sity		
	Exact dates of terms of the current academic year Please contact your college or university if you do not know them. We cannot accept semester dates. Terms are normally separated by Christmas and Easter holidays. It may delay your claim if you do not provide your exact term dates. If you are making this claim in the summer holiday, please give exact term dates for last academic									
				ademic year.						
Term 1	starts	/ / e	ends	/ /		Term 1	starts	/ / ei	nds /	/
Term 2	starts /	/ / e	ends	/ /		Term 2	starts /	/ ei	nds /	/
Term 3	starts /			/ /		Term 3	starts /		nds /	/
	_				or		ear of y	our course?		
No		Date when y	our nex	t year starts	No Date when your next year starts					
Mag			/ /			Mag			/ /	
Yes						Yes				
8.2	Are yo	ou or your p	artner	an overse	as s	tudent	t?			
No						No				C.
Yes		What is your no residence wher student?				Yes		What is your no residence when student?		
8.3	Financ	pur or your pa e Wales (SFW service (NHS	/), the S	tuition fee itudent Aw	s pa ard	aid by S <sup>.</sup> s Ageno	tudent F cy for Sco	inance Englar otland (SAAS)	nd (SFE), S or the N	Student ational
No		Who pays?				No		Who pays?		
Yes		Tick who pays.	SFE	✓		Yes		Tick who pays.	SFE	
			SAAS	✓			_		SAAS	
			NHS	✓					NHS	Image: A start of the start
			SFW	$\checkmark$					SFW	$\checkmark$

SFW

## Part 8 People in education



# Part 8 People in education

8.6	Do you or your partner live with parents durin	g	No		
0.0	term-time?	Yes		Go to part 9	
8.7	Do you or your partner pay rent for the place		No		Go to part 9
	where you live, for example, money you pay for halls of residence or to a private landlord?	or	Yes		Give details below.
	If you pay money to parents, relatives or friends, tick No and	go to pa	rt 9 .		
Please	tell us the start and end dates of the period for		Start	/	/
-	you are liable to pay these housing costs.		End	/	/
These dat	tes may be for longer than your academic year.				
How m	nuch do you pay in total for the period you have	entere	d	£	
your rent If heating	amounts for heating, lighting, cooking and hot water if they ar t and you know the amounts. g, lighting, cooking or hot water are included in your rent and y e amounts, please tick the relevant boxes below.		E.g. If you paid £50 per week 40 times during this period, enter £2,000. If you paid £200 per month and paid it 10 times, ente £2,000. If you paid £600 per term, enter £1,800.		
				Term	Holidays
	our rent include any of these things?	Heatir	ng	×	✓
	relevant boxes that apply during term time and during your s and Easter holidays.	Lighti	ng	✓	✓
	not, or you have already taken amounts for these things off	Cooki	ng	✓	✓
your rent	t, leave the boxes blank.	Hot w	ater	✓	
	a have just one room?		No		-
	int rooms you share with other people who are not part of your far	mily.	Yes		-
	our rent include any meals?		No		
Enter the number of meals included in the relevant boxes that apply during term time and during your Christmas and Easter holidays.					Give details below.
			Term	Holida	ys
	any broakfasts each weak for each person?				
How m	nany breakfasts each week for each person?				
	nany midday meals each week for each person?				

8.8	What date did you return (or will you return)	/ /	
	to your student accommodation after the	,	
	summer holiday?		

## Part 9 Other information

Use this space to tell us anything else that you think we might need to know about you and your partner (if you have one).

For example, tell us:

- what you are living on if you have not told us about any income;
- if you have a car on the Motability scheme;
- if you pay a charity or voluntary organisation for someone to live with you and look after either of you;
- if you have money added to a student grant or loan because you are deaf;
- if you are severely sight impaired or are registered blind; or
- if you know the amount of your benefit or pension is going to increase. Tell us what you get now at part 5 and the new amount and the date of the increase below.

And also use this space to tell us anything else you think we might need to know about.

Now complete your claim by signing the declaration at part 10 on the next page.

# Part10 Declaration

Warning

False information may lead to civil or criminal action. We expect the person signing this form to take reasonable care to make sure the information given is correct. Anyone found to have wrongly claimed help with NHS health costs will have to pay a penalty charge or may face prosecution.

You may get information about this claim from my partner as named on this form. I confirm that the information I have given on this form is correct and complete, and I understand that if it is not, appropriate action may be taken. For the purpose of checking this, I agree to you giving relevant information to the Department for Work and Pensions and local authorities.

Box 10a	Signature			Date	/		/		
If you are claiming on behalf of someone else									
You may only make a claim on behalf of someone else for the reason given below. You are responsible for making sure the information is correct. You should read the declaration and sign and date <b>box 10b</b> below. If you are not sure whether you are able to sign, please phone our customer enquiry line on <b>0300 330 1343</b> .									
I am responsible for this person's financial affairs because they have learning difficulties or a condition that prevents them from managing their own affairs.									
	If you are filling in the form for somebody, and this reason does not apply, they should tell you what to write for them and they should sign or make their mark in <b>box 10a</b> .								
I confirm that the information I have given on this form is correct and complete, and I understand that if it is not, appropriate action may be taken. For the purpose of checking this, I agree to you giving relevant information to the Department for Work and Pensions and local authorities. This is my claim for help with health costs on behalf of the person named in part 1.									
Box 10b	Signature			Date	/	1	/		
Your name									
Your addres	ss and								
postcode									
Your relatio	onship to the	person in part 1							
When you have filled in this form.									
	Remember, we can deal with your claim more quickly if we get all the information we ask for. Use the tick boxes to check that you have filled in the form as fully as possible.								
I have ans	wered all the	e questions that app	ly to me.				×		
I have attached photocopies of the payslips as requested at $\frac{part 6}{r}$ (if this applies).									

I have attached my student award notices requested at part 8 (if this applies).

I have given dates of terms as requested at part8 (if this applies).

I have signed the declaration above.

Your claim is not valid unless it is signed and dated.

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 $\checkmark$ 

 $\checkmark$