



## How to Complete Forms Factsheet

May 2010

### How do you complete the forms?

When you receive the forms for all Benefits you will be given a **date by which you should return the forms to the Benefit Office.**

An **extension of time** can be given but you will need to telephone or write to the Office that sent you the form. You should be given a stamped addressed envelope.

### Useful tips for completing Benefit Forms.

You should always get help with completing the form (contact details below).

You should always complete all sections of the form (***with the exception of Disability Living Allowance and Attendance Allowance***) even if the answer is NO or does not apply to your circumstances.

You should always read the entire question and not just the first sentence. What may appear to not apply to you may do so later in the question.

You should always keep a copy of the form at home and any additional letters from Doctors or yourself.

If there is not enough space on the form you should send in additional information on your own paper and enclose with the form.

### Tips on completing the form for:

#### **Disability Living Allowance (Mobility Component)**

**The Disability Living Allowance (Care Component) or Attendance Allowance for people age 65 and over should have been automatically awarded at the higher rate.**

You should always explain in as much detail as possible the following:-

- What you feel and where when you have been walking for a short distance outside. Do you feel discomfort in the chest or legs or everywhere or just a general feeling of exhaustion
- The difficulties you have when walking outside because of fatigue and or anxiety
- It may be the case that in the early stages of the illness you are able to get out and about sometimes but not other times. It may be a good idea to keep a diary of when you have difficulties walking outside. You need to be clear on the form of the variable nature of the effects of your illness
- It may be the case you are finding everything a struggle because of breathing difficulties or tiredness
- It may be the case that you have to do certain things that cause you tiredness because you live on your own
- Your medical condition and the way it affects your life
- If the difficulties resulting from your medical condition vary you should get someone to compose a day to day diary, over a three week period, of when you cannot do certain things outside because of difficulties with walking

- Make a note of every occasion that you experience some difficulties with walking whether it is due to tiredness or anxiety or any other reason. Ensure that all this information is put on the form even as an additional sheet.

## **Useful things to know when dealing with the Jobcentre Plus and Appeal Offices**

### **Jobcentre Plus Offices**

- If possible always request claim forms from the Jobcentre Plus Office by telephone. The claim will be registered on the day of the telephone call. Benefit will therefore be paid from this date even if the claim form has taken several weeks to reach your house.
- If you are not sure which Jobcentre Plus Office to claim from call **freephone 0800 88 22 00** and ask them to help you.
- Always put enquiries in writing and keep a copy of all claim forms and letters sent to or received from the Jobcentre Plus Office.
- When you phone the Jobcentre Plus Office always have your National Insurance Number ready because they will ask you to quote it.
- When you phone the Jobcentre Plus Office always make a note of the date, time and what the call was about and the name of the person you spoke to.
- Before you claim any Benefits, it is best to talk to seek advice (contact details below) but do so as soon as possible because you cannot get some Benefits backdated.
- Always consider an application for having arrears of Benefit paid.
- Always consider an application to have your Benefit increased if you have worsened since the award of Benefit was made. **Always get expert help before asking for an increase in Benefit because you can end up with less Benefit.**

### **Appeals Office**

- Always consider an appeal against a Benefit Office Decision that you think is wrong. **Always get expert help before appealing because you can end up with less Benefit.**
- Your letter asking for an Appeal is first posted to the Jobcentre Plus Office. It is then forwarded onto the Appeals Service for your area.
- The Appeals Service will send you a form called a TAS 1, which needs to be returned within 14 days. Complete this form immediately with some help and note down the reference number.
- Remember to keep a copy of the form, which will have a telephone number for you to ring if you need to change the Appeal Hearing date.
- When you phone the Appeals Service always have your National Insurance Number and Appeals Service Reference number available because you will be asked to quote it.

For help to check exactly which benefits you are able to claim, help to fill in the necessary forms or to discuss any problems you have with your benefits call:

**Macmillan Benefits Helpline on freephone 0808 808 0000**

**Mon – Fri 9am – 8pm**

Alternatively, you can contact an Asbestos Support Group, your local Citizens' Advice Bureau or a local specialist nurse for advice and assistance.