

If you call us or write to us, please use this reference  
[redacted]



Customer Service Centre  
Cosham  
Post Handling Site B  
Wolverhampton  
WV99 2FJ

[www.gov.uk](http://www.gov.uk)

Telephone: 0800 085 7133  
Textphone: 0800 085 7146

Our opening hours are 8am to 6pm, Monday to Friday

27 February 2017

*SCAM*

We would like to change how we pay you  
Please call us or fill in the form

Dear MR [redacted]

We are paying your benefits or tax credits into a Post Office card account. You are now expected to use a bank, building society or credit union account. Most people now use one of these accounts.

**Please call us now with your account details**

If you have a bank, building society or credit union account, please call us now on **0800 085 7133** (textphone 0800 085 7146). The call will be free and will only take a few minutes. We will ask for your sort code and account number and we will give you a date for when the change will happen.

If you can't call us, please fill in the form we have sent with this letter. You can post it to us using the free envelope provided.

Using a bank account won't change when or how much you're paid, just which account your payments go into. Most bank accounts are accessible at post offices so you shouldn't need to change how or where you collect your money.

**What to do if you don't have another account**

Your local bank, building society or credit union will be able to help you open an account. For more information visit [www.moneyadviceservice.org.uk/en/categories/running-a-bank-account](http://www.moneyadviceservice.org.uk/en/categories/running-a-bank-account). When you have the account details please call us straight away.

Yours sincerely,

Office manager

*SCAM*

If you have any questions please call us straight away on **0800 085 7133** (textphone **0800 085 7146**)

Please call us with your bank details, or if you prefer, you can fill in the form we have sent with this letter and send it to us in the free envelope provided

## Get all your benefits paid into a bank, building society or credit union account

- If you're filling in the form for yourself, please check part ①, complete part ② and sign part ③
- If you're an appointee or a legal representative acting for a claimant, please check part ①, give us details of the claimant's account in part ② and sign part ③

### ① Your Details

Full name

MR [REDACTED]

National Insurance number

[REDACTED]

Your name, if you're acting  
for a claimant

[REDACTED]

### ② About the account you want to use

The account can be in your name, a joint account or someone else's. You can find the account details on your cheque book or bank statements, or you can ask your bank or building society.

If you use someone else's account, you must check the terms and conditions of the account first, and have the other person's permission. They will need you to agree how they use your money.

To use a credit union account, you need to tell us the credit union's account details. Your credit union can help you with this.

Name of account holder  
(as on the statement or cheque book)

[REDACTED]

Name of bank, building  
society or credit union

[REDACTED]

Sort code  
(all 6 numbers, for example, 12-34-56)

[REDACTED] - [REDACTED] - [REDACTED]

Account number  
(most accounts are 8 numbers long)

[REDACTED]

Building society or credit union  
roll or reference number (up to 18  
characters long. Not all accounts have  
this; ask your provider if you're not sure)

[REDACTED]

### ③ Your declaration

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

I understand that I am agreeing to have all my benefits paid into this account.

I also understand that if I am paid too much, I may have to return the extra money (see overleaf).

Signature

Date