

If you call or write to us, please use this reference:  
AB123456C



Department  
for Work &  
Pensions

Building/Office location  
Office type  
Street  
Town  
County  
S1 4EB

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

Telephone: 0345 850 3322  
Textphone: 0345 601 6677

05 September 2016

## Your Disability Living Allowance is ending

Please don't ignore this letter. You need to decide if you want to claim Personal Independence Payment

Dear

Thank you for telling us your circumstances have changed.

Please read this information carefully. It explains that your Disability Living Allowance (DLA) will end soon and this could make a difference to the money you currently get.

A new benefit called Personal Independence Payment (PIP) has been introduced to help with extra costs if you have a long-term health condition or disability. PIP is different to DLA and you'll need an assessment to work out the level of help you'll get.

You can't choose to stay on DLA and you won't be automatically moved from DLA to PIP.

You now need to decide if you want to claim PIP. Please read the information about PIP later in this letter, then call us by **DD Month YYYY** if you want to make a claim.

### If you want to claim PIP

You make your claim by calling **0800 917 2222** (0800 917 7777 if using a textphone). Someone else can call for you, but you'll need to be with them when they call.

### We will ask you some information including:

- your National Insurance number and date of birth
- your full address including postcode

Your DLA is due to end soon.

If you want to claim PIP call **0800 917 2222** by **DD Month YYYY**.

If you don't want to claim call **0345 850 3322**.

If you don't contact us to claim PIP your DLA will end.

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- the full address, postcode and phone number of your GP surgery
  - the full work address, postcode and phone number of any other health or social care professionals that support you
  - nationality or immigration status
  - details of time spent abroad, if you have been abroad for more than 4 weeks at a time over the last 3 years
  - your usual account details

Don't worry if you don't know all this information when you call. You can still make your claim.

There are special rules for claiming if you have a terminal illness and are not expected to live for more than 6 months. These will help you get PIP more quickly.

If you claim PIP by **DD Month YYYY** and there is no further change to your circumstances, we will continue to pay your DLA while we're making our decision. That's providing you give us the information we ask you for and attend a face-to-face consultation if needed.

#### **If you don't want to claim PIP**

Please call us on **0345 850 3322** (0345 601 6677 if using a textphone) to let us know.

When you contact us we will explain when your DLA will end.

If you don't contact us your DLA will end. We will contact you to let you know when you'll get your last payment.

Other benefits or schemes you, or your carer get, such as Motability or Carer's Allowance, may also end or change.

If you're a Motability customer and either don't apply or don't get PIP at the required rate, your leasing agreement with Motability will end. If this happens, Motability will be in touch with you to make arrangements for the return of your vehicle. They will let you know if you are entitled to any further support.

#### **If you're not sure**

There's more information about PIP on **[www.gov.uk/dla-ending](http://www.gov.uk/dla-ending)**

If you need help to talk through what's best for you, talk to your carer, your family and friends. You could also contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

Yours sincerely,

Office manager

## What is PIP?

PIP helps with some of your extra costs if you have a long-term health condition or disability and face difficulties with daily living, mobility or both. You must have had these difficulties for 3 months and expect them to last for at least another 9 months.

There are special rules for claiming if you have a terminal illness and are not expected to live for more than 6 months. These rules will help you get PIP more quickly.

It's tax-free, not means tested and you can get it whether or not you're working, in education or training.

## Who is PIP for?

PIP is for people who are aged between 16 and 64, or are receiving DLA and were aged 64 or younger on 8 April 2013 (the day PIP was introduced) and are now aged 65 or over.

DLA is ending for people who were born after 8 April 1948, or reach the age of 16.

To get PIP you must:

- currently be in, and have been in Great Britain for at least 2 of the last 3 years
- have the right to live in the UK, Ireland, Isle of Man or the Channel Islands
- not be subject to immigration control (unless you're a sponsored immigrant)

There are some exceptions to these conditions for members of the armed forces and their families or if you're living in or come from another European Economic Area country or Switzerland.

## What you'll get

PIP has 2 parts: **daily living** and **mobility**. These are paid at either **standard** or **enhanced** amounts. Which part(s) and how much you get will depend on how your condition affects you.

You may get the **daily living** part if you need help with either: preparing food, eating and drinking, managing your treatments, washing

and bathing, managing your toilet needs, dressing and undressing, communicating, reading, mixing with other people or making budgeting decisions.

You may get the **mobility** part if you need help with either planning and following a journey or moving around.

If you do get PIP you could get more than, the same as, or less than your DLA. You can find out the current rates of PIP on [www.gov.uk/pip/what-youll-get](http://www.gov.uk/pip/what-youll-get)

If you get PIP we normally pay it into your usual account every 4 weeks. To make sure you carry on getting the right level of support, you must let us know if there's a change in your daily living or mobility needs. We will normally contact you while you're getting PIP to see if your needs have changed and to review the amount you get.

You can find out more information about PIP on [www.gov.uk/pip](http://www.gov.uk/pip)

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## How to claim PIP

**Step 1 Making your claim** – You claim by calling **0800 917 2222** (0800 917 7777 if using a textphone). Someone else can call for you, but you'll need to be with them when they call.

**Step 2 Gathering information** – We will send you a form to complete and send back. You'll need to tell us more about your health conditions or disabilities and how they affect you.

**Step 3 Independent assessment** – We will ask a health professional to look at how your health condition or disability affects your daily life. They may ask you to attend a face-to-face consultation, ask your health or social care professional(s) to provide information or both.

**Step 4 Our decision** – We will use this information to decide if you'll get PIP and, if so, how much you'll get. We will write to you to tell you our decision.

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## Other benefits, support and advice

There are other benefits and help you may be able to get.

For example:

- Access to Work
- Employment and Support Allowance
- Council Tax or Housing Benefit help
- help with health costs (please go to your local NHS website for more details)
- a Motability vehicle (this is dependent on getting the enhanced amount of mobility)
- Disabled Persons Railcard and Blue Badge

If someone is caring for you they may be able to get Carer's Allowance or Carer's Credit. To make an online claim for Carer's Allowance go to **[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)** or for more information about claiming Carer's Credit go to **[www.gov.uk/carers-credit](http://www.gov.uk/carers-credit)**

To find out what you may be able to claim, go to **[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)**

If you need help to talk through what's best for you then you could talk to your carer, your family and friends or your support worker. You could also contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

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## Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you've any concerns.

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## Getting help and support

If you need us to, we can provide the information in this letter in a different format which you find easier to access. For example, you can ask us to provide information in braille, large print, audio or email. Please contact us to discuss your requirements regarding format.

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## Call charges

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.

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