

Please listen to this information about coronavirus and your benefits.

We will continue to pay your PIP on the same day of the week, usually every four weeks. Your bank statement will show you the date you were last paid and you can use this to work out when your next payment will be.

If you are due to be paid on the 8<sup>th</sup> May bank holiday, arrangements have been made to pay you the day before.

Your payments may be affected if you are in hospital, residential college, care home, legal custody or have limited leave to remain in the United Kingdom.

If we have sent you an award review How Your Disability Affects You form but you have not yet been invited to a telephone assessment appointment, we will extend your award and your PIP payments will continue. We will send you a letter to confirm this.

If you reported a change in your needs and we sent you a How Your Disability Affects You form, we need the information in this form before we can make a decision. We have extended the time you have to return this form. You now have three months from the date we sent it to you - which is the date at the top of the covering letter – but please send it to us sooner if you can.

It is important you take part in any telephone assessment appointments you are invited to. After an assessment, it may be eight weeks or more before you hear from us. You only need to contact us if any of the details you gave us have changed.

If you have asked us to look again at our decision on your PIP claim, you do not need to do anything. We will contact you if we need any further information. If you want to send us any more information, you can do so.

If you would like us to look again at our decision on your claim or report a change in your needs, please continue to hold to speak to an adviser otherwise you can now end the call.

For further information please go to [gov.uk/pip](https://gov.uk/pip)