



Citizens Advice Bureau
 First Floor
 26-28 Market Place
 Wokingham
 RG40 1AP

Citizens Advice Bureau
 Headley Road
 (next to the Library)
 Woodley
 RG5 4JA

Phone: 0844 499 4126
 Email: public@wokingham-cab.org.uk
www.wokingham-cab.org.uk

*Thinking of volunteering..?
 Want something challenging..?
 Why not consider becoming
 an Adviser for the CAB*
 If you can spare one day a week and would like to help people with topics as diverse as Debt, Benefits, Immigration, Housing & Homelessness, then being a CAB Adviser might be what you're looking for. If you would like further information, please contact our Guidance Tutor, Tina, on 0118 978 7258 or look online at www.wokingham-cab.org.uk under 'volunteering'.

- Advice available on a range of topics, including:
- Savings & Tax
 - Benefits
 - Prescriptions
 - Sheltered Housing
 - PEP/ISA
 - Winter Fuel Payments
 - Pension Credit
 - Travel & Leisure
 - Local Information
 - Wills & Probate
 - What to do after a death



Guide to Retirement



Free
 Independent
 Confidential
 Advice

What is pension credit?

Pension credit is a means-tested benefit for older people. Pension credit consists of two parts and you can claim either or both depending on your circumstances.

How to claim pension credit

You should make a claim for pension credit in writing on form PC1, by telephone or in person at an appropriate office. In England, Wales and Scotland, you can claim pension credit by contacting the Pension Service by telephone on **0800 99 1234** (8am-8pm Mon-Fri and 9am-1pm Sat), or textphone on **0800 169 0133**.

**Phone to
claim now:
0800 99 1234**

What is a winter fuel payment?

A winter fuel payment is an annual tax-free payment made to people aged 60 or over. It is not the same as a cold weather payment, which depends on how cold the weather is and is available to certain groups of people who receive pension credit, income support or income-based jobseeker's allowance. A winter fuel payment can be paid at the same time as a cold weather payment. Winter fuel payments are not loans and therefore do not have to be repaid. Entitlement to the payment is based on regulations which means that if you are eligible, you will have a right to the payment.

Claim forms are usually sent out automatically but if you have any problems or queries contact the Winter Fuel Payment Helpline on **0845 915 1515** or text phone on **0845 601 5613**.

Who can get a winter fuel payment?

You may be able to get a winter fuel payment if:-

- on at least one day during the qualifying week you are aged 60 or over; *and*
- you are ordinarily resident in the United Kingdom or have previously been entitled to a winter fuel payment and now live in another EEA country or Switzerland; *and*
- have made a claim by the due date if you are required to do so; *and*
- you are not excluded from making a claim.

