

## Statement of Confidentiality

We will treat information you give us in confidence. However, we may give it to other government departments, agencies and local authorities. We will give information to our accommodation providers; cash support providers; the voluntary sector reception assistants, and the post office. This is so they can give you the support we ask them to provide. We will give the police information, if necessary, so they can prevent, detect, investigate or prosecute criminal offences.

You should fill in this form if:

- you have made a claim for asylum in the United Kingdom under the Refugee Convention and are waiting for a decision;
- you have made a claim for asylum under Article 3 of the European Convention on Human Rights, and are waiting for a decision;
- you are the dependant of an asylum seeker, as defined in Section 5 of this guidance, and no application for support has been made for you; or
- you have appealed against the refusal of your asylum claim, and a special adjudicator; the Tribunal; the Court of Appeal (or Court of Session in Scotland), or the House of Lords have not made a decision yet; and
- you, and any dependants, are, or are likely to become homeless or lose all financial resources within the next 14 days.

## How to make an application

When you have filled in the Asylum Support application form (NASS1), you should send it to your [Regional Office](#); enclosing four passport-sized photographs of the main applicant. You should include any documents we need as evidence.

You do not have to send your application by fax, but if you do, we can consider your application as early as possible. This means you will know what help we can give you in a short time.

## What happens next?

When we receive your application, an officer will check to see if you can get support. When we complete the assessment, we will tell you the decision by writing to you.

If you are successful, we will provide a support package for you, and will send the details to you as soon as they are agreed. Sometimes, it will be possible to decide the case, and to complete support arrangements within a short period. If this is the case, we will tell you about the decision and support package at the same time.

If we refuse your application, we will write to you and tell you why. You will have the right to appeal to an adjudicator against this decision, and we will provide information on how to appeal.

## How long will an application take?

We aim to make a decision within two working days of receiving your application. Each case will be different, and it is impossible to guarantee that all cases will meet this target. However, we will make sure that we contact you within seven days of receiving your application. We will tell you why there is a delay or tell you our decision.

Should you need to, you can contact your [Regional Office](#) or phone the Asylum Support Enquiry Line: 0845 602 1739.

### **Note 1 - About you**

You should fill in section 1 with the details of the person who is applying for support. If you are the dependant of an asylum seeker who is in the United Kingdom, you should fill in your details. You should fill in the details of the main asylum applicant in section 2. (You should make sure that you read the section 2 notes carefully before you fill in the section.)

### **Surname**

You should only put your surname in this section.

### **Other names**

You should give all the other names that you have used. This includes your first name, middle name, personal names and religious names.

### **Names that you previously used**

Give any other names you have used, if they are different from the ones you have given in the previous question. This should include:

- your name when you were born (if different from above);
- your maiden name (the name you used before you got married); and
- any other names that you have used.

### **Your spoken English and if you need an interpreter**

It is important that you consider these questions carefully. Please tell us if you need an interpreter. If we need to discuss your application, we can talk to you in a language that you are comfortable with. We will also make sure that any person who can help you is aware of the language that you speak. This is important as you may need to speak to someone if you have a problem they can deal with. This could be because:

- a pipe in your accommodation has burst;
- you have a problem with your cash support;
- you need to organise a school for your child; or
- a member of your family is ill.

You should only tick 'Yes' if you are reasonably fluent in English. This means that you are able to speak and make yourself understood without too much difficulty.

**If you need an interpreter for your asylum application, you will need to tell the Border and Immigration Agency. When they contact you to discuss your asylum claim you should let them know.**

## **Note 2**

### **You have already applied for asylum or have made an appeal**

You should only tick 'Yes' if one or more of the following applies.

- You have made a claim for asylum under the Refugee Convention, which has not been decided yet.
- You have made a claim for asylum under Article 3 of the Human Rights Convention, which has not been decided yet.
- You have appealed against the refusal of your asylum claim but a Special Adjudicator; the Tribunal; the Court of Appeal (or the Court of Session in Scotland), or the House of Lords has not made a decision yet.
- You are the dependant of an asylum seeker as defined in section 5 of this guidance.
- You have received a final decision on your appeal but your household contains a child under the age of 18.

If none of these apply, **you are not eligible for support from us**. You should get independent advice on your position.

If you do tick 'Yes', please provide details in the box about your claim for asylum or appeal. This includes information on your route to the United Kingdom, method of entry to the United Kingdom and when and where you applied for asylum. If you did not apply for asylum at the port immediately on arrival, you will also need to provide an explanation.

You should always provide any reference number given to you (e.g. your Home Office reference number). Please also give any other reference numbers you may have received from other immigration authorities, for example, a Port reference number (TN4/123/99), or an IFB reference number (IFB02/002768/Q) if you have been issued with an Applicant Registration Card. If you have more than one reference number, please give them all (use a separate sheet if necessary).

You may have a date for your asylum interview. If so, you must enter the details in this section.

If you have already made a claim for asylum but have not had a decision yet, you should also give:

- the date you made your claim; and
- where and how you made the claim (for example, at Gatwick Airport in person, at the Public Caller Unit in Croydon in person, or by post to the Border and Immigration Agency).

If you do not yet know your Home Office reference number, you should, where possible, provide proof of posting. This could be a recorded delivery or registered post number and the date of posting.

This information will help us to confirm that you have already claimed for asylum or have appealed against the refusal of an asylum application.

**If you are a dependant of an asylum seeker and you are likely to become homeless or lose your financial resources, you may ask for support under these arrangements. You should fill in the details that we need about the asylum application.**

### **Note 3**

#### **Applying for support**

You should show the support you are applying for by ticking the box provided. If you need both subsistence (this means you need help to buy essentials, such as food or clothing) and accommodation, you should make sure that you tick the 'both' box.

If you have previously applied for support from Asylum Support, you must indicate when you applied for support and your previous reference number.

So we can identify the application you are making, you should answer the questions about your contact with us. Your application may be delayed if you do not fill in this section.

### **Note 4**

#### **Address**

You should give your current address in the United Kingdom. This should be the address you are living at when you make this application for support.

You may live at more than one address. You may spend part of one week with one relative or friend and the rest of the week with another. You should give us the address you want us to send all correspondence to. You should give any other addresses used on a separate sheet and tell us why you have more than one address.

### **Note 5**

#### **Other people you have included in your application**

This section is about who you want to include in your application as a dependant.

Dependants must be in the United Kingdom and may be someone who:

- is your husband or wife;
- is your child, or a child of your husband or wife, who is under 18 and depends on you;
- is under 18 and is a member of your, or your husband or wife's close family;
- is under 18 and has been living as part of your household since they were born or for at least 6 of the 12 months before the day you applied for support for them;
- needs care and attention from you or a member of your household because of a disability and would fall within either of the two categories in the two bullet points before this bullet point, except that they are not under 18;

- has been living with you as a member of an unmarried couple for at least two of the three years before the day you claimed for support for them;
- lives as part of your household and received help from a local authority under section 17 of the Children Act 1989 immediately before 6 December 1999;
- lives as part of your household and received help from a local authority under section 22 of the Children (Scotland) Act 1995 or Article 18 of the Children (Northern Ireland) Order 1995 immediately before 3 April 2000; or
- has claimed for leave to enter or stay in the United Kingdom based on their relationship to you.

If you are making this application for support because you are the dependant of an asylum seeker, you may only include as your dependants either that asylum seeker or dependants of that asylum seeker.

If you have no such dependants, please tick 'No' and go directly to section 6.

Section 5b asks for information about all your dependants you have included in the application. It is important that you answer the questions in full.

(The application form only allows you to give details of four of your dependants. If you have more than four, please give details on a separate sheet.)

If you have included your husband or wife or partner as a dependant, please write their details in the box marked dependant 1. If not, use this box for other dependants.

In each case, you should give their full name, nationality, date of birth, sex and their relationship to you, for example your mother, father or sister. You should provide their current address if it is different from your own. Please explain why they do not live with you on a separate sheet if necessary.

We need to know if your dependants already attend school, college or university. You should provide the address of the school and say how long the dependant has been there.

If you have a husband or wife or partner who:

- is in the United Kingdom; but
- is not included in your application for support; and
- is not able to provide you with support (see section 7);

You should give their details in section 12 'Other information'.

If you receive support for a dependant you have listed in this application, it does not guarantee that they will be treated as a dependant for immigration purposes.

## **Note 6a**

### **About your current accommodation**

In this section you should provide information about where you are living.

If your dependants do not live with you, you should include their details in section 5b. You should also give relevant information about their accommodation, based on the questions in this section, on a separate sheet of paper.

### **Are you living in initial (emergency) accommodation?**

Initial accommodation is temporary accommodation provided by a voluntary organisation that is funded by the Home Office. They will give you support while we consider your application for support. You do not need to provide any more details in this section if you live in initial accommodation. You should go directly to section 7. You may only stay in initial/emergency accommodation whilst your claim for support is being decided.

### **Are you staying with a friend or relative?**

If you are living with a friend or relative you should tick the 'Yes' box.

### **If you are staying with a friend or relative, do you pay?**

In this section you should say if you are paying your friend or relative anything. You may contribute towards the food, utility bills (gas, electricity and water), rent or mortgage. If you rent accommodation from a friend or relative but do not live with them, you should tick the 'does not apply' box.

### **Are you living in rented accommodation?**

This is accommodation that you rent from either a private landlord (including relatives) or from a local authority. It can be self-contained accommodation, a hostel, bed and breakfast or a hotel. You should provide details of the amount you pay in rent, for example, £400 a month, and give details of the landlord. If you want to stay in this accommodation, you should provide a copy of the rent book. If you are in a hostel or bed and breakfast, you should provide a bill or invoice. If you do not do so, your application may be delayed.

### **Do you live in any other kind of accommodation?**

If you are being held under the Immigration Act, you can still apply for support if you are being released or have made a bail application. You should give details about the place you are being held. You should also tell us if you are waiting for the results of a bail hearing. If you were recently released from detention, please give details of the release date and where you were being held.

You should tell us about accommodation that a charity provides, other than emergency accommodation, in this section.

If you own your house or have a mortgage on it, you should give details here of the amount you pay every week or month.

### **Is there any legal reason why you cannot move from your accommodation?**

This may be because you are under police, court or adjudicator's bail. You should give details in the box at the end of section 6.

### **You cannot afford the accommodation**

If you cannot afford your accommodation, it is not adequate. This could be because you cannot pay your landlord. Or, if you live with a relative and you do not have enough money to pay what they have asked, the accommodation is not adequate. You should give a brief

explanation, for example, 'I have no money to pay the rent'. You should tell us how much your accommodation costs. If you cannot afford other essential living needs, your accommodation is not adequate.

### **Do you want to stay in your current accommodation?**

You do not need to fill in this section if you are being held or if you are in initial (emergency) accommodation.

All other applicants should fill in this section. This will help us to decide whether your current accommodation is adequate. If you live in rented accommodation, we will consider whether the rent is reasonable and whether you can afford it.

### **Note 6b**

#### **Adequate accommodation**

Your accommodation is not adequate if one of the following apply.

#### **Your licence ends**

You may live in accommodation as a licensee. This is when you are staying with, for example, a friend or relative, or living in a hostel or hospital. If they tell you to leave, the licence ends and your accommodation is not adequate. If you are told to leave, you should explain why.

#### **General housing circumstances**

If your accommodation is worse than other accommodation in your area, it may not be reasonable for you to stay there. We may also consider overcrowding when we compare the general housing conditions in the area. You should give details if you think that this applies to your accommodation.

#### **Is the accommodation available for you and your dependants to live in?**

If the accommodation is not available for occupation by your dependants together with you it may not be adequate.

#### **Violence or threats of violence**

You should tell us if a person not normally associated with you is likely to cause you or your Dependant[s] harm. This may be violence or threats such as:

- racial harassment or attacks;
- physical violence;
- sexual abuse or harassment; and
- harassment because of your religion.

In those circumstances it may not be reasonable for you to stay in your current accommodation.

## **Domestic violence**

You should tell us if a person who normally stays with you as a member of your family is likely to cause you or your dependant[s] harm. Domestic violence may be:

- physical assault;
- sexual abuse; or
- threats and intimidation.

In these circumstances it may not be reasonable for you to stay in your current accommodation.

## **Served with a valid court order**

You should tell us if you have been served with a valid court order for the possession of your home. We would not consider the accommodation to be adequate from the date of the order. You should send us a copy of the court order.

## **You cannot get into your home**

You should tell us if you were illegally evicted, or squatters live in your property illegally. The accommodation is not adequate until you can get back into your home.

## **Mobile homes**

This includes any accommodation that is a moveable structure, vehicle or vessel, that has been designed for people to live in. You must have the proper permission to live in it. If you do not have this permission, your accommodation is not adequate. You should give details if this is the case.

## **Note 7**

### **Support from friends and relatives**

We will consider any support that your friends or relatives in the United Kingdom, or elsewhere, give you when you apply for support.

In section 7(a) you should say whether any friends or relatives can give you financial support, other than accommodation. If they can, you should give details in section 7(b).

You should include:

- their current address;
- their relationship to you;
- their immigration status if they live in the United Kingdom; and
- why they are in the United Kingdom.

If they are here temporarily, you should give more details, for example, if they are a visitor, student or asylum seeker.

If you receive financial support, you should give the amount you receive and how often you

receive it, for example, '£30 a week'. If a friend or relative provides you with accommodation, you should also give details, for example, 'I am staying with my brother in his two-bedroom flat'.

**You should only fill in section 7b if a friend or relative can give you support.**

## **Note 8**

### **Cash, savings and assets**

We will take account of any:

- cash;
- savings;
- investments; or
- certain types of property;

that belongs to you or your dependants when you apply for support (whether in the United Kingdom or elsewhere).

(Section 7 deals with support from relatives or friends. Section 9 deals with other income and earnings.)

If you have savings, investments or property, you should send us the relevant documents.

You should tell us if you think your assets are not reasonably available to you, or it is not reasonable that you use any of them, and give reasons on a separate sheet of paper. We will then decide whether these items are reasonably available to you or whether it is reasonable for you to use the item.

We will not take account of jewellery. However, you should tell us about it in section 8 if it is worth over £1,000.

We will not take account of any:

- personal clothing;
- bedding; or
- optical (for the eyes) and medical items, including wheelchairs.

Do not include these items on the application form.

## **Warning**

**The information about your circumstances must be true. If you give false information so you can get any benefit or other payment, you could go to prison for up to seven years.**

## **Cash**

If you, or your dependants, have cash in the United Kingdom or elsewhere, you should say how much you have. For example, if you, or your dependants, have 200 Euros, you

should tick the relevant 'Yes' box in section 8. Enter the amount (in Euros) in the table below it. You should say in the 'Description' box that the currency is 'Euros'. There is no need for you to work out how much your currency is worth in pounds sterling. We will also work out how much it will cost you to change your money into sterling.

You should give details of any cash you, or your dependants, have outside the United Kingdom. You should tell us if you can use it. If you can't use it, you should say why. For example, you may have cash in your home in your country of origin, but had no time to collect it before you left, and no one can get it and send it to you.

## **Savings**

You should say if you, or your dependants, have any savings. These may be in a bank, building society, Post Office account or other financial institution. You should say if the account is in the United Kingdom or abroad. You should also say how much is in the account and send us the relevant documents.

You may give the value in the actual currency. You do not have to change the value into pounds sterling.

You should say if you can get any money that is held in a financial institution abroad. If you think it would not be possible for you to get your money, you should say why in the section marked 'Description'. For example, your assets may be frozen. We may ask you to send us the relevant documents in these circumstances.

## **Investments**

You must tell us if you, or your dependants, have any investments. This includes any businesses, investment and income bonds, life insurance policies, national savings certificates, personal pension scheme, premium bonds, stocks and shares and unit trusts. These investments may be in the United Kingdom or abroad. You should tell us the value of your investments and send us the relevant documents. You may give the value in the actual currency. You do not have to change the value into pounds sterling.

If your investments are outside the United Kingdom, you should also say if there is any reason you cannot get to them. You put this information in the 'Description' box in section 8. For example, your assets may be frozen. We may ask you to send us the relevant documents.

## **Property**

You, or your dependants, may have land, a house, outbuildings, a garage, business assets or goods, in the United Kingdom or elsewhere. If so, you should tell us how much it is worth and send us the relevant documents. If you, or your dependants, own a car, van, lorry, boat or other motorised vehicle, you must tell us about them. You must include the age, type, model and how much it would be worth if you sold it.

We may give you temporary support of up to three months to give you enough time to sell some types of property. In these circumstances we may ask you to send us the relevant documents that show you have tried to sell your property.

If you have property outside the United Kingdom, you should also say if it is available to you. You may not be able to use the property. If so, you should tell us in the 'Description' box in section 8. For example, you may own a house in your country of origin but there is no market for this type of property.

If you live in a property that you own, you will have to arrange to sell the property within six

months of making your application. We will treat any money from the sale of your property as cash or savings. You should send evidence that shows you have tried to sell your property three months after you applied to us.

If you do not think that it is reasonable to sell your property, you should say why on a separate sheet of paper. You should send this with your application form.

## **Jewellery**

Although we will not consider the value of jewellery, you must tell us about it in section 8. You should list any valuable jewellery, including watches, which belong to you or your dependants if they are worth over £1,000 (current market value). You should describe the item (or items), say where they are and, if known, give an estimate of the current market value.

You must tell us immediately if you sell any of the jewellery you have described on the application form. You must say which item (or items) you sold, and how much money you got.

We may take action against you if you do not tell us.

## **Note 9**

### **Income**

In this section you should give details of any other income that you have not already told us about. The income may be from you, or your dependants, if you have any. For example, payments from a pension.

If you receive an income from a friend or relative, you should make sure that you tell us in section 7.

You should not take employment, paid or unpaid, unless you have permission to do so from the Home Office.

If you have permission to work you should tell us:

- your employer's name and address;
- the number of hours you worked every week; and
- the amount you earn every week.

If you are paid every week or every month, you should send your last five wage slips. **If you do not do this, your application may be delayed. We may contact your employer to confirm how much you earn and how many hours you work.**

You should also tell us if you, or anyone you are claiming for, receive support. This may be accommodation, financial support or other support (such as food or clothing). This would include income from a pension, investments, university grants or support from voluntary organisations. You should also say how often you receive the support.

## **Note 10**

### **State benefits**

If you receive state benefits, you must tell us about the benefits you receive. You will need to

send us a copy of your benefit book or advice letter. If you have recently lost your benefit because you are no longer eligible, you will need to send us documents to show this. Below is a list of state benefits.

Income-based Jobseeker's Allowance  
Severe Disablement Allowance  
Invalid Care Allowance  
Disability Living Allowance  
Income Support  
Working Families' Tax Credit  
Disabled Person's Tax Credit  
A Social Fund Payment  
Child Benefit  
Housing Benefit  
Council Tax Benefit  
Support under the Asylum Support (Interim Provisions) Regulations 1999  
Social assistance legislation in Scotland and Northern Ireland, as specified in sections 120 and 121 of the Immigration and Asylum Act 1999

## **Note 11**

### **Accommodation**

#### **You should fill in this section if you have applied for accommodation**

If we offer you accommodation, we will try to choose the most suitable accommodation to meet your needs. We will consider your specific household needs. This includes the size of your family, ethnic, racial and cultural backgrounds and health issues.

In this section, you should provide details of any needs which may affect the accommodation that we give you.

### **Ethnic group and religion**

You should tell us your ethnic group and religion because it will help us to identify a suitable area for any accommodation that we may give you. We will try to place you where there is a community of people with similar cultures who will understand your particular needs. It will also help us to make sure that the organisations that provide accommodation are sensitive to your cultural needs.

### **Health**

You, or your dependants, may have on-going medical or psychological conditions. If you receive any treatment, medication or counselling, you should tell us in the space provided. It is important that we consider any factors that affect your wellbeing when we decide what accommodation to give you. You should tell us if you have any special requirements because of your medical condition. For example, you have a very bad skin condition which means that you need a bath rather than a shower or, you may need to put your medicine in the fridge.

### **Disability**

If you, or your dependants, suffer from any disability such as blindness, deafness, partial sight, damaged hearing, or problems moving around, you should let us know by filling in this section. Where possible you should tell us about the specific areas where you will need help. We will try to provide support that will meet your needs.

## **Dietary needs**

If you, or your dependants, need a special diet, you should give details in this section. You may have to eat food that is prepared in a special way, for example, Halal meat, or you may have a medical condition that needs a special diet, for example, without gluten.

## **Any other information**

You should use this space to provide any other information that you feel we should consider when we offer accommodation. You may want to give us more information about any of the areas mentioned above. You should tell us if you, or your dependants, receive help from any organisation that we have not already mentioned. You should say if the support is medical or non-medical, and how they help you. You should also tell us if you think you may face problems with domestic arrangements, for example, you may not be able to cook.

## **Note 12**

### **Other information**

You may want to give us more information about your support and accommodation needs. This may include information about medical conditions, cultural needs and mobility needs. In this section you can tell us about anything you think we should know.

If you do not have enough room you can use another sheet of paper. If you do give us more information, you should show which section on the application form your information relates to. For example, put 'continued from section 8' at the top of the new sheet. You may also use this section to include information that you do not feel has been covered by the form, but is important.

You should list in this section any documents you have sent us with this application.

You should not use this section to provide details of your asylum application.

## **Note 13**

### **Warning and declaration**

You should read this section carefully. It is important that you understand what will happen if you give us false information.

You **must** sign and date this section. We will return your application to you if you do not do this as it will not be valid. This will delay your application.

If you cannot write, you should place your mark in this section. This may be a thumbprint or any symbol that you are identified by.

If you cannot write because of a disability, the person who has filled in the form for you must sign the declaration, explain that you have a disability, and say that they have signed the form for you.

The Prescription Pricing Authority will also use the information you have given in this form to decide whether you can get help with health costs, for example, free NHS prescriptions. It is an offence to provide false or incomplete information. The Prescription Pricing Authority may also take action if you have made a false declaration to get the HC2 certificate. More information about the HC2 certificate is in the general note.

When you make this application, you are giving us permission to give your and your

dependant[s]' personal details to the people who will be involved in providing you with support. We may give this information to reception assistants, accommodation providers, cash support providers and the Post Office.

Also, we have asked for permission to pass on details about you to service providers in the area where you currently live (if you have not applied for accommodation), in the area where we may offer you accommodation or in the area where you may seek support when asylum support ends.

We do this to make sure that you can use all the services, such as health and education. You are responsible for contacting these services to make arrangements for your individual needs, but they will know that you are living in their area.

We will provide the following details about you.

- Your name, nationality and date of birth (and the details of any dependant you have included in your claim).
- The language you speak (this will help the service provider work out if you need an interpreter).
- The address where you will be living (this will help them find local doctors or schools for you if you cannot do so).
- The date you will be arriving in the area if you do not already live there.
- That you are seeking asylum (but we will not give information about your asylum claim).

You decide whether we can give your personal details to service providers. However, if you do not let us, you may have problems when you try to arrange local services for you and your family.

If necessary, we will pass information to other agencies and public organisations so they can prevent, detect, investigate or prosecute criminal offences.

#### **Note 14**

##### **If someone helped you fill in the form**

Someone may have helped you to fill in this form. For example, an assistant from a voluntary organisation such as Refugee Arrivals Project or Migrant Helpline or a solicitor or other legal representative.

If so, you should give the details of the person or the organisation that has helped you in section 14. We need these details because we may have to contact them to check the information they have given.

##### **General note**

If you have sent your application by fax, you must make sure that you send us the original copy at the same time. You should make sure that you send all the documents to support your claim with the application form. Do not forget to send four passport-size photographs of the main applicant. They should be:

- clear;
- good quality;
- all the same;

- printed on normal thin photographic paper;
- unmounted (unframed);
- 45mm x 35mm (1.77 x 1.38 inches);
- of your full face; and
- taken against a white background.

If you do not send us the original form and photographs immediately, it may cause a delay in processing your application.

### **NHS help with health costs**

If your application for support under these arrangements is successful, we will also issue you with a certificate (HC2). This will, depending on if you are eligible, let you have free:

- NHS prescriptions;
- NHS dental treatment;
- NHS sight tests; and
- NHS wigs and fabric supports.

You may also be able to get:

- vouchers towards the cost of glasses or contact lenses; and
- refunds of necessary travel costs to and from hospital for NHS treatment.

The certificate tells you what to do and what you can use it for. You do not need to fill in a separate claim form and you should not send an application direct to the Health Benefits Division of the Prescription Pricing Authority.

### **Refunds**

You can normally claim money back if you have already paid for something (the attached chart tells you what to do). The Health Benefits Division normally works out refunds based on your circumstances on the date you paid.

If you claim money back more than three months after you paid, the Health Benefits Division will decide if there is good reason to accept it. You should make the claim using form HC5. You can get this form from the local Social Security Office, NHS hospital, dentist or your local One Stop Service.

### **Questions**

If you have any questions about a claim for a refund of health costs, you should contact:

The Health Benefits Division  
 PO Box 769  
 Sandyford House  
 Archbold Terrace  
 Newcastle upon Tyne  
 NE99 2UT.

If you have any other health questions, you can ring the Health Benefits Division on 0191 203 5555, Monday to Friday, between 8.30am and 5pm.

<b>What you have paid for</b>	<b>What you should send</b>	<b>When you should send it</b>
NHS prescription	NHS receipt form FP57 (EC57 in Scotland). You can get this from your pharmacist, doctor or hospital when you pay for your prescription – you cannot get one later. It tells you what to do.	You must send your claim within three months of the date you paid for your prescription. Or, you can take form FP57 (EC57 in Scotland) straight to the post office if you already have the evidence that you need.
NHS dental treatment	A receipt which shows you had NHS treatment.  Refund claim form HC5. Your dentist may have one. It tells you what to do.	You must send your claim within three months of the date you paid for your treatment. If you pay in instalments, send in your claim within three months of the date you finished paying.
NHS wig or fabric support	A receipt which shows you have paid for a NHS wig or fabric support.  Refund claim form HC5. You can get one from your NHS hospital. It tells you what to do.	You must send your claim within three months of the date you paid for your wig or fabric support.
Sight test	A receipt which shows you have paid for a sight test.  Refund claim form HC5. Your optician may have one. It tells you what to do.	You must send your claim within three months of the date of your sight test.
Glasses or contact lenses  You cannot claim a refund if you have already used an optical voucher towards the cost of your glasses or contact lenses, unless it was only a 'complex lens' voucher.	A receipt which shows you have paid for glasses or contact lenses.  Refund claim form HC5. Your optician may have one. It tells you what to do.	You must send your claim form within three months of the date you paid for your glasses or contact lenses.
Travel expenses to hospital for NHS treatment	Ticket or receipts for your travel costs.  Refund claim form HC5. You can get one from your NHS hospital. It tells you what to do.	You must send your claim within three months of the date you paid the travel costs.