**How to claim**

**Personal Independence Payment**

Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment (PIP) claim if you’re in Great Britain.

**Telephone: 0800 917 2222   
Textphone: 0800 917 7777   
Monday to Friday, 8am to 6pm**

You’ll be asked for information like:

* contact details and date of birth
* National Insurance number
* bank or building society details
* doctor’s or health worker’s name
* details of any time you’ve spent abroad, or in a care home or hospital

Someone else can call on your behalf, but you’ll need to be with them when they call. You can also write asking for a form to send the above information by post (this can delay the decision on your claim).

Personal Independence Payment New Claims   
Post Handling Site B, Wolverhampton, WV99 1AH

**What happens next**

You’ll be sent a ‘How your condition affects you’ form. It comes with notes to help you fill it in. Return the form to DWP - the address is on the form. You’ll may be asked to attend a medical [assessment](https://www.gov.uk/pip/eligibility) it is essential that you go to this. DWP will send you a letter once they’ve made their decision, explaining why you do or don’t get PIP. You can appeal if refused

**Need help with your form?**

**Applied and been refused?**

**Get advice**

[Benefits Advice - THCAN](https://thcan.org.uk/benefits-advice/)