



Department  
for Work &  
Pensions

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

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Your reference:  
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14 November 2023

## Your Disability Living Allowance is ending

Please do not ignore this letter. You need to decide if you want to claim Personal Independence Payment

Dear Mr Smith

You may know that Disability Living Allowance (DLA) will end soon for most claimants, including you. This affects you even if your DLA has no end date.

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 may need an assessment to work out the level of help you will get.

You cannot choose to stay on DLA and you will not 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 will 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
- 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

You cannot continue to get DLA.

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

If you do not want to claim call **0800 121 4433**.

If you do not contact us to claim PIP your DLA will end.

We have many different ways we can communicate with you.

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

- 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

Do not worry if you do not know all this information when you call. You can still make your claim.

There are special rules for claiming if you are nearing the end of life and are not expected to live for more than 12 months. These will help you get PIP more quickly.

If you claim PIP by **DD Month YYYY** and your circumstances do not change, we will continue to pay your DLA while we are making our decision. That is providing you give us the information we ask you for and attend a consultation if needed.

### **If you do not want to claim PIP**

Please call us on **0800 121 4433** (0800 121 4493 if using a textphone) to let us know.

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

If you do not contact us your DLA will end. We will contact you to let you know when you will 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 are a Motability customer and either do not apply or do not 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 are not sure**

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

If you need help to talk through what is 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 are nearing the end of life and are not expected to live for more than 12 months. These rules will help you get PIP more quickly.

it is tax-free, not means tested and you can get it whether or not you are 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 are a sponsored immigrant)

There are some exceptions to these conditions for members of the armed forces and their families or if you are living in or come from another European Economic Area country or Switzerland and are covered by the Withdrawal Agreement. Go to [www.gov.uk](http://www.gov.uk) for more information about the Withdrawal Agreement.

## What you will 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 managing 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 is a change in your daily

living or mobility needs. We will normally contact you while you are 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 text phone). Someone else can call for you, but you will need to be with them when they call.

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

**Step 3 Independent assessment** - We may ask a health professional to look at how your health condition or disability affects your daily life. They may ask you to attend a 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 will get PIP and, if so, how much you will 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
- Universal Credit
- Housing Benefit or Local Council Tax Reduction
- 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 check what other benefits or support may be available to you go to [www.gov.uk/browse/disabilities](http://www.gov.uk/browse/disabilities)

If you need help to talk through what is 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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## **Treating people fairly**

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on [www.gov.uk](http://www.gov.uk)

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## **Call charges**

Calls to 0800 numbers are free from personal mobiles and landlines.

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## **Why DWP needs personal information and how we treat it**

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please visit our DWP Personal Information Charter at [www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)

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