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|  | <p>We are Capita. We carry out Personal Independence Payment (PIP) assessments for the Department for Work and Pensions (DWP).</p> |
|  | <p>Sending information with your claim form can help our health professionals to understand how your health condition or disability affects you.</p> |
|  | <p>Try to send as much information as you can at the start of your claim. This will need to be posted to us.</p> |
|  | <p>Send any information that explains how your health condition or disability affects you.</p> |
|  | <p>The information does not have to be medical.</p> |















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|  | <p>Information from the people who know you best is very important.</p> |
|  | <p>You could send information from:</p> <ul style="list-style-type: none"> • family members • friends • carers • support workers |
|  | <p>Only send information that you already have.</p> |
|  | <p>Do not ask your GP for information if you have to pay for it.</p> |
|  | <p>Do not wait for more information before sending your claim form back.</p> |
|  | <p>Put contact details for everyone who helps you on your claim form.</p> <p>Put these in order of who knows you the best. It doesn't have to be your GP it can be anyone.</p> |

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|  | <p>If we need more information, we might contact the people on your form.</p> |
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Here are some examples of the information you should send.


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|  | <p>Information we find useful is:</p> <ul style="list-style-type: none"> • A list of medicine you take |
|  | <ul style="list-style-type: none"> • A report or care plan from a: <ul style="list-style-type: none"> ○ GP or consultant ○ Community psychiatric nurse (CPN) ○ Occupational therapist ○ Social worker ○ Learning disability support team |
|  | <ul style="list-style-type: none"> • Statements from carers or family members, like a carer's diary |
|  | <ul style="list-style-type: none"> • A letter about your condition or diagnosis from: <ul style="list-style-type: none"> ○ your consultant(s) ○ the hospital discharging you ○ an outpatient clinic |

Here are some examples of the information you should not send.

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|   | <p>You do not need to send:</p> <ul style="list-style-type: none"> • Appointment cards or letters |
|   | <ul style="list-style-type: none"> • Hospital admission letters |
|   | <ul style="list-style-type: none"> • Factsheets about your condition, diagnosis or the medication you are taking |
|   | <ul style="list-style-type: none"> • Information about tests you are going to have |
|   | <ul style="list-style-type: none"> • Bus or train tickets and directions or maps to appointments you have been to |
|   | <ul style="list-style-type: none"> • Information you have sent to DWP before for PIP |
|   | <p>Remember, do not pay for any medical information.</p> |

How to contact us

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|  | <p>If you have any questions about your assessment, please contact us.</p> |
|  | <p>We are open 8am to 8pm, Monday to Friday and 9am to 5pm Saturday.</p> |
|  | <p>Someone else can call for you. They will need to know your National Insurance number.</p> |
|  | <p>Call us free on 0808 178 8114 (Welsh line 0808 178 8115).</p> |
|  | <p>If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8114.</p> |
|  | <p>If you use British Sign Language, you can use the Video Relay Service.</p> <p>Type this link into your internet browser: www.haas.capita.co.uk/en/contact-us</p> |

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| | <p>Scroll down to “Video relay service” and click the link.</p> |
|  | <p>You can also write to us:</p> <p>Capita PO Box 307 Darlington DL98 1AB</p> |
|  | <p>Or email us: contactus@capita-pip.co.uk</p> <p>(Please do not send your evidence to this email address, only post it to us)</p> |

For more information on PIP, go to www.gov.uk

Search for **Easy Read Personal Independence Payment**.