



## Department for Work & Pensions

### **Additional information for the claimant**

#### **How we pay you**

We normally pay your money into an account. Many banks and building societies will let you collect your money at the post office.

We'll tell you when we'll make the first payment and how much it will be for. We'll tell you if the amount we pay into the account is going to change.

#### **About the account you want to use**

By account we mean a bank, building society, credit union or Post Office® card account.

- The account can be in your name, or a joint account.
- You can use someone else's account if:
  - The terms and conditions of their account allow this, and
  - They agree to let you use their account, and
  - You are sure they'll use your money in the way you tell them.

If you use a credit union account, you must tell us the credit union's account details.

If you are an appointee or a legally appointed representative, the account should be in your name only.

If you are a corporate appointee, the account should be in the organisation's name.

#### **Finding out how much we have paid into the account**

You can check your payments on account statements. The statements may show your National Insurance (NI) number next to any payments we've made. If you think a payment is wrong, get in touch with the office that pays you straightaway.

#### **If we pay you too much money**

We have the right to take back any money we pay that you're not entitled to. This may be because of the way the payment systems work. For example, you may give us some information, which means you're entitled to less money. Sometimes we may not be able to change the amount we've already paid you. This means we'll have paid you money that you're not entitled to. We'll contact you before we take back any money.

### **How we collect and use information about you**

The information we collect about you and how we use it depends mainly on the reason for your business with us. But we may use it for any of the Department's purposes, which include:

- Social security benefits and allowances
- Child support
- Employment and training
- Private pension's policy
- Retirement planning.

We may get information from others to check the information you give to us and to improve our services. We may give information to other organisations as the law allows, for example to protect against crime.

To find out more about how we use information, visit our website <http://www.dwp.gov.uk/privacy-policy> or contact any of our offices.