















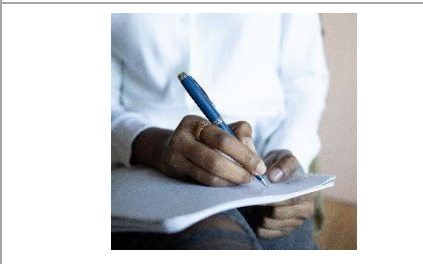

## Supporting information

	<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>















	<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"> <li>• family members</li> <li>• friends</li> <li>• carers</li> <li>• support workers</li> </ul>
	<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>

	<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.



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

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

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

## How to contact us

	<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 <b>0808 178 8114</b> (Welsh line 0808 178 8115).</p>
	<p>If you cannot hear or speak on the phone, you can use NGT or Relay UK: <b>18001</b> then <b>0808 178 8114</b>.</p>
	<p>If you use British Sign Language, you can use the <b>Video Relay Service</b>.</p> <p>Type this link into your internet browser: <a href="http://www.haas.capita.co.uk/en/contact-us">www.haas.capita.co.uk/en/contact-us</a></p>

	<p>Scroll down to “<b>Video relay service</b>” and click the link.</p>
	<p>You can also write to us:</p> <p><b>Capita PO Box 307 Darlington DL98 1AB</b></p>
	<p>Or email us: <a href="mailto:contactus@capita-pip.co.uk">contactus@capita-pip.co.uk</a></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](http://www.gov.uk)

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