

PENSIONS

The Pensions Service

The Pensions Service is part of the Department for Work and Pensions and has been set up by the Government to **improve the service** you receive whether you are already a pensioner or are planning for your retirement.

They provide **impartial information** on state and private pensions.

Pension Credit

Pension Credit is an entitlement for people aged 60 or over living in Great Britain. This could mean extra money for you every week.

Pension Credit guarantees everyone aged 60 and over an income of at least:

£124.05 a week if you are single**

£189.35 a week if you have a partner **

Also, if you or your partner are 65 or over you may be rewarded for saving for your retirement, up to:

£19.71 if you are single**

£26.13 a week if you have a partner**

If you apply for Pension Credit and are eligible, you may receive a payment backdated for up to 3 months from the day you were first entitled to the date you first applied.

** Amounts correct till April 2009

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Who should I contact?

For New State pension claims:

Phone: 0845 300 1084

To apply for Pension Credit:

Phone: 0800 991 234

For general enquiries or to check on the progress of your application:

Phone: 0845 300 1084

The Pension Service can be written to at:

PO Box 40, Seaham, SR7 7XQ

Your local Citizens Advice Bureau can help you fill out your pension application forms. To make an appointment:

Phone: 01484 451381

How do I make a complaint?

You may be unhappy with the way your case has been handled. If this is the case you can complain. You must first make a complaint to the office that handled your case.

You can do this by contacting the Pension Service on **0845 606 0265**.

If you are unsatisfied with the response you receive you can contact Barry who will take up the matter with the Parliamentary Ombudsman.

If you would like Barry to contact the Tax Credit Department on your behalf, please contact Barry's office with your name, address, telephone number, National Insurance Number and full details of your case. It may be necessary for you to provide **copies of correspondence relating to your case.**