

XX/XX-XXXXXX/XXXXXX:XXX-XXXXXX

Mr A B Sample
1 Sample Road
Sampletown
Sampleshire
Sample City
AB1 2CD

Month 20XX

TV Licence number: **1234567890**



Re: Mr A B Sample, Sample House, 1 Sample Road, Sample Town,
Sample City AB1 2CD

It's time to set up your next TV Licence.

Dear <Name>,

As you may know, free TV Licences for all over 75s in the UK, funded by the Government, came to an end this year. From 1st August 2020, anyone aged 75 or over who is not in receipt of Pension Credit (a benefit available to pensioners on low incomes) needs to pay for their TV Licence.

Due to the challenges to the UK caused by the coronavirus (COVID-19), the BBC decided to wait until now before asking you to make arrangements for your next licence – and we're making it as easy as possible for you to do this from home.

It's now time to apply for your free licence if you are receiving Pension Credit, OR to tell us how you want to pay for your licence if you now need to. This letter explains how, and also lets you know what to do if you no longer need a licence.

Receiving Pension Credit? Please apply for your next free licence.

To apply for your next free licence please see the enclosed booklet or **Form C – Apply for a free TV Licence**, which explains what you'll need to send us. If you've already done this, you won't need to contact us again.

Need to buy a licence? Please choose your way to pay.

If you'd prefer to pay in one go, the cost of a colour licence is £157.50. Please see **Form A**.

If you'd rather spread the cost of your licence, we can arrange monthly, fortnightly or weekly payments. You won't be charged any extra to spread the cost in this way. Please see **Form B**.

Pay in one go

Please see Form A

A

OR

Spread the cost

Please see Form B

B

We've also enclosed a booklet, which gives you information about what happens next.

Your new licence covers you from 1st August 2020 to 31st July 2021. For this licence only, if you are spreading the cost then your payments will be spread over a shorter period. The exact amount of each payment will depend on when you respond and how long it takes us to set up your payment plan. For example, payments starting in November 2020 would work out around £17.50 a month, £8 a fortnight, or £4 a week until July 2021. We'll write to you before we take any payments, to let you know what each amount will be. Your payments will always add up to the licence fee.

Please respond soon, to avoid your licence being cancelled.

You are currently covered by a TV Licence. However, if we haven't heard from you within two months of receiving this letter, your licence will be cancelled automatically without charge. It's a legal requirement to be covered by a TV Licence if you watch or record live TV programmes on any channel or device, or download or watch BBC programmes on iPlayer. If we cancel your licence this will mean you won't be licensed to do these things.

If you contact us after your licence has been cancelled to tell us that you do need one, we would issue a new licence backdated to 1st August 2020. You would then need to pay the full licence fee over the duration of the new licence.

If you no longer need a TV Licence, please let us know.

If you never watch or record live TV programmes on any channel or device, and never download or watch BBC programmes on iPlayer, please let us know that you don't need a licence by calling **0300 790 6151***. We can then cancel your over 75 TV Licence. Remember, it's a legal requirement to be covered by a licence if you need one.

Your safety is important to us.

We recognise it may not be possible for you to leave your home at the moment. So we've included an information sheet – 'How you can set up your next licence safely' – which explains all the ways you can respond, to help you find the way that you're most comfortable with.

The enclosed booklet has answers to some of the questions you may have. And for the latest updates, please visit **tvlicensing.co.uk/75**

Yours sincerely,



Alison Roberts
Customer Service Director, TV Licensing

*Our agents are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at your local rate.

How you can set up your next licence safely.

We recognise it may not be possible for you to leave your home at the moment. There are a number of ways you can set up your next licence and it's important you choose the method that you feel most comfortable with. You can find your TV Licence number at the top right-hand corner of the letter we sent you.



Online:

- To arrange payments for your licence online, go to our website at **tvf.co.uk/75pay** and sign in using your licence number, last name and postcode. Follow the steps to pay in one go using a debit card or credit card, set up a monthly or yearly Direct Debit or order a 75+ Plan payment card.
- If you are applying for a free licence and need to send us evidence that you are receiving Pension Credit, but you are unable to post it, please visit our website at **tvf.co.uk/75apply**



By post:

Enclosed in this pack you'll find paper forms. You can fill these in and post back to us in the pre-paid envelope provided. This is if you're able to post it, or someone can post it on your behalf.

- Choose Form A to pay in one go
- Choose Form B to spread the cost of your licence
- Choose Form C to apply for a free licence



Over the phone:

- To arrange payments for your licence, call our 24/7 automated phone service on **0300 790 6151** to pay using a debit card or credit card, set up a monthly or yearly Direct Debit, or order a 75+ Plan payment card.
- If you are applying for a free licence and need to send us evidence that you are receiving Pension Credit, but you are unable to post it or go online, please call **0300 790 6151*** and speak to one of our advisers.

Helpful information.



If you think you may be eligible for Pension Credit:

You can find out more at www.gov.uk/pension-credit/eligibility or by calling the Department for Work and Pensions on 0800 99 1234.

You can also make a claim online at www.gov.uk/pension-credit/how-to-claim

TV Licensing is unable to advise you on Pension Credit eligibility.



If you are blind (severely sight impaired):

If you are blind (severely sight impaired), you may be able to apply for a 50% concession. You'll find more information to help you in the enclosed booklet.

Please note, if you've told us in the past that you are registered blind, and we have indicated in the letter and forms enclosed that the blind concession has been applied, you don't need to send us document copies again.



If you would like this information in a more accessible format:

If you have sight problems we can send this information by email, audio, CD, large print or Braille. Please call us on **0300 790 6151***.

If you are deaf, hard of hearing or speech impaired, we support the Next Generation Text (NGT) Service. You can find more information at tvl.co.uk/accessibility



If you prefer to correspond in Welsh:

We welcome your calls, emails and letters in Welsh, and we will respond to you in Welsh. Response times are the same for Welsh and English. To find out more, please go online at tvl.co.uk/cymraeg



Stay protected from scams.

Sadly, scams are on the increase everywhere. Which is why we're doing more than ever to help keep you and your information safe from fraudsters.

But there are some things you can do to make yourself safer, too. Starting with knowing when and why we are likely to contact you.

- Firstly, and most importantly, we will never phone you just to ask for your bank or credit or debit card details.
- We will only email you in response to an email you've sent us, or if you've used our website to change your details (or buy a licence).

Our website has much more of the information you need to protect yourself from fraud. You can find out more at tvl.co.uk/scams

And if you're unsure about any communication you've received from us, please call us on **0300 790 6151***.

*Our agents are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at your local rate.

TV Licence number

123456789

Licensed address

Mr J Sample

Address line 1

Address line 2

Address line 3

Address line 4

Postcode

Please provide a phone number,
in case we need to contact you. **I am applying for a
50% blind concession.**
Please see the enclosed booklet.**To pay the full licence fee of £157.50 in one single payment,
please choose one option below.**

Put a cross (X) in the relevant box. Complete the form in CAPITAL letters using black ink.

 Yearly Direct Debit Turn over to fill in the Direct Debit instruction. Please do not take this to your bank – put your completed form in the pre-paid envelope enclosed and post it back to us. You can also do this online at tvl.co.uk/75pay OR by calling us on **0300 790 6151**. **Credit card or debit card**You can pay this way, either online at tvl.co.uk/75pay OR by calling us on **0300 790 6151**. There's no need to send this form back to us. **Cheque**

Please put your cheque made payable to 'TV Licensing', together with this form, in the pre-paid envelope enclosed and post it back to us.

 PayPoint 

There's no need to send this form back to us. Take the slip below to pay with cash or by debit card at your nearest PayPoint store. For full details, see the enclosed booklet.

PayPoint slip

Only required if you wish to pay at a PayPoint store



6332 591X XXXX XXXX X000 00/

Licensed address

Mr J Sample

Address line 1

Address line 2

Address line 3

Address line 4

Postcode

TV Licence number 123456789**Valid until** 31 July 2021**TV Licence type** Colour**TV Licence fee** **£157.50**Once paid, keep this slip and your PayPoint receipt as proof you're licensed correctly.
For full terms and conditions of the TV Licence, please see page 11 of the enclosed booklet.



Instruction to your Bank or Building Society to pay by Direct Debit.



Please fill in the form and send to TV Licensing, PO Box 578, Darlington DL98 1AN.

Name and address of Bank or Building Society

Service user number **917544**
Reference **0123456789**

Instruction to your bank or building society. Please pay Capita Business Services Ltd re TV Licensing Direct Debits from the account detailed on this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Capita Business Services Ltd re TV Licensing and the details will be passed electronically to my bank or building society.

Name(s) of account holder(s)

Signature(s)

Bank/building society account number

Date

Branch sort code

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

Someone paying this Direct Debit for you? Please provide their details below:

Title

Initial(s)

Last name

Address

Postcode

TV Licensing (including the BBC as the data controller, and its suppliers) will use the details you provide to operate the TV Licensing system and will not give them to anyone else, unless required or permitted to do so by law. You can find out more about how we keep your data safe and your data rights, including rights to access and correct your data, at tvl.co.uk/privacypolicy



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Your nearest PayPoint stores are:

<PayPoint outlet 1, Address line 1, Address line 2, Postcode>

<PayPoint outlet 2, Address line 1, Address line 2, Postcode>

To find other PayPoint stores, please visit paypoint.com/locator

TV Licence number

123456789

Licensed address

Mr J Sample
 Address line 1
 Address line 2
 Address line 3
 Address line 4
 Postcode

Please provide a phone number,
 in case we need to contact you.

☎

**I am applying for a
 50% blind concession.**
 Please see the enclosed booklet.

**To spread the cost (with no additional charges),
 please choose one option below.**

Put a cross (X) in the relevant box. Complete the form in CAPITAL letters using black ink.

Set up a Monthly Direct Debit



75+
plan

Monthly Direct Debit

For monthly Direct Debits, please choose a payment date that suits you best.

1st 8th 15th 22nd

Turn over to fill in the Direct Debit instruction. Please do not take this to your bank – put your completed form in the pre-paid envelope enclosed, and post it back to us.

You can also do this online at tvl.co.uk/75pay OR by calling us on **0300 790 6151**.

OR

Order a 75+ Plan payment card

75+
plan

Choose below how often you want to pay with the 75+ Plan payment card.

Monthly plan

To pay monthly, please choose a date that suits you best.

1st 8th 15th 22nd

Fortnightly plan

Weekly plan

Put your completed form in the pre-paid envelope enclosed and post it back to us.

You can also do this online at tvl.co.uk/75pay OR by calling us on **0300 790 6151**.



Instruction to your Bank or Building Society to pay by Direct Debit.



Please fill in the form and send to TV Licensing, PO Box 578, Darlington DL98 1AN.

Name and address of Bank or Building Society

Service user number **175686**
Reference **0123456789**

Instruction to your bank or building society. Please pay Capita Business Services Ltd – BBC TV Direct Debits from the account detailed on this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Capita Business Services Ltd – BBC TV and the details will be passed electronically to my bank or building society.

Name(s) of account holder(s)

Signature(s)

Bank/building society account number

Date

Branch sort code

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

Someone paying this Direct Debit for you? Please provide their details below:

Title

Initial(s)

Last name

Address

Postcode

How we look after your data

TV Licensing (including the BBC as the data controller, and its suppliers) will use the details you provide to operate the TV Licensing system and will not give them to anyone else, unless required or permitted to do so by law. You can find out more about how we keep your data safe and your data rights, including rights to access and correct your data, at tvl.co.uk/privacypolicy



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TV Licence number

123456789

Licensed address

Mr J Sample

Address line 1

Address line 2

Address line 3

Address line 4

Postcode

You can use this form to apply for a free TV Licence if you are 75 or over and receiving Pension Credit.

Please provide a phone number, in case we need to contact you.



Please note, if you've already sent us your application there's no need to do this again.

To be eligible for a free TV Licence you need to be receiving Pension Credit in your name, or this can be in your partner's name if you are a couple and living at the same address.

To support your application, you'll need to provide us with some documentation as proof that your household is receiving Pension Credit. **Turn over for details on how to do this and what document copies we can accept.**

If you are going to send your evidence by post, please put a cross (X) in both boxes below, using black ink. If you are unable to provide your documents via post, please go to **tvlicensing.co.uk/75apply** or call us on **0300 790 6151**.

Yes, I am in receipt of Pension Credit.

I have enclosed a photocopy of a document as proof.

Please sign here:



Pension Credit is a benefit available to pensioners on low incomes. It is separate from the state pension and the only benefit that will enable you to apply for a free licence.

 **How we look after your data**

TV Licensing (including the BBC as the data controller, and its suppliers) will use the details you provide (including name, address and National Insurance number) to operate the TV Licensing system and will not give them to anyone else, unless required or permitted to do so by law. You can find out more about how we keep your data safe and your data rights, including rights to access and correct your data, by going online at **tvlicensing.co.uk/privacypolicy**



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You'll need to provide a copy of **one page** from a document that shows you (or your partner) are receiving Pension Credit. We don't need to see the actual amount you are receiving, but your document must:

- show your full name or your partner's name
- include your home address
- be dated within the last 12 months.

This could be a copy of the front page of a letter you've received from the Department for Work and Pensions or The Pension Service. Or, in Northern Ireland, the Department for Communities or the Northern Ireland Pension Centre.

If you're unsure about what document to provide, please speak to one of our advisers on freephone 0808 196 8174. Our lines are open between 8:30am and 6:30pm, from Monday to Friday.

Please don't contact us to apply for a free licence until you have a document that confirms you're receiving Pension Credit.

If you are part of a couple, living at the same address, your proof of Pension Credit can be either in your name or your partner's name. You don't need to transfer the licence.

How to apply

By post:

- 1** Make a photocopy of **one page** of a document that confirms Pension Credit is being received at your address. **Please do not send us originals.**
- 2** Complete the form overleaf.
- 3** Return the form, together with your photocopied page, in the pre-paid envelope provided.

From home:

If you are unable to respond by post, please go to **tvf.co.uk/75apply** or call us on **0300 790 6151**.

What happens next

Once we have processed your application we will send you your new TV Licence.

We will only contact you in the meantime if we have a query about your application.

TV Licence terms and conditions

A TV Licence lets you use and install TV receiving equipment at the licensed place. You are covered to:

- a) watch and record programmes as they're being shown on TV or live on an online TV service, including programmes streamed over the internet and satellite programmes from outside the UK, and
- b) watch and download BBC programmes on demand, including catch up TV, on BBC iPlayer.

This can be on any device, including TVs, desktop computers, laptops, mobile phones, tablets, games consoles, digital boxes, DVD, Blu-ray and VHS recorders, or anything else.

You and anyone who normally lives here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats and caravans (except non-touring caravans when someone is watching or recording TV at the licensed place).
- Use TV receiving equipment anywhere on any device powered solely by its own internal batteries.

You and anyone who normally works here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats or caravans used for business purposes.

This licence does not cover areas occupied solely by tenants, lodgers or paying guests. The licence might also not cover areas that are self-contained, areas covered by separate legal arrangements or areas of business premises used for a different purpose. Please contact us to find out more.

Other conditions. We can cancel or change your licence. If we cancel it, we will let you know. If we change the licence conditions, we will publish a general notice on the BBC website and, if we consider it appropriate, in other national media. Our Officers may visit to check our records and inspect your TV receiving equipment. You don't have to let them in. Your TV receiving equipment must not cause unreasonable interference to radio or TV reception.

Even if you have a black and white TV, you need a colour licence to record any live TV or download BBC programmes on iPlayer. Please contact us to find out more.

Setting up your next TV Licence



tvlicensing.co.uk

Find out more about:

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Paying for your TV Licence

Pay in one go (Form A) 05

Yearly Direct Debit

Credit card or debit card

Cheque

PayPoint

Spread the cost (Form B) 06

Monthly Direct Debit

75+ Plan payment card

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The new arrangements for over 75 TV Licences

As you may know, free TV Licences for all over 75s in the UK, funded by the Government, came to an end this year. Now, anyone aged 75 or over receiving Pension Credit is eligible for a free TV Licence, paid for by the BBC.

We've put together this booklet to help you set up your next licence.

Applying for a free TV Licence

The application process for a free licence is open now. Please see pages 3 and 4 of this booklet and **Form C**.

Paying for your TV Licence

If you are not receiving Pension Credit, you will need to pay for your next TV Licence. If you'd prefer to pay in one go, please see **Form A** and page 5 of this booklet. To spread the cost with the 75+ Plan (with no additional charge), please see **Form B**. Page 6 of this booklet explains what will happen next.

What you'll need to apply

To be eligible for a free TV Licence you need to be receiving Pension Credit – a benefit available to pensioners on low incomes. Pension Credit is separate from the state pension and it is the only benefit that will enable you to apply for a free licence.

To apply for a free licence, you'll need to provide a copy of **one page** from a document that shows you (or your partner) are receiving Pension Credit. We don't need to see the actual amount you are receiving, but your document must:

- show your full name or your partner's name
- include your home address
- be dated within the last 12 months.

This could be a copy of the front page of a letter you've received from the Department for Work and Pensions or the Pension Service. Or, in Northern Ireland, the Department for Communities or the Northern Ireland Pension Centre.

Please do not send us more than one page.



Please don't contact us to apply for a free licence until you have a document that confirms you're receiving Pension Credit.

How to apply

By post:

1. Make a photocopy of **one page** of a document that confirms Pension Credit is being received at your address. **Please do not send us originals.**
2. Complete Form C, enclosed.
3. Return the form, together with your photocopied page, in the pre-paid envelope provided.

From home:

If you are unable to respond by post, please go to **tvl.co.uk/75apply** or call us on **0300 790 6151**.

What happens next

Once we have processed your application we will send you your new TV Licence.

We will only contact you in the meantime if we have a query about your application.

FORM A – Pay in one go

If you need to pay for your next TV Licence, you might prefer to pay the full licence fee in one single payment.

What happens next:

Yearly Direct Debit



Once your Direct Debit has been set up, we'll send you your new TV Licence.

Credit card or debit card

Once we've received your payment, we will send you your new TV Licence.

Cheque

Once your cheque has cleared, we will send you your new TV Licence in the post.

PayPoint



If you are able to leave your home, you can take the slip at the bottom of Form A to pay with cash or by debit card at any PayPoint store (see the reverse of Form A for your nearest one). Once you've paid, please keep your PayPoint slip and your receipt as proof you're licensed correctly. Please see your licence terms and conditions, on page 11 of this booklet.

FORM B – Spread the cost

The 75+ Plan allows you to spread the cost of your licence (with no additional charge) in equal monthly, fortnightly or weekly instalments. It is only available to people who are aged 75 or over, and were previously covered by a free TV Licence.

What happens next:

Monthly Direct Debit



Once your Direct Debit has been set up, we'll send you your new payment plan and TV Licence.

75+ Plan payment card

Please select your payment frequency, either monthly, fortnightly or weekly, on Form B and send it back to us.

We'll then send you your 75+ Plan payment card, payment plan and TV Licence. (Your first payment won't be due until you've received these in the post.)

Once you have your 75+ Plan card, it can be used to pay over the phone, with a credit card or debit card. Or you can take it to pay at any PayPoint store with cash or a debit card.





50% blind concession

If you are blind (severely sight impaired), you may be eligible to receive a 50% concession on your licence fee. A blind concession colour licence costs £78.75.

To apply, **put a cross in the box on Form A if you're intending to pay in one go, or Form B if you wish to spread the cost.**

When you return your form, enclose a photocopy of **one** of the following:

- CVI (Certificate of Visual Impairment)
- BD8 Certificate
- A certificate or document issued by a Local Authority that shows you are registered as blind (severely sight impaired)
- Certificate from an Ophthalmologist (eye surgeon), stating that you are blind (severely sight impaired).

When you renew your licence next time, you won't need to provide this information to us again.

Please note, if you've told us in the past that you are registered blind, and we have indicated in the letter and forms that the blind concession has been applied, you don't need to send us document copies again.

The Direct Debit Guarantee

If you choose to pay by Direct Debit, your payments are protected by the Direct Debit Guarantee.

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, TV Licensing will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request TV Licensing to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by TV Licensing or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when TV Licensing asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Answers to some questions you may have

Q. How can I find out if I'm eligible for Pension Credit?

Pension Credit is a benefit available to pensioners on low incomes. It is separate from the state pension. Please note, TV Licensing is unable to advise you on Pension Credit eligibility.

If you live in England, Scotland or Wales, you can find out if you are eligible by visiting www.gov.uk/pension-credit/eligibility or calling the Department for Work and Pensions on 0800 99 1234. You can also make a claim online at www.gov.uk/pension-credit/how-to-claim

If you live in Northern Ireland, you can find out if you are eligible by visiting www.nidirect.gov.uk/pension-credit or calling the Northern Ireland Pension Centre on 0808 100 6165. You can also make a claim online at www.nidirect.gov.uk/services/apply-pension-credit-online

Q. My household is in receipt of Pension Credit but it's in my partner's name. Do I need to transfer the TV Licence to them?

No, your proof of Pension Credit can be either in your name or, if you are part of a couple, in your partner's name.

Q. Do I need to be in receipt of both Guarantee Credit AND Savings Credit to apply?

The free TV Licence for people aged 75 and over applies to those in receipt of either part of Pension Credit – Guarantee Credit or Savings Credit (or both).

Q. I don't receive Pension Credit but do get other benefits – can I still apply for a free TV Licence?

Pension Credit is the only benefit that will enable you to apply for a free licence.

Q. I am not eligible to receive Pension Credit but will struggle to pay for a TV Licence.

We know that some customers will find paying the licence fee difficult. To help, we can arrange your payment plan around the dates that work for you. And if you need assistance in planning your finances, there are organisations you can contact. To find out more, visit tvl.co.uk/payhelp

Q. I would like to buy a black and white TV Licence, how do I do that?

Please call us on 0808 196 8174.

Q. When can I expect to receive my new TV Licence?

It may be a few weeks before you receive your new licence. We'll let you know if there are any issues.



If you're worried about scams or unsure about any communication you've received from us, please call us on **0300 790 6151**.