

A guide to the changes to the over 75 TV Licence

Information to help
you explain the changes
from 1st August 2020.

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Introduction

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.

This guide is to help advisers explain the changes to those who held a free over 75 TV Licence before 31st July 2020.

It contains all the information you need when you talk to your customers, so you can communicate the changes clearly and effectively.



The new arrangements for over 75 TV Licences

Anyone aged 75 or over who is receiving Pension Credit (a benefit for pensioners on low incomes)

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

Anyone aged 75 or over who is not in receipt of Pension Credit

will need to pay for their TV Licence.

How to check Pension Credit eligibility

If customers are in England, Scotland or Wales, visit www.gov.uk/pension-credit/eligibility or call the Department for Work and Pensions on **0800 99 1234**.

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

If customers are in Northern Ireland, visit www.nidirect.gov.uk/pension-credit or call the Northern Ireland Pension Centre on **0808 100 6165**.

Customers can also make a claim online at www.nidirect.gov.uk/services/apply-pension-credit-online

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

What's happened so far?

In March 2020, TV Licensing began writing to over 75 free licence holders, inviting those receiving Pension Credit to apply for a free licence.

Due to the impact of COVID-19, not all customers received this letter. The BBC subsequently made the decision to delay the introduction of the new policy from 1st June, to 1st August 2020.

TV Licensing began despatching free TV Licences in July, to those customers who had already made a successful application.



What's happening now?

TV Licensing is in the process of writing to all customers who were covered by a free over 75 TV Licence on the 31st July 2020, inviting them to apply for a free licence if they are receiving Pension Credit, OR asking them to choose how they want to pay for their licence if they now need to.

There are a number of ways customers can set up a new licence, including some that don't require them to leave their home. It's important that licence holders choose the way they're most comfortable with.

Licence holders will need to respond within two months of receiving their letter. The new licence will cover the period from 1st August 2020 to 31st July 2021.

On the following pages, we'll explain the steps customers need to take to remain correctly licensed.

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 tvlicensing.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

FORM A – Pay in one go

TV Licence number 123456789
Licensed address Mr J Sample
Address line 1 Address line 2
Address line 3 Address line 4
Postcode

To pay the full licence fee of £15 please choose one option below.
Put a cross (X) in the relevant box. Complete

Yearly Direct Debit Monthly Direct Debit
Turn over to fill in the Direct Debit instruction your completed form in the pre-paid envelope do this online at tvlicensing.co.uk/75pay OR by call

Credit card or debit card
You can pay this way, either online or by phone on 0300 790 6151. There's no need to send us a payment card.

Cheque
Please put your cheque made payable to TV Licensing enclosed and post.

PayPoint
There's no need to send this form! PayPoint is a service provided by Post Office Ltd. Please pay by PayPoint at your nearest Post Office.

FORM B – Spread the cost

TV Licence number 123456789
Licensed address Mr J Sample
Address line 1 Address line 2
Address line 3 Address line 4
Postcode

To spread the cost (with no additional cost) please choose one option below.
Put a cross (X) in the relevant box. Complete

Monthly Direct Debit
For monthly Direct Debits, please complete the details below.

FORM C – Apply for a free TV Licence

TV Licence number 123456789
Licensed address Mr J Sample
Address line 1 Address line 2
Address line 3 Address line 4
Postcode

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 documents 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 call 0300 790 6151 or email us at 75apply@tvlicensing.co.uk.

Setting up your next TV Licence

Pension i separate apply for
Business Reply
Licence Number
RUBC-XZCZ-BTBH
Priority Mail
Postage and handling included
00000000

TV Licensing
PO Box 578
DARLINGTON
DL98 1AN

Applying for a free TV Licence

To apply for a free licence, customers will need to provide a copy of **one page** from a document that shows they (or their partner) are receiving Pension Credit.

TV Licensing doesn't need to see the actual amount being received, but the document must:

- **show the licence holder's full name or their partner's name**
- **include the licence holder's home address**
- **be dated within the last 12 months.**

This could be a copy of the front page of a letter 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.

How to apply

By post:

TV Licensing will be writing to all over 75 customers, enclosing an application form (**Form C – Apply for a free TV Licence**). Licence holders should complete the form and return it to TV Licensing, together with their photocopied proof of Pension Credit, in the pre-paid envelope provided.

From home:

If customers are unable, or would prefer not to leave their home, they can go to tvl.co.uk/75apply or call **0300 790 6151*** and speak to an adviser.

*Advisers are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at customer's local rate.

Ways to pay for a TV Licence

There are a number of different ways to pay for a TV Licence.

If licence holders choose to pay in one go, the cost of a colour licence is £157.50. If they'd prefer to spread the cost, then monthly, fortnightly or weekly payments can be arranged.

TV Licensing is in the process of writing to all customers who were covered by a free over 75 TV Licence on the 31st July 2020, to explain the full range of payment methods. It's important that customers choose the option that works best for them.

They do not need to take action before they receive their letter.



If the licence holder is blind (severely sight impaired)

They may be able to apply for a 50% concession. A blind concession colour licence costs £78.75.

Please note, if a customer has informed TV Licensing in the past that they are registered blind, and it has been indicated in their letter and forms that the blind concession has been applied, they don't need to provide document copies again.

More information can be found on page 14 of this guide.

Paying in one go

If licence holders prefer to pay for their TV Licence in one go, they can:

- **set up a yearly Direct Debit**
- **pay by debit card or credit card**
- **pay by cheque.**

They can also pay at a PayPoint after they have received the 'Pay in one go' form in the post.

*Advisers are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at customer's local rate.

Yearly Direct Debit

Either:

- complete the form ('**Form A – Pay in one go**'), including the Direct Debit instruction on the back, and send it back to TV Licensing in the pre-paid envelope provided,
- or sign in at **tvl.co.uk/75pay** with their licence number, last name and postcode,
- or call the 24/7 automated phone service on **0300 790 6151***.

Once their Direct Debit has been set up, they will be sent their new TV Licence. No payments will be taken until they have received this in the post.



Debit card or credit card

Either:

- sign in at **tvl.co.uk/75pay** with their licence number, last name and postcode,
- or call the 24/7 automated phone service on **0300 790 6151***.

Paying in one go (continued)



Cheque

Customers should write a cheque for £157.50 made payable to 'TV Licensing', put it together with the form ('**Form A – Pay in one go**') and post them back to TV Licensing in the pre-paid envelope provided.

At a PayPoint

Please note, customers can only pay this way after they have received the form ('Form A – Pay in one go') in the post.

To pay this way, customers should:

- Take the payment slip at the bottom of the form 'Pay in one go' to any PayPoint.
- The reverse of the form A shows their nearest PayPoint locations. Or they can find their nearest one at paypoint.com/locator
- They can choose to pay with cash or by debit card.

Once they have paid, licence holders should keep the PayPoint slip and receipt as proof that they are licensed correctly.

Spreading the cost

TV Licensing has introduced a new payment scheme, called the 75+ Plan, specifically designed to help those moving from a free, to a paid-for licence. It is only available to people who are aged 75 or over, and were previously covered by a free TV Licence.

The 75+ Plan allows the customer to spread the cost of their licence (with no additional charge) in monthly, fortnightly or weekly payments.

Customers can choose to set up a monthly Direct Debit, or apply for a 75+ Plan payment card.



Spreading the cost by Monthly Direct Debit



75+ Plan Monthly Direct Debit

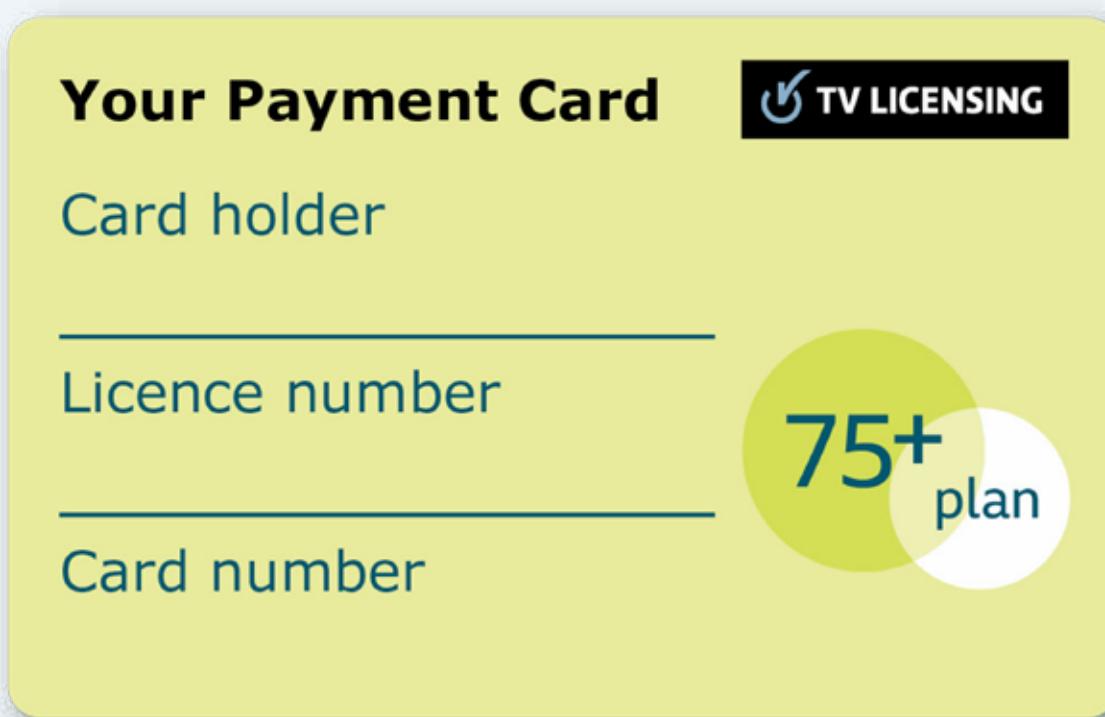
Either:

- complete the form (**'Form B – Spread the cost'**), including the Direct Debit instruction on the back, and post it back to TV Licensing using the pre-paid envelope provided,
- sign in with their licence number, last name and postcode at tvl.co.uk/75pay
- or call the 24/7 automated phone service on **0300 790 6151***.

Once their Direct Debit has been set up, they will be sent their new payment plan and TV Licence. No payments will be taken until they have received these in the post.

*Advisers are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at customer's local rate.

Spreading the cost with the 75+ Plan payment card



*Advisers are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at customer's local rate.

The 75+ Plan payment card

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

Convenient PayPoint locations can be found at paypoint.com/locator

How to order the 75+ Plan payment card

Either:

- complete the form ('**Form B – Spread the cost**'), indicating which payment frequency (monthly, fortnightly or weekly payments) is required, and post it back to TV Licensing using the pre-paid envelope provided,
- or sign in at tvl.co.uk/75pay with their licence number, last name and postcode,
- or call the 24/7 automated phone service on **0300 790 6151***.

What happens next:

Licence holders will be sent their 75+ Plan payment card, payment plan and TV Licence in the post. (Their first payment won't be due until they've received these.)

Applying for a blind concession

A blind concession TV Licence costs £78.75 (a 50% concession on the standard colour licence fee).

Please note

If a customer has informed TV Licensing in the past that they are registered blind, and it has been indicated in their letter and forms that the blind concession has been applied, they don't need to provide document copies again.

- Licence holders will be receiving an application form from TV Licensing in the post, which allows them to indicate their preferred way of paying for their licence – either '**'Pay in one go'** (Form A) or '**'Spread the cost'** (Form B).
 - To apply for a blind concession, licence holders should **put a cross in the box on Form A if they're intending to pay in one go, or Form B if they wish to spread the cost.**
 - When they return the form, they'll need to enclose a photocopy of one of the following documents:
 - CVI (Certificate of Visual Impairment)
 - BD8 Certificate
 - A certificate or document issued by a Local Authority that shows they are registered as blind (severely sight impaired)
 - Certificate from an Ophthalmologist (eye surgeon), stating that they are blind (severely sight impaired).
- Originals should not be sent.**
- The completed form and photocopied document should be sent back to TV Licensing using the pre-paid envelope provided. A blind concession can only be applied for by post.

When a TV Licence is needed

Customers need to be covered by a TV Licence to watch or record live TV programmes on any channel, or to download or watch BBC programmes on iPlayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

If customers do any of the above without a valid licence, they risk breaking the law.

Find out more at tvl.co.uk/check



Frequently asked questions

We've included some answers to questions your customers may have about the changes:

(Q) If the customer is the TV Licence holder, and their household is in receipt of Pension Credit but it's in their partner's name. Do they need to transfer the TV Licence to them?

No, if they are a couple living at the same address, their proof of Pension Credit can be either in the licence holder's name or in their partner's name.

(Q) Does the customer need to be in receipt of both Guarantee Credit AND Savings Credit to apply for a free TV Licence?

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) If the customer doesn't receive Pension Credit but does get other benefits, can they still apply for a free TV Licence?

Pension Credit is the only benefit that will enable over 75 customers to apply for a free licence.

Frequently asked questions (continued)

Q **My customer has lost the return envelope that was sent to them. Where do they need to send their completed forms?**

They can send them to **TV Licensing, PO Box 578, Darlington DL98 1AN**. Alternatively, if applying for a free TV Licence, they can go to **tvl.co.uk/75apply** or speak to an adviser by calling **0300 790 6151***.

Q **If the customer wants to buy a black and white TV Licence, how do they do that?**

They will need to call TV Licensing on **0808 196 8174**.

Q **What should customers do if they no longer need a TV Licence?**

If they never watch or record live TV programmes on any channel or device, and never download or watch BBC programmes on iPlayer, they can inform TV Licensing by calling **0300 790 6151***.

Q **When can my customers expect to receive their new TV Licence?**

It may be a few weeks before they receive their new licence. If there are any issues, TV Licensing will be in touch with them.

*Advisers are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at customer's local rate.

How to contact us

Thank you for reading this guide to communicating the TV Licence changes for the over 75s. If you would like more information about our community relations work with charity organisations and community groups, please email us at:



You can also follow us on Twitter at
@tvlicensingnews