BS 1268

Birmingham City Council

Benefit Service

Please return to: **BENEFIT SERVICE Finance Team**
Birmingham City Council
PO Box 8267
Birmingham B5 4LN
Telephone 0121 464 7000

MISSING PAYMENT FORM

FOR OFFICE USE

Date received __ __/__ __/__ __ **Landlord Code** _____ **Creditor Reference** _____

Claimant Ref No _____ **Pin** _____

Payment Reference	Cheque No.	Date	Amount	Uncashed/Cashed	Date Cashed
_____	_____	__ __/__ __/__ __	£ _____	_____	__ __/__ __/__ _
_____	_____	__ __/__ __/__ __	£ _____	_____	__ __/__ __/__ _
_____	_____	__ __/__ __/__ __	£ _____	_____	__ __/__ __/__ _

Dealt with by _____ **Signature** _____ **Date** __ __/__ __/__ __

TO BE COMPLETED BY CLAIMANT IN FULL

NAME: _____
ADDRESS: _____
_____**POST CODE** _____**TEL. NO:** _____

TO BE COMPLETED BY LANDLORD IN FULL

NAME: _____
ADDRESS: _____
_____**POST CODE** _____**TEL. NO:** _____

I confirm that I have not received the following cheques which should have sent to be me

on __ __/__ __/__ __ for £ _____ & on __ __/__ __/__ __ for £ _____

I also confirm that cheque/cheques have not been cashed by me or with my knowledge or authority.

Signature of claimant _____

Signature of landlord _____
(Both claimant and landlord must sign the form)

Please answer the following questions to assist us with our investigations into your missing payments:

QUESTION	ANSWER
1. a) Do you have a personal letterbox?	**a)** Please tick your reply. **Yes** **No**
b) If 'No', how are your letters received and distributed?	**b)** _____
2. a) Was any mail delivered on the day the payment was expected to arrive?	**a)** Please tick your reply. **Yes** **No**
b) Who received and distributed the mail that day?	**b)** _____

3. **a)** Were you at home at the time of delivery? **b)** Who else was at home at that time?	**a)** Please tick your reply. **Yes** **No** **b)** _____
4. **a)** Have you had any other post go missing? (If yes, please state what) **b)** Who else has access to your post? **c)** Has anybody else in the property had post go missing? **d)** Are you aware of a postal issue?	**a)** _____ **b)** _____ **c)** Please tick your reply **Yes** **No** **d)** Please tick your reply **Yes** **No**
5. **a)** Do you pay your cheque into a Bank or Building Society? **b)** If 'Yes', Which Bank or Building Society? **c)** What is the account number?	a) Please tick your reply. **Yes** **No** b) Name & Address of Bank/Building Society _____ _____ c) _____
6. **a)** If you have answered 'No' to question 5, what do you do with your cheque? **b)** What identification do you usually show to cash your cheques? **c)** Do you use the same identification every time you cash a cheque?	a) _____ _____ b) _____ _____ c) Please tick your reply **Yes** **No**
7. **a)** Has the matter been reported to the Police? **b)** If 'Yes', which Police station did you report it to? **c)** What is the crime number? **d)** If you have not reported the loss, please state why?	a) Please tick your reply **Yes** **No** b) _____ c) _____ d) _____
9. a) If the cheque payment date is older than 8 weeks, why have you not reported it sooner? b) Does the landlord have access to your property? c) Are you in rent arrears? d) If yes, how much and has any action been taken against you by your landlord?	a) _____ _____ b) Please tick your reply **Yes** **No** c) Please tick your reply **Yes** **No** d) _____ _____

10. **Payment direct into your bank/building society account** – The safest and easiest way to receive your payment is directly into your bank or building society account. This avoids the risk of cheques being lost, stolen or delayed in the post.

If you are interested in receiving your Housing Benefit directly into your bank/building society account, please provide your details below (Unfortunately, we cannot pay Housing Benefit into a Post Office card account).

Bank/Building Society Details

Bank Name _____

Branch Address _____

_____

_____

Account Holders Name(s) _____

Please note - The account must be in your name or your partner's name. We can not pay into third party accounts. We use ***partner*** to mean a person you are married to, a person you live with as if you are married to them, a civil partner or a person you live with as if you are civil partners.

Sort Code ☐☐ ☐☐ ☐☐

Account Number ☐☐☐☐☐☐☐☐

More information if it is a building society account

Building Society Roll/Reference Number ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Some building societies use a roll or reference number. You will find this number on your passbook or statement. The roll or reference can contain letters and numbers. If you are not sure if your account has a roll or reference number, ask your building society.

When quoting an account number, please check with your branch that you have provided sufficient information for the payment to be allocated correctly.

In the event of processing errors that lead to incorrect amounts being credited to your account the Council reserve the right to reverse such transactions.

If you do not want your Housing Benefit paid into bank/building society account, then please state the reason why.

_____

_____

11. If you wish to change the way we pay you, we can in some instances pay your Housing Benefit direct to your Landlord. If you would like your benefit to be paid in this way, please tick the box below.

N.B Claimants whose Housing Benefit entitlement is assessed using Local Housing Allowance can not choose to have their benefit paid to the landlord.

I would like my benefit paid direct to my landlord ☐

If you have ticked this box, please state your landlords' full name and address including the postcode.

NAME _____

ADDRESS _____

_____

_____ **POSTCODE** _____

I will notify the Benefit Service immediately if I receive the missing cheque/s.

I understand that I may be asked to provide copies of bank statements for the periods concerned.

As far as I know the information I have given above is true and complete.

WARNING - IF YOU GIVE FALSE INFORMATION YOU MAY BE PROSECUTED - THE THEFT ACT 1978

Signature _____ **Date** __ __/__ __/__ _