

Supported by



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## **SCHEDULE 6 – EXAMPLE CUSTOMER INFORMATION LEAFLET**

### **Watford Muslim Community Project**

#### **How Watford Muslim Community Project can help with your benefit claim.**

From date 1 December 2005 this office is authorised by the Secretary of State for Work and Pensions to receive benefit claims from people aged 60 or over for -

- Attendance Allowance (for people aged 65 and over)
- Bereavement Payment (for people aged 60 years or over)
- Carer's Allowance
- Disability Living Allowance (for people aged 60-64 years)
- Incapacity Benefit (for people aged 60-64 years)
- Pension Credit
- State Pension
- Winter Fuel Payment

We are now able to accept claims for these Social Security benefits at our office. We can collect the information requested on the claim form and check any documents or other evidence you provide in support of your claim.

We will then forward your claim and the information you have given us together with certified true copies of any documents to the appropriate social security office. If you choose to make your claim in this way it will be treated as if you had made your claim at a social security office. The Department for Work and Pensions will get in touch with you if they need more information, for example, medical information.

It is the Department for Work and Pensions who will consider your claim and decide if you are entitled to benefit. We will keep a record of your contact with us and of the benefit claim you have made, but we will not keep a copy of the actual claim form or the information or evidence you have given us, unless you ask us to. You may like to keep a copy for your own records. Your claim will normally be forwarded to a social security office the same day we receive it. If that is not possible we will tell you.

We will of course continue to provide advice and information about benefits independently of the Department for Work and Pensions. If we accept your claim for forwarding to a social security office the person who dealt with you on that occasion can also act as your representative, up to and including any appeal. But if you have a complaint about how the claim was received or verified, another person from our office who was not connected with the original claim can represent you.

### **The Data Protection Act**

The Data Protection Act is the law that governs the use of the personal information you give us. It ensures that we use it in a lawful way and gives you the right to know how information about you is used. Please ask us if you want to see a copy of our data protection policy.

### **Personal information about you - what is it used for?**

When we receive your claim for forwarding to a social security office we will ask you to give us the personal information that is required on the claim form. We will also ask you to provide any evidence that may be needed to support your claim. We will pass this information on to the Department for Work and Pensions and they will use it to decide if you are entitled to benefit.

If there are other organisations or services in your area that may be able to help you, we may be able to pass relevant information about you on to them, but only if you give us your permission to do so.

The information at the end of the claim form tells you how to find out more about how the Department for Work and Pensions uses the personal information you have provided on the claim form.

### **Confidentiality**

When we receive benefit claims, collect information and verify evidence to support a benefit claim we are carrying out this work on behalf of the Department for Work and Pensions. Whenever we do this we have a legal duty to keep information about you confidential. It is a criminal offence to breach that confidentiality without lawful authority.

### **Other people who contact us on your behalf**

If someone contacts us on your behalf, for example, a relative, friend or carer, we cannot disclose any personal details about you unless you give us your permission, or the law allows it.

