

DWP Bulk Letter Forwarding – Instruction Leaflet

The Department for Work and Pensions provides a **pre-paid** letter forwarding service for pension and insurance companies who wish to forward **beneficial** information to customers, usually about pensions or insurance policies. We **cannot** forward letters on behalf of “**Debt Collection Agencies**” or “**Commercial Tracing Agencies**”.

You must have made every effort to trace the person concerned before you ask us to forward any letters.

The charge for all traces is £2.42 (inc VAT).

Instructions

1 Completion of Relevant Forms

There are 2 forms that can be used and both come in two parts. Please complete both parts in full on separate pages as one copy is retained within DWP. These are as follows:

- [BLF1010](#) – use this form if you require an individual response for each customer, or
- [BLF1015](#) – use this form if you require a bulk reply.
- You may submit your own version of these forms. However, you must obtain our approval for your own version first, (minimum font size 12 with a maximum of 10 entries per page).
- Both the BLF1010 and the BLF1015 forms requests a unique reference to enable you to identify the person when the form is returned to you on completion
- This unique reference must not contain any National Insurance numbers or dates of birth
- Please complete the form with as much detail as possible. **It is in your own interest to provide as much information as possible to ensure an accurate trace is carried out.**
- Please ensure that both parts of the BLF1010 and BLF1015 contain your company name and contact details.

2 Attaching your Letter

- The letter that you want us to forward should **only** ask the recipient to get in touch with you (see sample letter). **It must not contain any other items such as pension statements, cheques, or National Insurance numbers or dates of birth.**
- Your letter should be addressed to the specific individual concerned, (not Dear Member etc). In the case of joint policy holders, individual requests should be submitted.
- Correspondence to persons under the age 16 should be addressed to the parent or guardian.
- Each letter should be linked to the [BLF1010](#) or [BLF1015](#). **Failure to link the letter to the correct form may result in your work, being returned.**
- We need to check the content of the letter that you want us to forward. There is no need to place your letter in an envelope as; we will provide envelopes and postage.
- If you wish to enclose a reply envelope these must be attached to each letter.
- **Requests in excess of 2000 items per week per company will need to obtain our prior approval.**
- A covering letter should be provided, briefly stating why you need to use this service.

3 Boxes of Work

- If there is more than one box of work, all boxes must be sequentially numbered, sent together, and the covering letter and payment should be enclosed in the first box.
- Each box must not exceed 8 kg.

- Delivery by your own couriers can only be accepted between 0800 and 1630 – Monday to Friday.

4 The Departments Responsibility

- **We cannot provide you** with any information about the person you wish to find. All details held by us are confidential.
- We do not hold details of next of kin in the cases where we identify the person as deceased. Details on how to identify the next of kin may be obtained from Certificate Services Tel: 0845 603 7788.
- We will aim to complete your requested traces within 15 working days. If we are unable to complete the trace within this time, you will be notified via your VAT receipt.
- Despite taking care in tracing we can never be **ABSOLUTELY CERTAIN** that the person we have traced is the customer that you wish to contact.
- Our covering letter to the customer advises them that if they are not the person that you are looking for the letter should be returned to us.
- Any letters returned by the Post Office as “Gone Away” or “Dead Letter Office” will only be returned to you at your request.
- We cannot be responsible for any item lost whilst carrying out the service.
- When we receive an item for forwarding, it cannot be retrieved until the action is complete.
- **If we find that the service is misused in any way, no further requests for the forwarding service will be accepted from you.**
- We may request sight of your companies Data Protection registration to ensure compliance with the law. Copies of our registration are available on request.

- The Department reserves the right to withdraw the service at any time.

5 Sending Payment and Contact Details

- You should ensure that you enclose payment for the full cost of the Bulk Letter Forwarding service with the [BLF1010](#) or [BLF1015](#). All cheques should be made payable to:

The Department for Work and Pensions

All correspondence and work is to be addressed as follows: -

**Department for Work and Pensions
Bulk Letter Forwarding Service
Room M0201
Durham House
Washington
Tyne & Wear
NE38 7SF**

Should you wish to discuss any aspect of Bulk Letter Forwarding please ring on the following numbers, between the hours of 13.00 and 21.00:

- Tel: 0191 2252190
Fax: 0191 2252359
Email: [DWP Bulk Letter Forwarding](#)