



# Advice for advisers

**Helping your clients pay for their TV Licence**

# The TV Licence is one of a number of bills your clients may be facing.

**This leaflet aims to help you support your clients and advise on the best payment method for them.**

## **Who needs a TV Licence?**

Anyone who watches or records live TV programmes on any channel or device, or downloads or watches BBC programmes on iPlayer, needs to be covered by a TV Licence.

**Colour TV**

**£157.50**

**Black and white TV**

**£53.00**

## **What is the penalty for not having a TV Licence?**

Your client could be visited by our Enforcement Officers if we don't hear from them. They could be prosecuted if our Officers find that they watch or record programmes as they're being shown on TV or live on an online TV service, or download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer, without being covered by a licence.

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

The maximum penalty is a £1,000\* fine plus any legal costs and/or compensation your client may be ordered to pay.

\*The maximum fine is £2,000 in Guernsey.

## Working with the community.

We would much rather people paid the fee than face prosecution. We work in partnership with a number of community groups and charities across the UK to reach those who may not know about the legal requirement to have a licence or about the many ways they can pay.

## Other resources.

At TV Licensing, we produce a number of information leaflets to help our customers and professionals. These can be ordered through our campaign team or downloaded from our website. Go to **[tvlicensing.co.uk/communityinfo](http://tvlicensing.co.uk/communityinfo)**



## Multilingual leaflets.

We have information available in a number of languages, including:

Albanian • Arabic • Bengali • Cantonese • Gaelic  
Greek • Gujarati • Hindi • Polish • Portuguese  
Punjabi • Russian • Serbo Croat • Slovak • Somali  
Tamil • Turkish • Urdu • Vietnamese

We also offer a telephone translation service for anyone who does not speak English as a first language. To buy a licence, or ask for further information in over 150 languages, just call us on **0300 790 6044**.

Further information on TV Licensing is also available in multiple languages at **[tvlicensing.co.uk/languages](http://tvlicensing.co.uk/languages)**

## Specific information leaflets include:

- Getting a TV Licence  
(also available in large format for the sight impaired)
- Tenants' Information

If you would like to speak to our campaign team, who coordinate our community work, or order any literature, please call **020 8752 6537** or email **[campaignoffice@tvlicensing.co.uk](mailto:campaignoffice@tvlicensing.co.uk)**



## Concessions.

### Is your client, or someone they live with:

- **Aged 75 or older, and receiving Pension Credit?**

They can apply for a free TV 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.

**74 years old and receiving Pension Credit?** They can apply for a free TV Licence now, plus a short-term licence to cover them until their 75th birthday.

If they live in the Channel Islands or Isle of Man, different conditions may apply.

- **Blind (severely sight impaired)?** They may be eligible to apply for a 50% concession. They can complete and print out an online application form at [tvlicensing.co.uk/blind](http://tvlicensing.co.uk/blind) and send it to us along with a copy of their document of blind registration or a certificate from their ophthalmologist. They'll also need their licence number, phone number and cheque payment. Please post to TV Licensing, Blind Concession Group, Darlington DL98 1TL.

For more information on concessions, go to [tvlicensing.co.uk/concessions](http://tvlicensing.co.uk/concessions) or call **0300 790 6112**.



## For people living in residential care.

A concession is available to people living in certain types of residential care accommodation, such as homes or sheltered housing. For information, please call **0300 790 6011**.



## Payment options.

There are many easy ways to pay for a TV Licence, including:

- **Online** – customers can visit our website at **tvlicensing.co.uk/payinfo** to pay by debit or credit card.
- **Phone** – call us on **0300 790 6115** to pay by debit or credit card.
- **PayPoint**<sup>†</sup> – visit any PayPoint to pay by cash or debit card. To find their nearest outlet, visit **paypoint.com/locator**
- **Direct Debit** – they can spread the cost of their licence by choosing from a range of Direct Debit options. It's quick and easy to set up a Direct Debit, either by phone on **0300 790 6115** or online at **tvlicensing.co.uk/payinfo**
- **By post** – customers can write a cheque made payable to 'TV Licensing', with their name, address and postcode clearly written on the back, and send it to TV Licensing, Darlington DL98 1TL. They must not send cash.

In addition to the payment options listed above, there are various payment schemes designed to suit a range of financial circumstances, offering ways to spread the cost of the TV Licence.



# TV Licensing payment card.

## What is it?

It helps your clients pay for their TV Licence in regular weekly or monthly payments from £6.00 per week. After joining, they will be sent a payment schedule showing how much to pay and when. They can pay online, by text, at any PayPoint<sup>†</sup> or over the phone.

## How does it work?

Once your client has joined the plan, they will be sent a card and a schedule showing how much to pay towards their TV Licence and when.

If they pay weekly, the first six-month plan will usually involve 3 weekly payments of £6.50 followed by 23 weekly payments of £6.00, bringing payments to the total licence fee of £157.50. When they finish this payment plan, they'll start a new one for their next TV Licence. This will give them 12 months to pay instead of six.

If your client chooses to pay monthly, they can usually pay for their first TV Licence over six months. After this, they begin to pay for their next TV Licence over 12 months so the payments will be smaller.

To enjoy the benefit of paying weekly or monthly, your clients must keep up the regular payments as shown on their payment schedule.

## How do they join the plan?

By calling us on **0300 555 3456** Monday to Friday between 8.30am and 6.30pm or Saturday between 8.30am and 1.00pm.



<sup>†</sup>If you live in the Channel Islands or Isle of Man, you can visit your local post office.

# How to make payments.



## Online.

If your client is an existing TV Licensing payment card customer, they can make a payment on our secure website at **tvlicensing.co.uk/payinfo** using their debit or credit card. They can also check their balance and view their payment history online.

To log in, they will need to enter their surname and customer number.



## By text.

If they have previously made a debit or credit card payment towards their plan, they can simply text **PAY** followed by their customer number along with the amount they wish to pay to **64488**.

**For example**, if your client wanted to pay £6.00 and their customer number was 123456789, they would text **'PAY 123456789 £6.00'** to 64488.

We'll never ask them to text their full debit or credit card number or details. All texts will be charged at their standard text message rate set by their mobile phone service provider.



## At a PayPoint.

Your client can make payments by cash or debit card at any PayPoint. They should take their payment card to any outlet and tell the retailer how much they want to pay.

They will be issued with a receipt as proof of payment, which should be kept with their TV Licence. To find their nearest outlet, visit **paypoint.com/locator**



## By phone.

Call us on **0300 555 3456** to pay by debit or credit card. Your client can either pay by our 24 hour automated enquiry service or talk to an agent.

If they've missed a payment, or are having trouble with their payments, contact us on the same number and we may be able to help.

If you wish to discuss your client's situation directly with one of our dedicated advisors, you can call the **Advisors' Helpline** on **0300 303 9688**.

For more information about the **TV Licensing payment card**, please call **0300 555 3456**.

If your client has **sight problems**, they can get this information by email or in Braille, large print or audio by calling **0300 790 6076**.

If your client is deaf, hard of hearing or speech impaired, we support the Next Generation Text (NGT) Service. For more information see **tvlicensing.co.uk/accessibility**

For general information about TV Licensing, please visit **tvlicensing.co.uk/info**



**tvlicensing.co.uk/communityinfo**



**campaignoffice@tvlicensing.co.uk**



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