



 TV LICENSING

# A guide to the changes to the over 75 TV Licence

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

# Contents

<b>Introduction</b>	<b>P3</b>	<b>Applying for a blind concession</b>	<b>P14</b>
<b>The new arrangements for over 75 TV Licences</b>	<b>P4</b>	<b>When a TV Licence is needed</b>	<b>P15</b>
<b>What's happened so far?</b>	<b>P5</b>	<b>Frequently asked questions</b>	<b>P16</b>
<b>What's happening now?</b>	<b>P6</b>	<b>How to contact us</b>	<b>P18</b>
<b>Applying for a free TV Licence</b>	<b>P7</b>		
<b>Ways to pay for a TV Licence</b>	<b>P8</b>		
Paying in one go	P9		
Spreading the cost	P11		

# Introduction

Free TV Licences for all over 75s in the UK, funded by the Government, came to an end on 31st July 2020.

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.

They could be eligible for Pension Credit, even if they have a pension, savings or own their own home. It may make them eligible for a range of other benefits, such as help with housing costs or heating.

## 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](http://www.gov.uk/pension-credit)

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](http://www.gov.uk/pension-credit/how-to-claim)

If customers are in Northern Ireland, visit

[www.nidirect.gov.uk/pension-credit](http://www.nidirect.gov.uk/pension-credit) or call the Northern

Ireland Pension Centre on **0808 100 6165**.

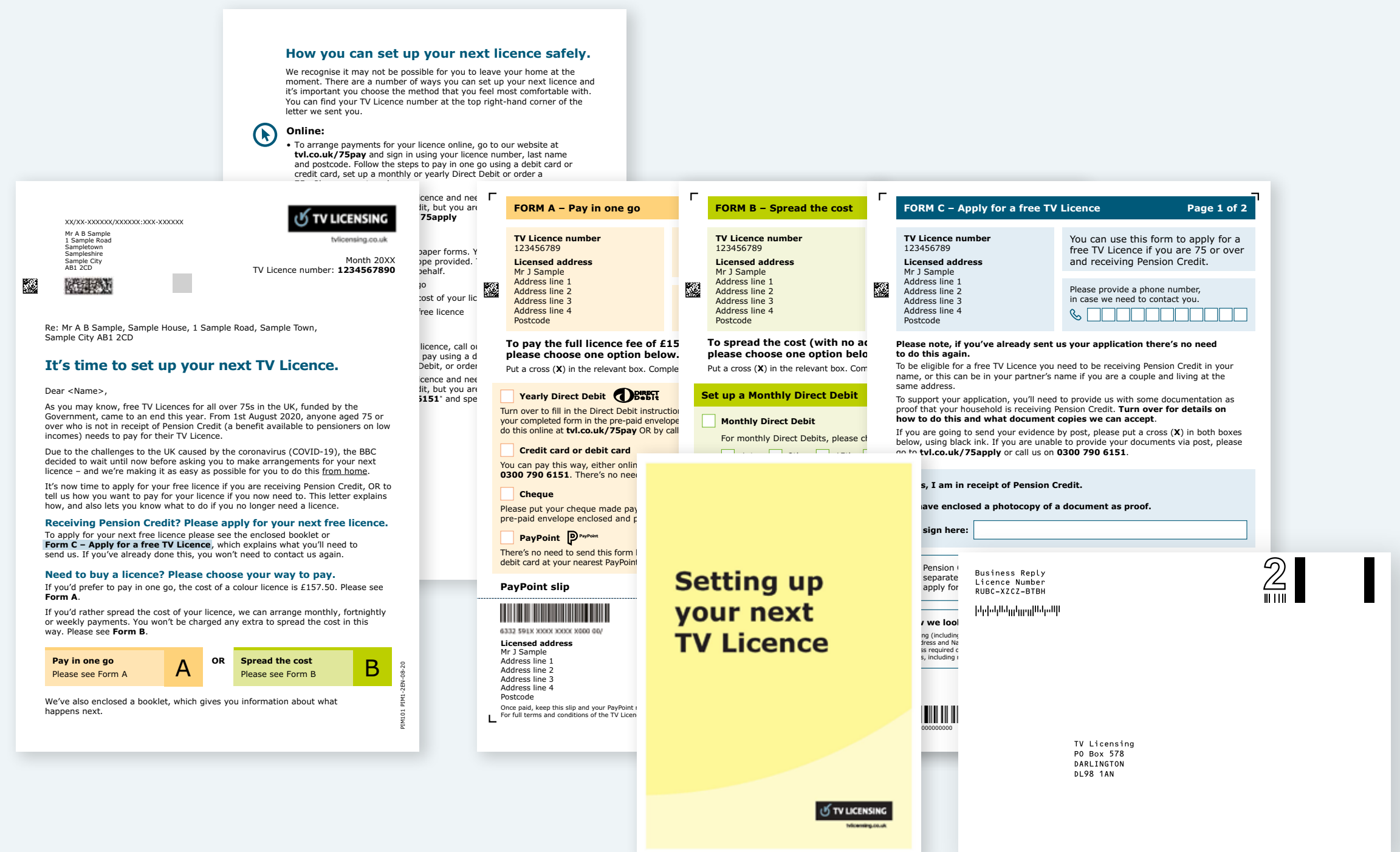
Customers can also make a claim online at

[www.nidirect.gov.uk/services/apply-pension-credit-online](http://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?

We wrote to all over 75 licence holders twice in 2020, inviting those receiving Pension Credit to apply for a free licence. Further reminders were sent out in February and April 2021 to those we hadn't yet heard from to ensure that they were aware of the simple steps they needed to take to get set up.



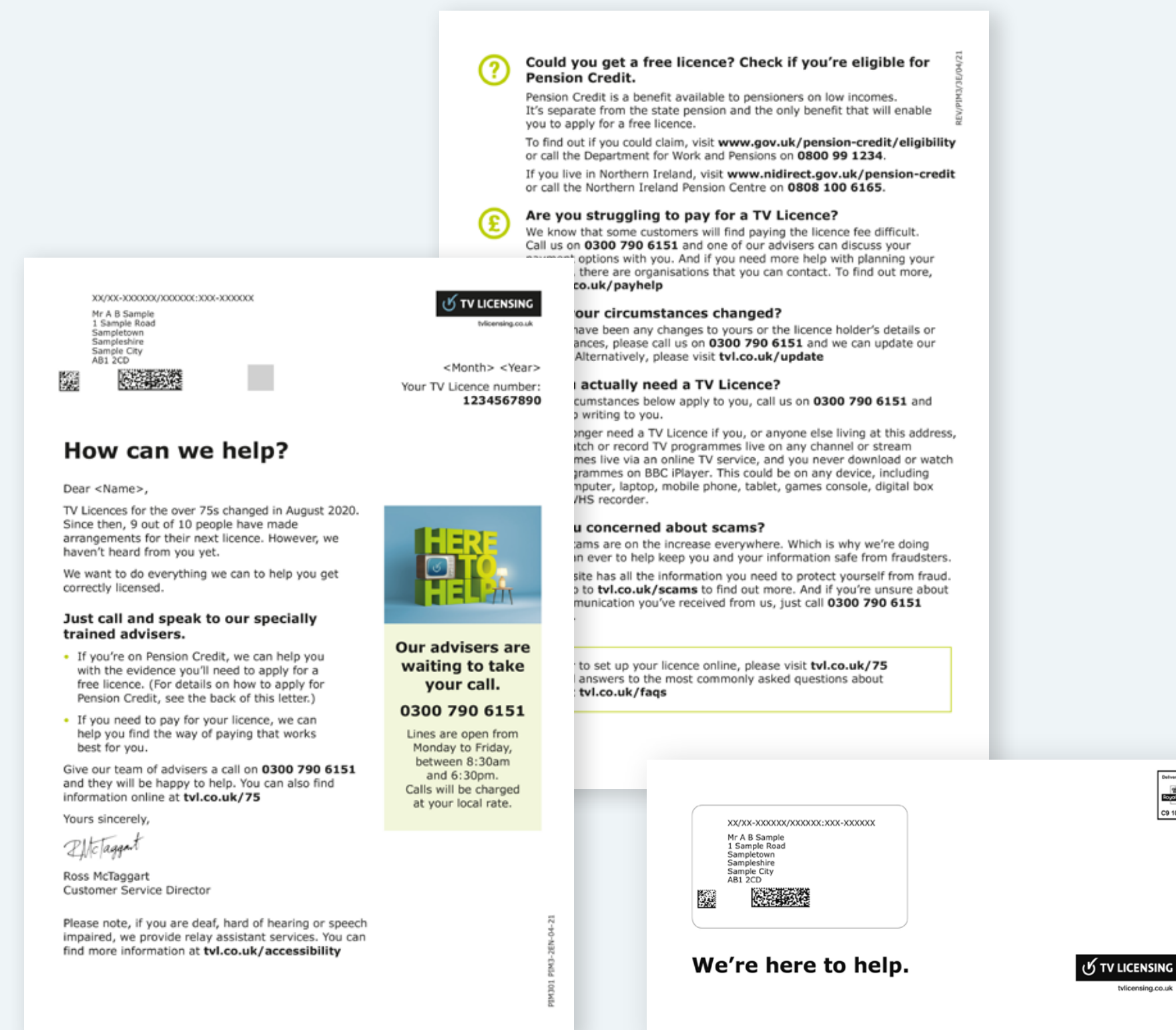
# What's happening now?

To date, more than 9 out of 10 over 75 customers have made their TV Licence arrangements, whether it is applying for a free licence if they're receiving Pension Credit, or paying for a licence if they need to. Over 2.8 million licences have been purchased and we've had over 780,000 free licence applications.

We want to do everything we can to help those who haven't yet made arrangements get correctly licensed.

In July we will be writing to the remaining customers who haven't yet made arrangements.

We will confirm the extended transition period that we put in place due to Covid-19 will end on 31st July 2021. The letter will include information about the simple steps to take to get set up and make clear that advice and support are on hand should people need it.



# 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 has written 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. If customers would like to be re-sent an application form, they can request this by calling **0300 790 6151\*** to speak to an adviser.

### From home:

If customers are unable, or would prefer not to leave their home, they can go to [tvlicensing.co.uk/75apply](https://www.tvlicensing.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 £159.00. If they'd prefer to spread the cost, then monthly, fortnightly or weekly payments can be arranged.

TV Licensing has written 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.

## **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 £79.50.

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 store 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](https://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](https://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 £159.00 made payable to 'TV Licensing', sign and date it before returning it with the form ('Form A – Pay in one go') to TV Licensing, using 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 store.
- The reverse of the Form A shows their nearest PayPoint locations. Or they can find their nearest one at [paypoint.com/locator](https://www.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.

After 31st July 2021, customers will no longer be able to join the 75+ Plan. However, anyone who signs up to the 75+ Plan before the end of July 2021 will be able to carry on spreading the cost of their licence into the next year. Applications need to be received by the 28th July so any new joiners' payment plans can be set up in time.



# Spreading the cost by Monthly Direct Debit



## 75+ Plan Monthly Direct Debit

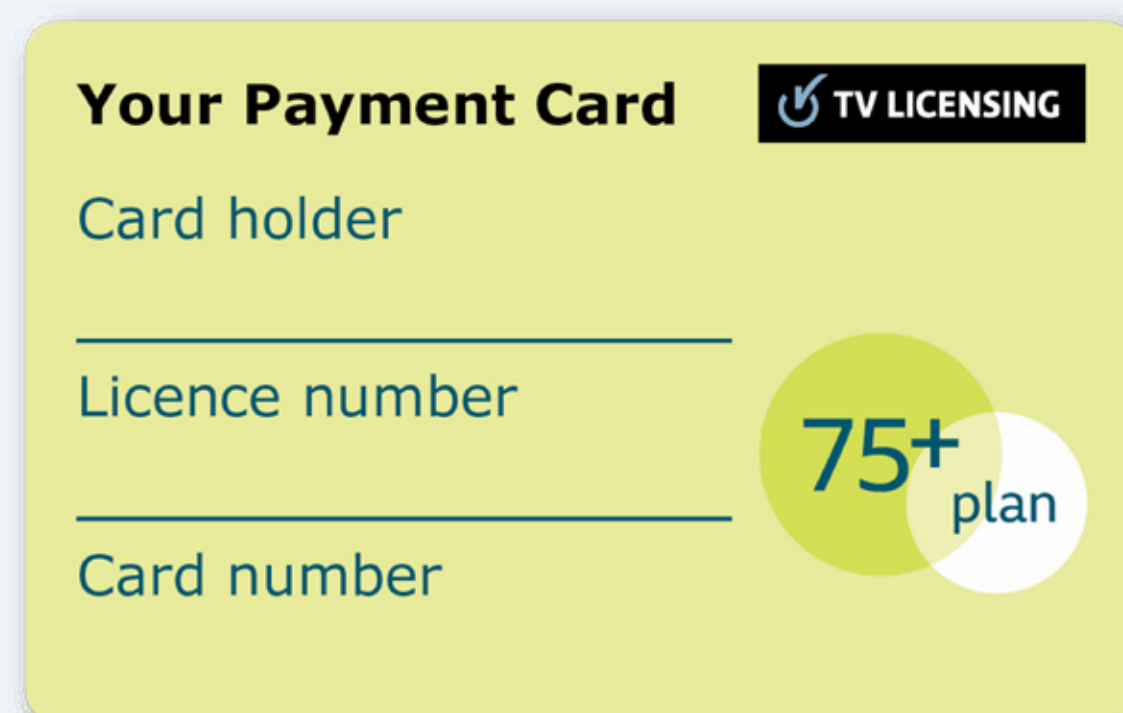
Either:

- 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](https://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](https://www.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](https://www.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 £79.50 (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.

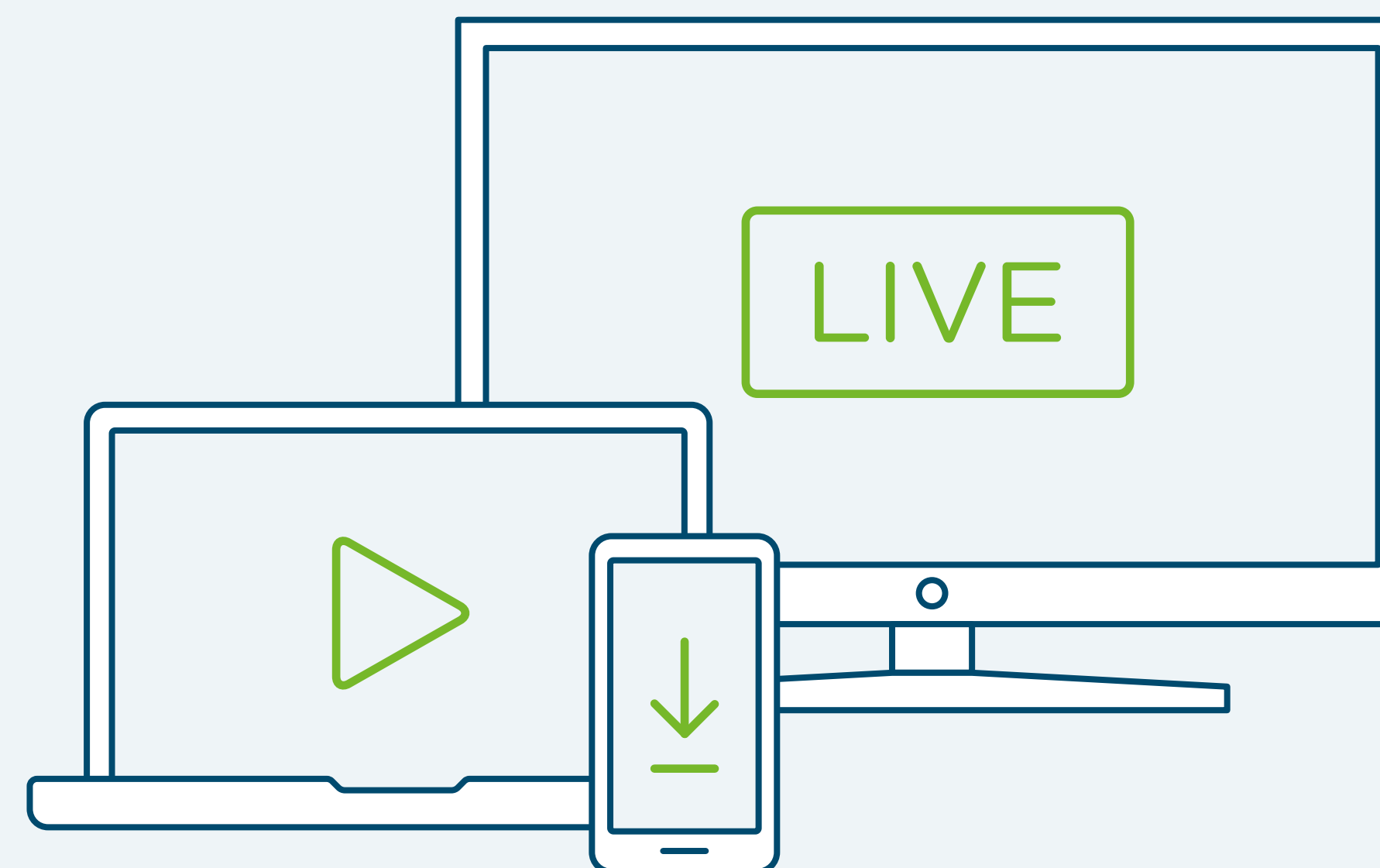
The completed form and photocopied document should be sent back to TV Licensing using the pre-paid envelope provided. A blind concession can only be applied for by post.

# When a TV Licence is needed

You need to be covered by a TV Licence to do any of the following: watch or record TV programmes live on any channel; stream programmes live via an online TV service; download or watch BBC programmes on BBC iPlayer.

This can be on any device, including TVs, computers, laptops, mobile phones, tablets, games consoles, digital boxes and DVD/VHS recorders.

Find out more at [tvlicensing.co.uk/check](https://www.tvlicensing.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 **tvlicensing.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?**

Customers don't need a TV Licence if they, or anyone else living at the address: never watch or record TV programmes live on any channel; never stream programmes live via an online TV service; and never download or watch BBC programmes on BBC iPlayer. This applies to any device they use. If this is the case, 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:



**[TVLCommunications@bbc.co.uk](mailto:TVLCommunications@bbc.co.uk)**



You can also follow us on Twitter at  
**[@tvlicensingnews](https://twitter.com/tvlicensingnews)**