

Written evidence submitted by Mrs Rebecca Wilkinson

In June 2000 my mother, [REDACTED], reached state pension age. Forms were sent to her address and were duly completed and returned. 2006 saw my father, also residing at [REDACTED], reach state pension age and forms again were sent by the DWP to [REDACTED] and were again completed and returned.

In June 2020, my mother received a letter from the DWP stating she had been underpaid and was due a back payment of 12 months, as she had not been paid the uplift of the married persons allowance based on my father's NI contributions. Sadly, she died a few weeks later in August 2020.

My father asked me to look further into this and when questioned, the DWP stated that no uplift form had been received so payments were not made. We told the DWP that an uplift form to complete was not received by either of my parents hence the reason this was not received back by the DWP. Nor were they ever informed that this uplift had to be claimed. In fact, until receiving the letter in June 2020, both of my parents were unaware that this married person's uplift had never even been paid - they had simply assumed that all pension payments due would be paid as is fair.

After several letters to the DWP, including 2 mandatory reconsideration requests, asking that this uplift be backdated (all of which were rejected), I contacted our local MP and an appeal was then lodged.

A response from the pension's dispute resolutions team shows that a claim for uplift form was actually sent to my father, to an address that he and my mother had moved from over 30 years previously! I am stating that this is maladministration as the DWP had my parent's correct address on their system, as both of them had indeed worked and paid NI contributions since moving to their current address in 1976. The uplift form was returned to the DWP as "no longer at this address". Why were forms sent to the wrong address, why was this not looked into when it was received back as undeliverable at the DWP, and why should my parents pay for this clerical error?

We are still waiting for this appeal to be completed.

Regards

Rebecca Wilkinson

Mrs RJ Wilkinson

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