

Over 75 Cancelling a Licence

Where the licence holder has passed away or no longer needs the licence

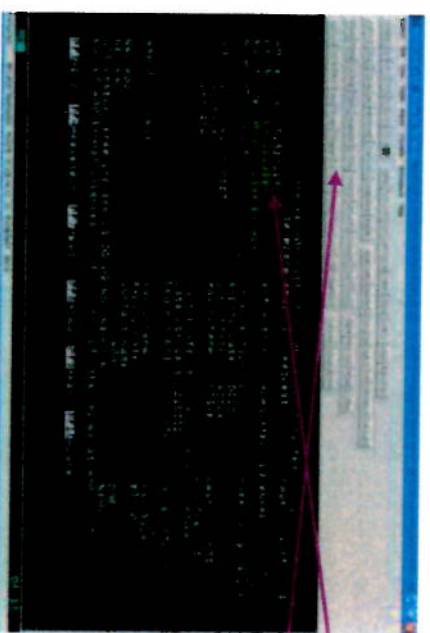
When the licence holder of an O75 licence dies, you will normally receive notification of the death from a relative, executor of the will or a solicitor. If a call centre agent has filled in a multi form, you will get this from Smart Agent. If you are speaking to the customer over the phone, you need to process the information given in the same way.

In order to cancel a licence as deceased on Lassy we use the O75DEATH soft key, there are two basic scenarios where this softkey is used:

1. When the licence holder has passed away
2. When the licence holder no longer requires the licence but the licence is still required at the property by a remaining family unit.

In all other scenarios an O75 licence will be cancelled via Flossy only. Details can be found in the Flossy Training manual section 5.0

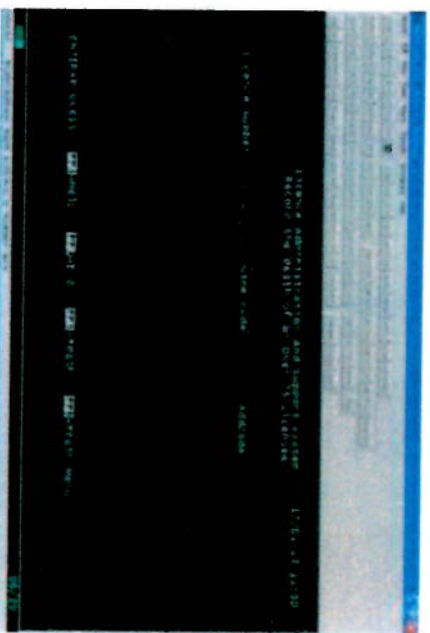
Cancelling the Licence as Deceased

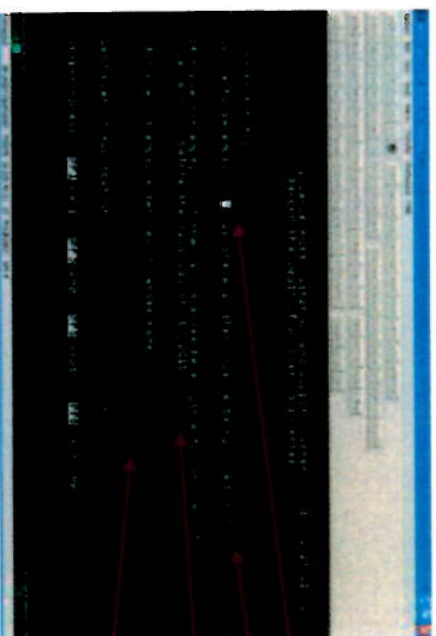


1. Type in the Licence Number in the TENQ field
2. Click the O75DEATH soft key

You are now in the screen 'Record the death of an O75 licence'.

3. Click Enter

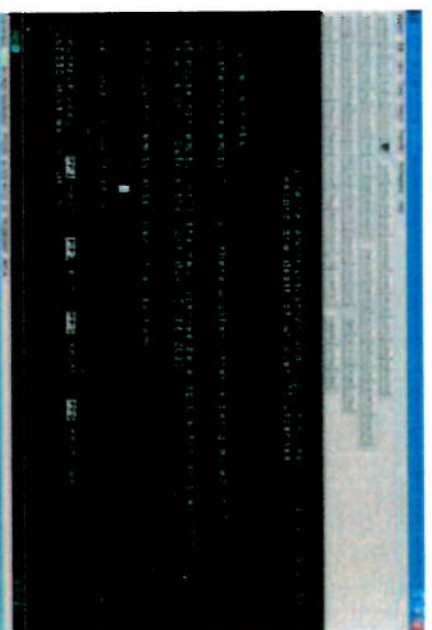




Once you click Enter, the system will display some questions.

4. Is the house empty? 'N'
5. Is there another licence being moved in?
6. If house not empty, will the new licensee be eligible for an Over 75 licence on or before the last day of.....
7. If house not empty enter new licensee name

Cancelling the Licence as No Longer Required



You would follow the process to cancel a licence as normal.
Once you click Enter, the system will display some questions.

1. Is the house empty? 'N'
2. Is there another licence being moved in? 'N'
3. If house not empty, will the new licensee be eligible for an Over 75 licence on or before the last day of.....
4. If house not empty enter new licensee name.... enter the name of the person who was living with the licence holder

The licence will continue to cover the address until the licence expires.

Cancellation of an Over 75s Licence

- Who can cancel an Over 75s licence?
- Cancelling a licence as 'Deceased'
- Licensee Deceased Mailing
- ID&V on Over 75s Licences when the licence holder is deceased
- Cancelling a licence as 'No Longer Required'
- What if the licence holder is moving into a nursing home?
- What if the licence holder is moving abroad?
- What if their new property is already covered by a Free Licence?
- What if the new occupier contacts us?

Who can cancel an Over 75s licence?

If the licence holder has passed away, the licence can be cancelled by:

- Family member
- Executor of the estate.

If the licence holder no longer requires the licence, it can be cancelled by:

- Licence holder only
- Except where the licence holder has moved into a nursing home. An authorised 3rd party can cancel the licence in these cases.
- If the licence holder is incapacitated due to an illness for instance a 3rd party can cancel the licence, details of the 3rd party contact should be recorded in the customer history.

Cancelling a licence as 'Deceased'

When a licence holder has passed away, even if someone else will need a licence at the address, you must go down the cancellation script – It will bring up a screen to register the new details.

- When a free licence holder dies and there are no surviving relatives who were living with the licence holder when he or she passed away, the Over 75 free licence must be cancelled and the address set to vacant (this happens through the transfer of the free licence to a dump address).
- If there are surviving relatives who were living at the property with the free licence holder when he or she passed away, they will remain covered by the Over 75 free licence until it expires. Where the licence holder was issued with a 3-year licence document, this will be until the expiry of the current years licence only.
- If the surviving relative is not over 75 it will be necessary to record their name. A reminder will then be issued to them when the current free licence expires.
- If the surviving relative is over 75 their details must be taken (name, date of birth and NINO) so that an application can be made in their name for their own Over 75 free licence.
- If when the surviving relative rings, the licence is in the month of expiry, you shouldn't set up a licence for them on that call. If you did it would mean they are paying for a month they are already covered for. You should advise the caller to wait until the 1st of the next month.

Licensee Deceased Mailing

These letters are sent to all addresses where we have been advised by the DWP that the licensee has passed away.

The letter will be addressed to the Occupier with a simple message, which advises the reader 'to renew, call this number'.

These letters show the licence number as a 'QUOTE CODE' so this is what a lot of the callers will offer you.

- If the new licence holder is under 75 - once the process has been followed on QDOS, the name on the licence will be changed to the name provided, and the licence will change from O75 to CFL. Once this is actioned by the Over 75 department (this will not happen on the call), it means you can renew and take payment as normal.
- If the O75 licence status is DEL ON EXPIRY, this means that the DWP have notified us that the licence holder is deceased. An Over 75 Deceased form may also have been completed advising that the licence is no longer required at the address. The licence will be converted to a CFL licence at the beginning of the following month (or the Over 75 department can be contacted who will be able to revert the licence to CFL).

If the DWP have already told us that the licence holder has passed away, and you try to action the cancellation again on QDOS, you will get an error message advising you that the licence can't be cancelled. In these cases, you should send a multiform to the Over 75s department with:

- Customer's licence details
- Error message occurred (if you haven't copied the message, free type 'Error message on QDOS')

ID&V on Over 75s Licences when the licence holder is deceased

The ID&V in all deceased cases are slightly different as not all our standard questions need to be asked.

Get the group to enter Example 1 and view the criteria for deceased cases.

Emphasise that this is only when we have been informed of death and there are the relevant deceased markers on the licence from:

- DWP
- A bank

If either of these markers are apparent then we only need to request the name and address on the actual licence. The caller doesn't need to provide the licence number or payment method – they can complete ID&V using just the name address of the licence holder.

Cancelling a licence as 'No Longer Required'

There are different rules depending on why the licence is no longer required. The majority of circumstances are covered below

- **What if the licence holder is moving into a nursing home?**

If the licence holder moves to a nursing home and does not require a licence at the home, the free licence will

continue to cover any relatives that were living with them before the move.

The caller must be the licence holder, a Carer, Power of Attorney, Deputy with financial responsibility or a member of the licence holder's household or family, in order to be authorised to cancel the licence.

- **What if the caller is the licence holder?**
If the caller is the licence holder, the licence can be cancelled by following the QDOS script.

- **What if the caller is a 3rd party and the property is now empty?**
You should enter the authorised 3rd party callers name in QDOS. Then, follow the QDOS Over 75s Cancellations script until you are asked if the caller is the new occupier. You should select 'Yes' here, whether they are a new occupier or not.

The licence will then be put into a dump address, so will no longer cover the property. Anybody who moves into the property will need to set up a new licence.

- **What if the caller is a 3rd party and the licence is still required?**
If the caller is an authorised third party, you should cancel the licence as 'Deceased'. The script will give you the option to record the name for the next licence, and the Date of Birth and NINO if the next licence holder is Over 75.

What if the licence holder is moving abroad?

- Only the licence holder can cancel the licence in these scenarios. If the caller is the licence holder, you should follow the QDOS script.
- It will ask if anyone else needs to be covered by the licence. If the licence holder is moving abroad permanently, the free licence will continue to cover any relatives that were living with them before the move. In these scenarios, the QDOS script will take you to a multiform, which should be filled in and sent to main dept: OVER 75; sub dept: OVER 75 department. The new name will need to be included.
- If the caller is a third party, QDOS will advise them that the licence holder needs to call back to cancel the licence.

What if their new property is already covered by a Free Licence?

If the customer is moving to a property already covered by a free licence, follow the QDOS script so the free licence is cancelled.

What if the new occupier contacts us?

You should enter the authorised 3rd party callers name in QDOS. Then, follow the QDOS Over 75s Cancellations script until you are asked if the caller is the new occupier. You should select 'Yes' here.

The licence will then be put into a dump address, so will no longer cover the property. You should then set up a new licence for the new occupier.

Over 75 – Flossy

Cancelling Free Licences in Flossy

There will be times when we need to cancel free licences in Flossy; the most common reason for cancellation of free licences is death or licence holder moving to a different address where they are covered by another licence (i.e. nursing home, another free licence etc). CLC (Concessionary Licence Centre) will send a list with licence numbers to be deleted from Flossy on a regular basis.

1. Enter the Licence number in GENQ
2. Check CARE for records of any letter already sent

If no letter has been sent then we will need to generate a DL75.14 letter through Lassy

If the customer has already received a DL75.14 then we may need to send an amended version of this highlighting that if the requested documentation is not available then we may accept any official communication which has a DOB on it.

There is a no document option under 'Proof Document Type' and a 'No Reference' under 'Proof Reference Number'. It may be appropriate to use either one of these options depending on the type of proof provided.

However we will never use them together as this would authorise the application in Flossy and the customer would receive their free licence without ever having sent in proof.

Status of the licence

Before we try to cancel a licence in Flossy we must always check the status of the licence in Lassy. We will find different Over 75 status in Lassy and they mean that different actions could be taken.

- **Pending issue or Under Application** – This status indicates that the free licence has not been issued yet. We will have to access Flossy and cancel the application.
- **Free licence issues + date** – This indicates that no action has been taken in this licence, so we need to access Flossy and cancel the licence
- **Delete on Expiry** – This means that the licence has been deleted already, so we don't need to take further action.
- **CFL on Expiry** – **This means that the licence has been deleted already, so we don't need to take any further action**
- **DEADRES to Send** – This lets us know that we **have already been notified of the licence holder's death by the DWP**. If we tried to enter this licence number in Flossy, we would get a message saying **'Applicant is deceased'**, application status can not be changed. If we were informed that the property was empty we would move to a dump address.

If the licence number starts with an '8' we will not be able to access this licence on Lassy as it is a CLC licence. We will however be able to access this on Flossy.

CAPITA

No Longer Required

If we are informed that the licence is no longer required we will cancel the licence via Flossy. There are two options on Flossy when it comes to cancelling a licence.

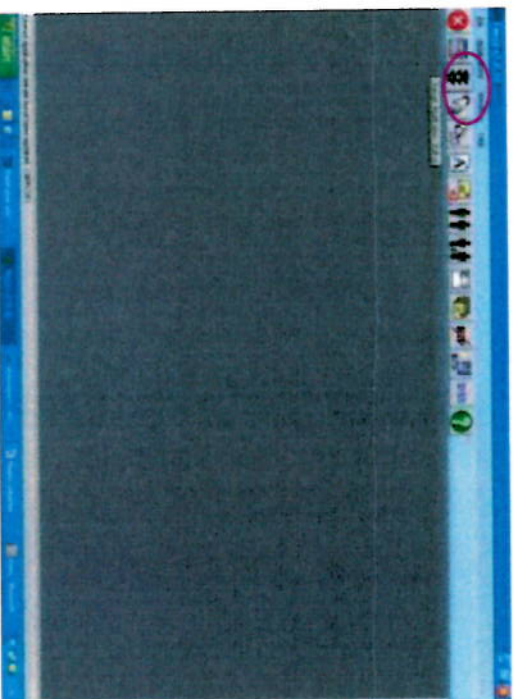
- OPR – Cancellation of the licence on Expiry
- IMM – Immediate cancellation of the licence

It is the status of the licence which indicates the option we select to cancel it.

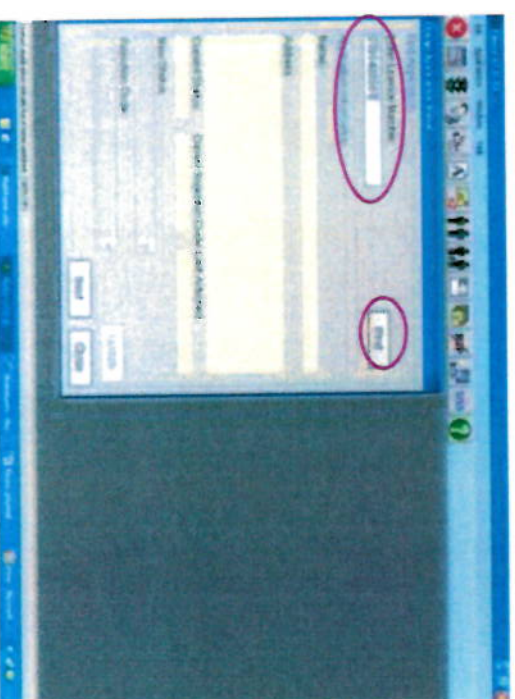
Free Licence Issue

If the status of the licence is 'Free Licence Issue + Date' we will always cancel the licence using the 'OPR- Cancellation of the licence on expiry'

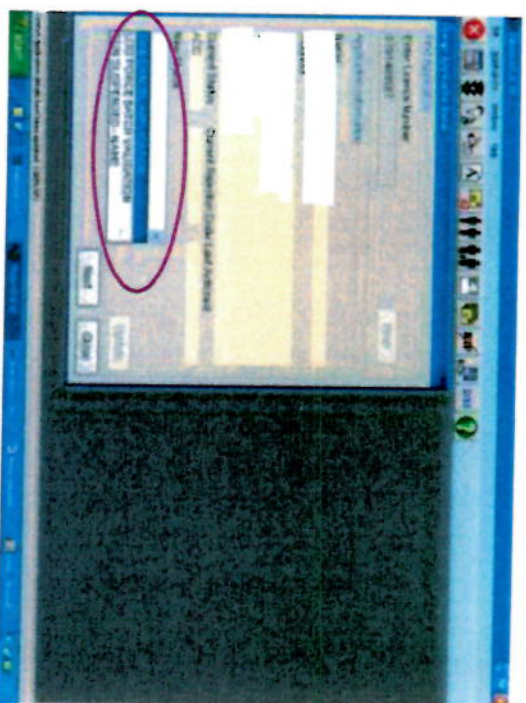
1. Enter the licence number in GENO screen
2. Perform the usual checks – O75 status & Pay Scheme



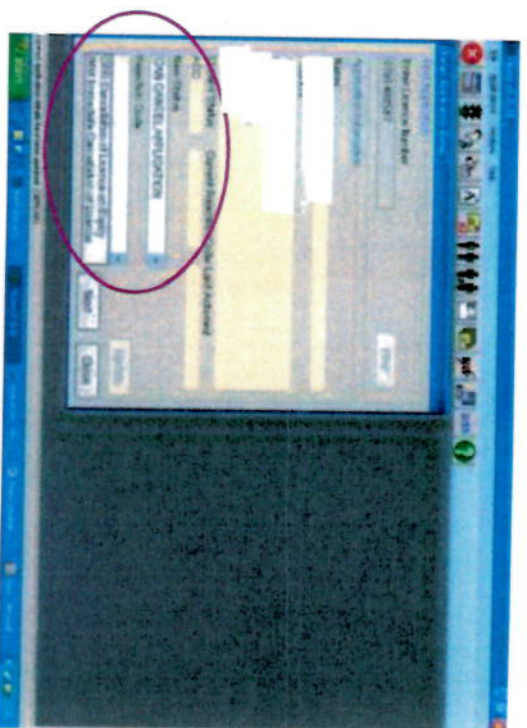
1. Click on the 'Change Application Status' key in Flossy



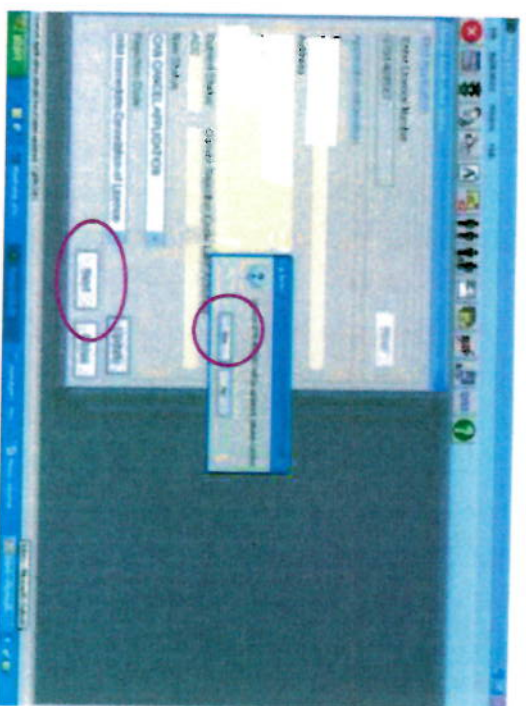
2. Type in the licence number
3. Click Find



4. Click the drop down option in the 'New Status' field
5. Select 'CAN – Cancel Application'



6. Flossy will present two more options
7. **Select 'OPR – Cancellation of licence on Expiry**



8. Click on 'Update'
9. You will now receive a message **saying 'Licence number will be updated confirm?'**
10. Click 'Yes'
11. Click 'Next'
12. The licence has now been cancelled in Flossy and Lassy will be updated overnight

CAPITA

Pending Issue

If the status of the licence is '**Pending Issue**' or '**Under Application**' we will always cancel the licence using the 'IMM – Immediate cancellation of the licence'.

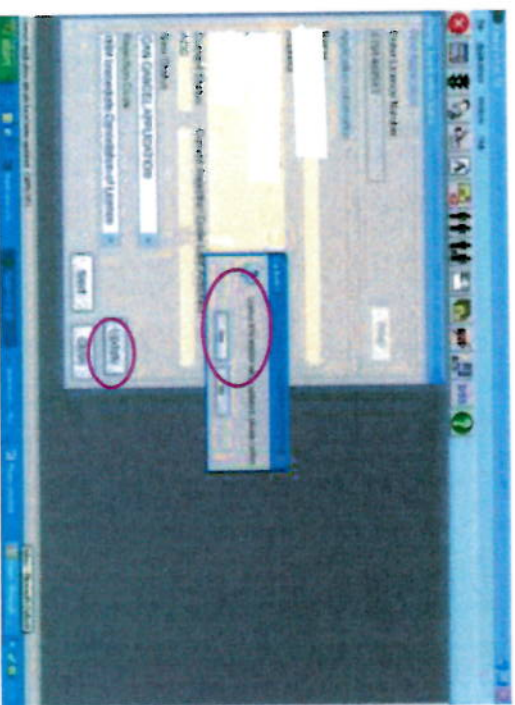
1. Enter the licence number
2. Perform the usual checks – O75 status & Pay Scheme
3. Click on the '**Change Application Status**' key in Flossy
4. Type in the licence number
5. Click '**Find**'

This will display the licence information

6. Click the drop down option in the '**New Status**' field
7. Select '**CAN – Cancel Application**'

Flossy will present two more options

8. Select '**IMM – Immediate Cancellation of Licence**'
9. Click on '**Update**'
10. You will now receive the message 'Licence number will be updated'



11. Click Confirm
12. Click '**Yes**'
13. Click '**Next**'
14. The licence has now been cancelled in Flossy and Lassy will be updated overnight

Deceased

If we receive notification of death regarding a licence holder we would never cancel these via Flossy. Instead these would be cancelled in Lassy and Flossy would be updated overnight.

Over 75 Licence – Licensee Deceased or Licence No Longer Required

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Use the chart below for guidance, simply click on the correct Yes or No for the scenario.

Over 75 Licence holder has...	...moved to a nursing home and the licence is not required there	...moved abroad	...died	...moved to a CLC address
Were any members of the family unit living with the licence holder before the change in circumstance?	Yes	Yes	Yes	Yes or No
	No	No	No	

Please note - If the customer has the Over 75 Licence that covers 3 years, the current licence will be one that is valid on today's date.

When processing a change of name on a O75 licence on QDOS, the change is not processed until the licence is due for renewal the system will leave a normal Care note to show the change has been requested but will not update the name until it is sent to the customer.

No further free licences must be issued in the name of the deceased individual once the death has been reported to TV Licensing.

The Over 75 Free licence holder has moved to a nursing home, and the licence is not required there, and no members of the family unit were living with the licence holder before they moved to the nursing home.

The Over 75 department must be advised so that the free licence can be cancelled.

- Call Centre Qdos users - Follow the O75 cancellation script on Qdos.
- Correspondence - Forward it to the Over 75 Department.
- Email - Change the category to the appropriate Over 75 option.

Over 75 Free licence holder has moved to a nursing home, and the licence is not required there, and there are members of the family unit who were living at the property with the licence holder before they moved into the nursing home.

If a member of the family unit is over 75

The Over 75 department must be advised so an Over 75 free licence application can be submitted for the member of the family unit that is over 75.

Call Centre Lassy users –

Over 75 Licence – Licensee Deceased or Licence No Longer Required

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• Advise them that the free licence will cover them until it expires

• Complete a Multi form explaining the situation and containing all the relevant details (DOB and NINO) so the person that is over 75 can apply for an Over 75 Free Licence. This will be issued when the other the free licence is cancelled on expiry.

Call Centre Qdos users - Follow the O75 cancellation route on Qdos.

Correspondence - Forward it to the Over 75 Department

Email - Change the category to the appropriate Over 75 option

If members of the family unit are NOT over 75

The Over 75 department must be advised of the name of the relative, so a reminder will be sent in their name when the free licence expires.

Call Centre Lassy users –

- Advise them that the free licence will cover them until it expires
- Complete a Multi form explaining the situation and containing all the relevant details, so the free licence can be cancelled.

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department.

Email - Change the category to the appropriate Over 75 option.

The Over 75 Free licence holder has moved / is moving abroad, and no members of the family unit were / are living with the licence holder before they move / moved abroad.

The Over 75 department must be advised so that the free licence can be cancelled.

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department.

Email - Change the category to the appropriate Over 75 option.

The Over 75 Free licence holder has moved or is moving abroad, but there were / are members of the family unit who were / are living with licence holder before they move / moved abroad.

If a member of the family unit is over 75

The Over 75 department must be advised so an Over 75 free licence application can be submitted for the member of the family unit that is over 75.

Call Centre Lassy users -

- Advise them that the free licence will cover them until it expires
- Complete a Multi form explaining the situation and containing all the relevant

Over 75 Licence – Licensee Deceased or Licence No Longer Required

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details (DOB and NINO), so the person that is over 75 can apply for an Over 75 Free Licence. This will be issued when the other the free licence is cancelled on expiry

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department

Email - Change the category to the appropriate Over 75 option.

If members of the family unit are NOT over 75

The Over 75 department must be advised of the name of the relative, so a reminder will be sent in their name when the free licence expires.

Call Centre Lassy users –

- Advise them that the free licence will cover them until it expires
- Complete a Multi form to the Over 75 department explaining the situation and containing the name of the person that is still at the address, so a reminder will be sent in the new name when the free licence expires.

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - forward it to the Over 75 Department

Email - change the category to the appropriate Over 75 option.

Over 75 Free licence holder dies and no members of the family unit were living with the licence holder when he or she passed away.

The Over 75 department must be advised so that the free licence can be cancelled and a UP guard applied.

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department.

Email - Change the category to the appropriate Over 75 option.

Over 75 Free licence holder dies and there are members of the family unit who were living with the licence holder when he or she passed away.

If a member of the family unit is over 75

The Over 75 department must be advised so an Over 75 free licence application can be submitted for the member of the family unit that is over 75.

Call Centre Lassy users –

- Advise them that the free licence will cover them until it expires
- Complete an Over 75 Deceased form, so an Over 75 free licence application can be submitted for the member of the family unit that is over 75 – they will need to submit their DOB and NINO.

Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department

Over 75 Licence – Licensee Deceased or Licence No Longer Required

Commercial in Confidence

Email - Change the category to the appropriate Over 75 option

If members of the family unit are NOT over 75

The Over 75 department must be advised of the name of the surviving relative, so a reminder will be sent in their name when the free licence expires.

Call Centre Lassy users –

- Advise them that the free licence will cover them until it expires
- Complete an Over 75 Deceased form, so a reminder will be sent in the new name when the free licence expires.

Call Centre Qdos users - Follow the O75 cancellation script on Qdos.

Correspondence - Forward it to the Over 75 Department

Email - Change the category to the appropriate Over 75 option.

The Over 75 Free licence holder has moved to a CLC address.

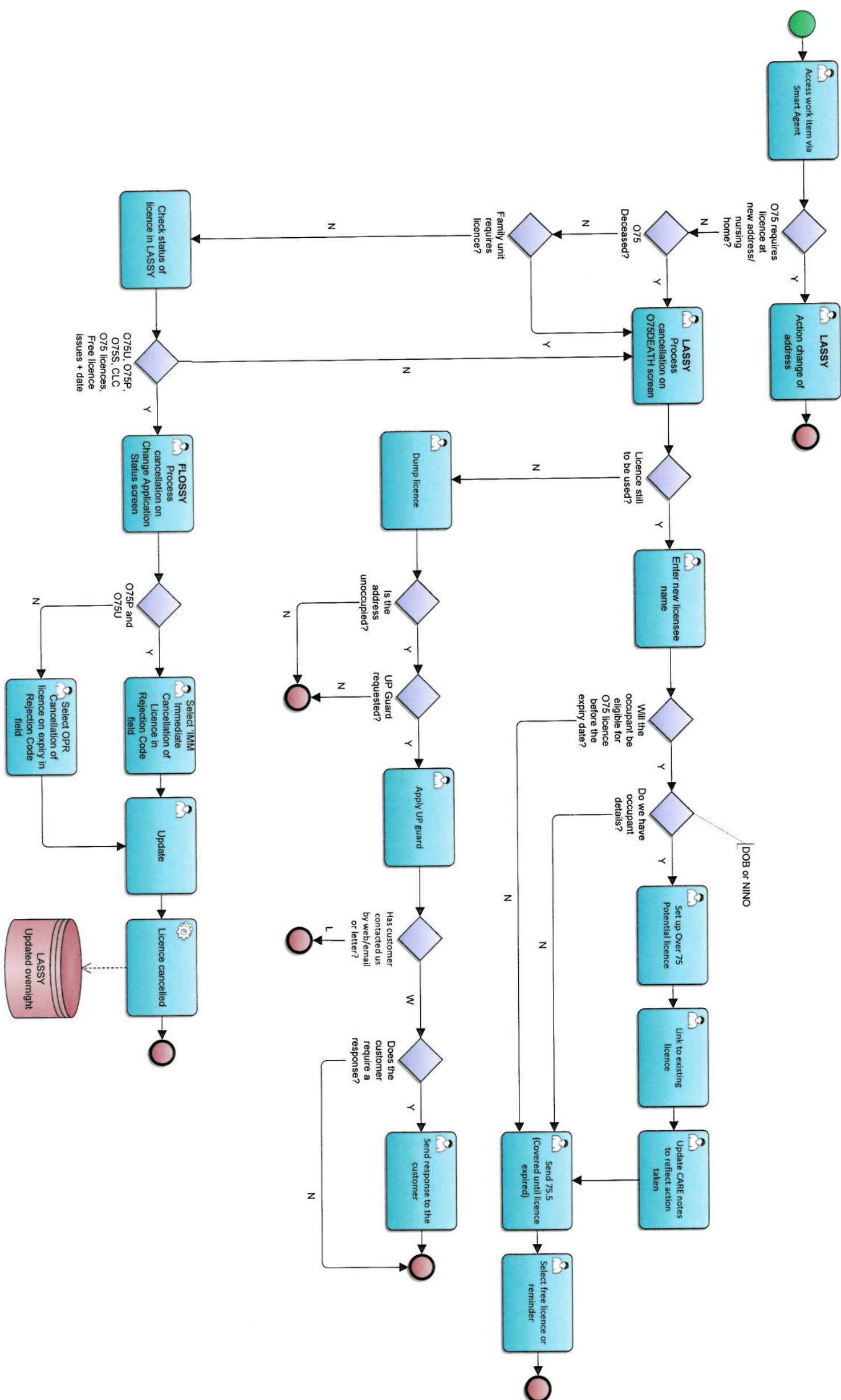
If an Over 75 Free licence holder moves to a CLC address, advise the CLC department of the new address. They will then deal with the change of address and arrange for the customer's details to be updated.

Call Centre Qdos users - Follow the change of address script and complete a Multi form to the CLC department explaining the situation and containing all the relevant details.

Correspondence - Forward it to CLC department.

Email - Change the category to the appropriate CLC option.

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Customer

