



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

C Thompson
request-765828-e47d1795@whatdotheyknow.com

[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2021/48885

6 July 2021

Dear C Thompson,

Thank you for your Freedom of Information (Fol) request received on 16 June. You wrote:

"Ref: FOI2021/42270 &
43539
14 June 2021

We no longer hold copies of the letters requested as old letters are removed from use

1) Can you please tell me if they have been archived and sent to Kew and if so a reference number to request it from Kew Archives.

2) A telephone claims service was introduced in 2005/6.

Can you please send me a typescript used by the claims service so that people did not have to put in a claim form. If you don't still have it can you give me the reference of it if it is archived at Kew.

3) I have enclosed a copy of the most recent version available of BR33 (October 2008) which was sent to citizens as an invite to claim State Pension.

4) On page 6 it mentions the following.

If you would like a forecast of your entitlement

You may be able to improve your state pension.

If you would like a forecast of your entitlement based on NI contributions of .

>Late spouse or late civil partner or
ex- spouse or ex -civil partner

I can't see any mention of what they have to do if they have a spouse.

Can you please tell me why the booklet does not mention what a person has to do if they have a spouse.

Can you tell me what they have to do if they have a spouse as the booklet does not mention it.

5) Can you please let me have a copy of an earlier version of BR33. If you don't have it can you let me have the Kew reference number to obtain a copy.

6) can you let me have a copy of anything sent out to the public about claiming state pension that mentions a person had to put in a claim for pension based on spouse's state pension when the spouse reached state pension age."

DWP Response

I can confirm we hold information relating to your request.

In answer to your first question;

Stocks of old forms are destroyed when new versions are drafted. They are not archived.

Your request for telephony scripts has been acknowledged. I have been advised by Digital colleagues that the call scripts were set up independently and followed a flow for the call. Any telephone call would be initiated by a **handle inbound call** smart script to record basic information about the caller and direct them to State Pension or Pension Credit claims or changes area of the business. At the end of the call there is a **wrap up call** smartscript. There are also **security questions** smartscript. None of these smartscripts are used to either collect or guide the agent through the claim data process.

The State Pension claim was a linear process that followed the same lines for every customer; Personal details – relationship history – Method of payment – other benefits – residence abroad – assess – decide – payment – notify.

The telephony system was built with tabs in this order and that effectively was the script for agents to follow. I have attached the old system documents for your information.

Personal information has been redacted as this is exempt under section 40(2) of the FOI Act.

Section 40(2) exempts information in response to a request if it is personal data belonging to an individual other than the requester and it satisfies one of the conditions listed in the legislation. In this case the condition contained in section 40(3A)(a) applies - that disclosure would breach one of the data protection principles, specifically that "Personal data shall be processed lawfully, fairly and in a transparent manner..."

We do not consider that disclosing this information is necessary or justified in order to satisfy your information request and the requirements of the FOI Act. In relation to this request, we consider that there is no strong legitimate interest that would override the prejudice to the rights and freedoms of the data subject.

Personal data are subject to General Data Protection Regulation (GDPR) and the Data Protection Act 2018

You asked at point four what happens when a claimant is married as this scenario is not covered by the information at page 6 of the BR33.

The booklet gives guidance to citizens based on their own individual State Pension based on National Insurance contributions and that of an ex or late spouse. State Pension forecasts were not provided for married woman's pension until a claim was made.

You requested at point five is for all previous versions of the BR33. I have attached these as requested. These are the only versions available from digital colleagues.

At point six you have requested copies of anything sent to the public about claiming State Pension for a pension based on the spouses State Pension when the spouse reached State Pension age.

As previously mentioned, the BR33 would have normally been issued to the claimant approaching State Pension age. There may have been other bespoke letters available at that time which are not now available.

The BR1 (State Pension claim form) and supporting notes for citizens is available on line.

<https://www.gov.uk/government/publications/the-basic-state-pension>

Please note that due to the age of some of the documents supplied to you, we are unable to remove the coloured highlights.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dw.gov.uk or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.
Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
Website: [ICO Contact Information](#) or telephone 0303 123 1113.