



Information Rights

[bbc.co.uk/foi](http://bbc.co.uk/foi)

[bbc.co.uk/privacy](http://bbc.co.uk/privacy)

A Willmore

Via email: [request-682785-b50a85b7@whatdotheyknow.com](mailto:request-682785-b50a85b7@whatdotheyknow.com)

12 October 2020

Dear Sir/Madam

**Request for Information – RFI20201184**

Thank you for your request to the BBC of 8<sup>th</sup> August 2020 under the Freedom of Information Act 2000 ('the Act') seeking the following information.

*"BBC web site page <https://www.bbc.com/aboutthebbc/reports/consultation/age-related-tv-licence-policy/general-notice> states:*

- "We will be sending letters from August ..."*
  - "Our letter will explain what you need to provide to get your free licence."*
  - "You do not need to do anything, or pay anything, until you get our letter."*
  - "We will also cancel your licence if you do not reply to our letter ..."*
- etc.*

*Please provide me with a copy of the letter that will be or has been sent to those who need to receive it. Depending on which news media outlet I choose to believe, I understand the letter is anything between 10 and 16 pages in length.*

*Please also include any major variations of this letter should they exist, although I only require the English text."*

Please note that "TV Licensing" is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Target Group ('Target') is the supplier for the Simple Payment Plan. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Havas Media Limited. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Please find attached, as Disclosure Document 1, a sample copy of the letter pack you have requested. There are no variations.

For your information, the substantive letter is two pages long. The remaining pages comprise helpful FAQs together with relevant forms, only one of which is required to be completed by the recipient and returned to TV Licensing. Recommendations from The Royal National Institute of Blind People and the Alzheimer's Society, together with feedback from an initial test mailing, were taken into account; and the pack has been designed in an accessible, colour-coded format appropriate for the age group of intended recipients.

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely

Rupinder Panesar

**Freedom of Information Advisor, TV Licensing Management Team**