

## Appendix 1 - Mandatory Questions

### For completion of the telephony script from a PIP1

The following is a list of all of the mandatory information that must be input into the telephony script. Users must be sure they can answer all of these questions **before** they input the paper claim form onto PIPCS.

#### About You

- Who the claim is for (an option is selected, either **Myself** or **Someone Else**).
- If the claim is being made by a PAB or authorised third party (that is, Someone Else is selected above) users will be asked for PAB or third party's name, address, contact details).
- Name: Title, surname/family name and first name.
- For addresses, there's a question to ascertain if the address is in England, Northern Ireland, Scotland or Wales? (This is used to launch the quick address search QAS for UK countries). The telephony agent won't ask the question, they'll assume UK address. Please note that this question isn't on the PIP1 paper form.
- Address (including the postcode if UK address)
- Date of birth
- Gender

#### Working and Living Abroad

- Nationality
- Which country do you normally live in?
- Have you been abroad for more than four weeks at a time out of the last three years?
- Are you, or is a family member, receiving any pensions or benefits from another European Economic Area country or Switzerland?
- Are you, or is a family member working in or paying insurance to another European Economic Area country or Switzerland?

#### Hospital and Care Homes

- Are you in hospital as an inpatient today?

#### Medical Details

- Are you claiming under the special rules for terminally ill people?
- Consent (It is mandatory to answer either **Yes** or **No**).

#### How We Pay You

- Can you give us your account details now?

#### About Your Condition

- Additional support question (not asked if SRTI or if claiming for someone else)

#### Finish

- Declaration