

Applying for a Refund - Guidelines for "What is the Correct & Most Appropriate Evidence required?"

Statement Extract from the Refunds Policy:-

Evidence is required to support **the date from** which they say they no longer needed the Licence from.
NO Evidence is required if the Licence Holder is Deceased, OR, if the Refund is within the last 3 months (Quarter)

Category of Evidence	Reason for Refund	Acceptable	Not Acceptable
A Final Water Bill	Licence No Longer Needed	MUST show the Final Date billed up to and quote "Your Final Bill". Water is the only qualifying examples of this.	A Telephone/Gas/Electric Bill. A bill that DOES NOT confirm that it is their Final Bill
A Council Tax Bill	Licence No Longer Needed	MUST show the date the address was unoccupied between	Where dates are not shown
An Eviction Notice	Licence No Longer Needed	MUST show the Date the Eviction is due / was due from & must be from an Official source	
Confirmation of College Terms	Licence No Longer Needed	MUST show the Finish Dates at College	Evidence without either of the critical calculation dates
A Property Bill of Sale or Confirmation	Licence No Longer Needed	MUST show the Date the Property was Sold i.e. the Completion Date	DO NOT use the Date of the Transaction or Date of Exchange of Contracts
A Solicitor's Letter	Licence No Longer Needed	MUST be on Solicitors headed paper and signed and show DATE circumstance effective from	
A Ministry of Defence (MOD) letter	Licence No Longer Needed	The letter MUST be on MOD headed paper, signed by the Senior Officer clearly showing the Date of UK Departure or Termination	
A Letter Confirming Admission into either a Hospital or Care Home	Licence No Longer Needed	MUST be on Hospital or Care Home headed paper and signed and show DATE of Admission OR on a 3.19 signed letter that came from Capita TVL	An unsigned 3.19 letter
A Holiday Home's opening and closing dates	Licence No Longer Needed	MUST show open and closed dates of holiday home & be on official headed paper	
An Executor's letter (Acting on behalf of the Deceased)	Licence No Longer Needed	Refund Application form - signed declaration; Probate form; Signed letter to confirm they are the Executor acting or dealing with the financial affairs / administration of the estate of the deceased Licence Holder	A letter from next of kin / relative or friend who has no authority in terms of the financial affairs / executor of the estate
A Power of Attorney or a Court of Protection letter	Licence No Longer Needed	MUST be on headed paper and from an official source confirming that they are acting or executing the financial affairs / administration of the estate of the Licence Holder	
A Re-direction Confirmation Letter from the Post Office	Licence No Longer Needed / Covered by Another Licence / Licence Purchased in Error	MUST show the Date that the Re-direction of Mail is Effective From AND show the Name of the Licence Holder on the re-direction document.	
A Tenancy Agreement	Licence No Longer Needed / Covered by Another Licence / Licence Purchased in Error	MUST be the Tenancy Agreement showing the Name & Address of the Landlord or the Letting Agent & show the start, end or finish date of the Tenancy	
Proof of Duplicated Payment History if not on LASSY	Covered by Another Licence / Licence Purchased in Error	MUST be able to demonstrate that Payments have been made / duplicated i.e. Bank Statement or Credit Card Statement or Actual Licence(s) - see Work Instruction T963	
Proof that an Over 75 person is now living at the address	Covered by Another Licence / Licence Purchased in Error	Medical Card / Pension Letter / Local Government or Council Letter / NHS / Doctor or anything on official headed paper that clearly stipulates or proves the Date on which the Over 75 person moved into the Address	Bank Statement of Account, Proof that the Over 75 Person is now C/O the address.
A photocopy of an E-Mail from a Business E-Mail Address attached to a Signed copy of the Application for Refund form	Licence No Longer Needed / Covered by Another Licence / Licence Purchased in Error	The photocopy of the E-Mail must show a Business E-Mail Address that without question looks relevant / supports the Application for Refund form	A photocopy of an E-Mail from a Personal E-Mail Address that bears no relation to the Application for Refund form data
A photocopy or an extract of a Website Page attached to a Signed copy of the Application for Refund form	Licence No Longer Needed / Covered by Another Licence / Licence Purchased in Error	The photocopy or the extract of the WEB Page must show that without question that it looks relevant / supports the Application for Refund form	A photocopy or an extract of a WEB page that bears no relation to the Application for Refund form data
for any E-MAIL communications:-			
Any E-Mail	Licence No Longer Needed / Covered by Another Licence / Licence Purchased in Error	MUST have an attachment that covers the acceptable evidence detailed above and include a signed / scanned image of the 3.11 Application for Refund form.	A Refund cannot be actioned by Capita TVL using the e-mail communication alone

Note for Refunds for Concessionary Licences (ARC, Blind and Hotels & Company Group Licences) different Rules apply. The respective Duty Areas will process these types of Refunds as they have full knowledge of the Concessionary qualification requirements.

For Customer Administration Personnel:-

IF the Application for Refund form has evidence that could regularly occur and thus should fall within the above list - let your Team Leader know so that these Guidance Notes can be amended and re-issued