
Refunds For New ARC Tenants

Use the refund procedure below when dealing with customers who are moving an ARC address, or with customers state that they are:

- Moving to an address covered by a £7.50 ARC licence (there is no need to check the new address)
- Adamant that their new address will qualify for the concession but no trace of the scheme can be found on LASSY, or
- Applying for a £7.50 ARC licence

Refund Procedure for New ARC Tenants:-

- The refund request should be directed to CLC either by phone or on a multi form.
- Ensure you include the full name, full addresses and where possible, a telephone number.
- Do not send a 3.11, before a refund can be issued, the CLC department must confirm the eligibility of the customer wanting to join the ARC scheme. The 3.11 form does not address this.

Remember: Refunds in this scenario are given in unexpired calendar months

Refunds - Changes to refund method

If a customer wants to stop a refund by Bacs payment **do not** use a 'stop and reissue' form or send a Multi Form. BACS payments cannot be sent to a different account, they can only be stopped and a cheque sent instead. However this can only be done on the day the refund is arranged.

If a BACS refund of a licence has been generated but the customer requires the refund by cheque because their account will be closed, the Client Accounts department can carry out a change.

There are two ways to do this:

1. If it is the same day that the refund was generated, telephone Client Accounts on [\[detail removed – internal use only\]](#) (do not give these telephone numbers to the customer) and explain the situation and what your customer requires (please do not transfer calls to these numbers).
2. If you are unable to get through or the customer makes this request after the BACS refund has been sent:
 - Make the following CARE note: "If payment fails, please send by cheque to (required address)"
 - Advise the customer that the refund has been sent to the bank account and if the BACS refund fails, the bank will inform us and we will then send a cheque .
 - Advise the customer they will receive a cheque in approximately two weeks

Refund Abbreviations (Care and Customer Contacts)

R1A / Refund Issued - Automatic refund - When an auto refund has been issued

R1B / Refund Issued - Manual - When a manual refund has been prepared and details entered on the manual refund database (SQL)

R19 / Manual refund request created or updated - When a manual refund has been processed through LASSY

R11 / Manual refund authorised or cancelled.

RFND - Refund

LTR - Letter

S/A - Smart Agent

Refund Application Form

To see a copy of the refund form, click on this link: [The refund form](#).

To see the back of the refund form, click on this link: [Back of the refund form](#).

If the customer has access to the web the quickest way to get their money back is to complete a refund application online at **tvlicensing.co.uk/refund**.

The website also allows refund forms to be completed and submitted on-line, if no evidence is required.

Alternatively send the customer a refund application form in the post, which should arrive within the next 5 working days.

You should, wherever possible and always if you are dealing with a telephone call, attempt to check that the customer qualifies for a refund before you send a form out. If the customer does not qualify for a refund you should advise them of this fact and you should not send a form.

Remember - anyone can be sent a refund form, even if they are not the licence holder.

Available on website 'tvlicensing.co.uk'

Click here to see how [people can apply for a refund online](#).

Can customers fax or email their refund application forms to us?

Once completed and signed customers can fax their application form and any supporting evidence using fax number 0300 790 6012 (this does not work if being sent from abroad).

Once completed and signed customers can scan their application form and any supporting evidence and send them as email attachments to enquiries@tvlicensing.co.uk.

When the faxes / emails are received they are sorted into the relevant queues and dealt with in date order.

Customers with refund applications for TVL Payment Cards and Savings Cards need contact akinika.

Refund Quick Guide - Telephone Calls

First establish if the licence is needed again before expiry. If it will be needed again at that or another address then do not offer the customer a refund or advise them to apply, as a refund is not due.

Ensure you are speaking to a person who is authorised to cancel the Direct Debit and/or licence.

Scenario	*Customer needs to apply for a refund.	Escalate to Refunds	Other Actions
Refund of more than the last quarter due, not in Antic.	Yes	No	M/C. Send refund form noting the address where the form was sent to in Care.
Refund of the last quarter due, not in Antic.	No	No	Process refund and update Care.
Unsure if a refund is due, regardless of Antic.	No	No	Consult with team leader or senior adviser.
If future payments only, not in Antic (Licence <u>not</u> in month of expiry).	No	No	M/C, refund future payments as trained. Advise no further refund due.
If future payments only in Antic (Licence <u>not</u> in month of expiry).	No	No	M/C, keying in address details as appropriate. Advise no further refund due. Advise customer may need to cancel DD with bank to stop payment (if applicable).
Future payments and refund of more than the last quarter due, in Antic.	Yes	No	M/C, keying in address details as appropriate. Send refund form noting the address where the form was sent to in Care. Advise customer may need to cancel DD with bank to stop payment
Future payments and refund of the last quarter due, in Antic.	No	No	Process future refund and last quarter refund as trained. Advise customer may need to cancel DD with bank to stop payment (if applicable). Update Care.
Future payments and refund of the more than last quarter due, not in Antic.	Yes	No	M/C to refund the future payments as trained. Send refund form noting address in Care.
Future payments and refund of the last quarter due, not in Antic.	No	No	Process future refund and last quarter refund as trained. Update Care
Future payments only, in month of expiry but new licence is / will already be issued when Direct Debit is cancelled.	No	Yes	Multi form to refunds asking for future payments to be refunded. Ask customer to cancel Direct Debit with bank and ensure how the customer wants the refund i.e. Bank details if to an account or cheque form is included.

Note: *If a customer needs to apply for a refund advise them they can do this online at www.tvlicensing.co.uk, or if the customer prefers send them a refund form.

Refund Applications Forms

If a customers entitled to refund and is not moving to an Arc address use the following process:

- A 3.11 letter and form must be sent
- The 3.11 must be addressed to the recipient
- The name of the licence holder / deceased must be typed in the field of the second name screen
- If the recipients details are different to that of the licence holder, their name and address must be recorded in Care
- If dealing with the customer by telephone, the request must be carried out at the time of the call.

Refunds Assistance

Click on the topics to see information

- [Effective date](#)
- [Proof](#)
- [Processing the refund claim](#)
- [Dummy Refund](#)
- [CLC refunds](#)
- [Hotel refunds](#)
- [Stamp encashments](#)
- [TV Licensing Payment Card](#)
- [Bank charges](#)
- [Stop and reissue](#)
- [Currency](#)
- [Open cheques](#)
- [Returned cheques](#)
- [Refund refusals](#)
- [Other queries](#)

Effective date

Unless otherwise stated, refunds will only be made in respect of television licences that have expired within the last two years and only in respect of full quarter(s) (i.e. 3 consecutive calendar months) of a television licence which is/are unexpired at the “effective” date.

The “effective” date will normally be the date of receipt of the refund application at the Mail and Licence Processing centre.

All requests for a refund must be received within two years of the expiry date of the most recently issued licence against which the refund is being claimed.

If the refund is claimed from a date that differs from the “effective” date, and this would make a difference to the refundable amount, the customer would need to provide satisfactory documentary evidence to support the earlier date.

Proof

The exception to this is when a customer wishes to claim a refund for the final quarter only (or less, if applicable) of their current licence period. No evidence is required for a refund of the final quarter or if the refund is due to deceased. However, if we are not satisfied with the claim, we can challenge the application regardless of the fact only the last quarter is being requested.

For all refunds the licence must not be needed again before its expiry date. If the claimant has not confirmed that the licence will not be needed again the refund application will be rejected.

Processing the refund claim

Once a refund application form has been received it may take up to 10 working days (Monday to Friday, excluding Bank Holidays) to be processed. This also allows for the time taken if the refund claim is re-directed to another department (still have 10 working days to process the claim).

If a customer states that they sent in their refund application form more than three weeks ago and there is no evidence on [Qdos](#) that it has been dealt with (check the Customer Contact screen) apologise to the customer and advise them a new form will need to be completed.

Dummy Refund

If a customer contacts you enquiring about their refund and CARE notes / Customer Contacts, or the info displayed in the Refund Cheque Queries, show "DUMMY REFUND" and if a refund is due direct the customer to complete a refund form.

Qdos users can issue a refund form via the Refund Form Application script or the customer can complete a refund application online at www.tvlicensing.co.uk.

Do not instruct the customer to do anything else as the refund form is required due to a query regarding an over 75 refund.

CLC refunds

Refunds do not process [CLC](#) refunds. If a customer has moved into an address covered by a [CLC](#) Licence all calls and correspondence are redirected to 'CLC.' These refunds are calculated monthly.

Hotel refunds

If a customer has moved into an address covered by a Hotel Licence all calls and correspondence are redirected to 'Hotels'

Stamp encashments

Use this link if someone [wishes to query the encashment](#) of TV Licensing Savings Stamps they have sent in.

If a request for a refund of stamps and a licence are received together the correspondence will be sent to the 'client accounts' team first. When they have processed the stamp refund they will redirect the correspondence to the Refund Centre for them to consider if a refund is due on the licence. Therefore the customer will receive the stamp refund prior to the licence refund. This sometimes generates a telephone call chasing their licence refund.

TV Licensing Payment Card

Customers paying on the TV Licensing Payment Card will have their refund claims dealt with by akinika, not by our Refund team.

Bank charges

If a customer is [requesting a refund of bank charges](#) they will need to write in and include the appropriate evidence. The correspondence team will then deal with the customer's letter, it will not be sent to the refunds team.

The Customer Contacts screen / Care will show whether the bank charges have been refunded.

Stop and reissue

It can take up to two weeks for the customer to receive their refund cheque. If the customer has still not received their refund after two weeks [the cheque can be re-issued](#).

Currency

All refunds are issues in pounds sterling only, however we will send a cheque abroad.

Open cheques

If a customer does not have a bank account [we can issue an 'open cheque'](#). When a customer receives an open cheque they also receive instructions for the various ways they can cash it. Postal Orders are not issued.

Returned cheques

These do not come to the Refund Centre. If a [customer is chasing a cheque](#) they have returned it will have gone to Client Accounts. They will know what has happened to it and if it has been reissued.

Refund refusals

The most common reasons for refusing a refund are:

- Form not completed or not signed

To be processed all refund application forms must have a signature and be completed with the required information. In the case of an unsigned or insufficiently completed application form the customer will be sent draft letter 3.34. A new 3.11 refund application will be included with this letter when it is sent to the customer

- No unused quarters left from date of refund claim
- No licence at new address
- Licence needed again
- Claim in different name.

Check the Customer Contacts screen / Care for details of why the refund was refused. If a refund has been refused there is always information to advise what letter we have sent them and the reason for refusal.

Other queries

- Do they need to send the actual licence? - No, but if they have it please enclose it. They can keep a photocopy if they wish.
- If a customer wants a document returned this can be retrieved as all correspondence is kept regardless to whether a refund has been given or not.
- Not enough refund? - Sometimes the refund has not yet been issued and the cheque that the customer has received is for the refund of their GM1 future payments.
- Two refund cheques received - Usually one is a refund of GM1 future payments and the other is the current licence refund. Even if they are issued at the same time they are sent as two separate cheques.
- Some refunds are actioned in the anticipated period but will not release until after it has finished. If the payment is not met it will show the amended refund amount on the payment history.

Refunds on licences paid for by debit/credit card

If a customer has paid by a debit or credit card and is entitled to a full or partial refund, the refund will **only** be made by cheque. This means these refunds will **not** be made directly in to a bank account via Bacs.

When processing refund claims you **must** first establish whether the licence involved was paid for by debit or credit card.

To find out how the customer paid for their licence check the Customer Contacts tab for "Debit/Credit card".

TVL Application Corporate Websites Help 5.5.2.2 (PrdApp)					
Customer Info	Licences at Address	Customer Contacts	Licence Processes	Standard Letters	Expiry Date Calculator
29/04/2013 11:42	Customer	General Enquiry		LETTER / GONE AWAY / NONE / REFUND	
24/04/2013 12:45	Customer	Outcome Summary		LETTER / GONE AWAY / NONE / REFUND	
24/04/2013 12:44	Customer	Refund Issued-Automatic refund		Information redacted under section 40(2) of the Freedom of Information Act	
22/04/2013 19:05	WEBLASS	Debit/Credit Card		DCN - WEB Ref No:	
22/04/2013 19:05	WEBLASS	ECOMMS CONSENT GIVEN		ECOMMS CONSENT	(O) / GVN (N)
22/04/2013 19:05	WEBLASS	Preferences Changed		PREF EMAIL:	
22/04/2013 19:05	WEBLASS	Preferences Changed		ELIC OPT IN	

The example below shows a Credit/Debit card payment made via the TVL website:

If a customer queries why they can only be refunded by cheque please advise that we do not currently have the facility to refund back to a card. Therefore, to ensure that the correct person receives the refund this will be sent by cheque to the licence holder at the licence address unless otherwise stated in the application.

Remember this is only for customers who have paid by debit or credit card for any of their licences.

Stopping and Reissuing Cheques

Reissuing Refund Cheques - click on the line that you would like further information about.

[*Customer has a Capita cheque but it needs to be reissued*](#)

[*Customer does not have the original cheque which was issued by Capita*](#)

[*All circumstances where the Cheque was issued by akinika*](#)

Instruction for line managers

When authorising the reissue of a cheque please refer to work instruction WI 3377.

Auto Refunds - Lassy screen

Automatic refunds are where the refund made is for the current licence only.

Refunds can also be issued on expired licences, these are called manual refunds.

The customer still needs to complete a refund application form before a refund can be considered.

Lassy Users screen prints

1. The Automatic refund can be seen in the Care screen.

LSSC	LSSCM01	Licence Administration and Support System			09/04/08 13:02
		Customer Contact Enquiry/Input			Page : 1 +
Licence No : -----					
Date	Operator	Event	Description	Telephone No	Amount
Free Text					
Contact Name					
09/04/2008	CLSPB38	G90	Gen Enq screen accessed		E W M
<hr/>					
09/04/2008	CLSPE18	RIA	Refund Issued-Automatic refund		
CFL 0908	NUMERO		Information redacted under section 40(2) of the Freedom of Information Act		E W M
				Time : 13:02	
09/04/2008	CLSPE18	G90	Gen Enq screen accessed		

2. Details of the refund can also be seen on the Cancellation/Refund Enquiry screen by typing 'C/ENQ' in the top left corner of the screen and pressing PF5 . Here you can see:

- The date the refund was processed
- The amount of the refund
- The payee details

the payee details

CURRENT		Licence Administration and Support System		09/04/08 13:06
		Cancellation/Refund Enquiry		
Licence Number	77738210214	Matchcode	77738210214	
Cancellation Reason	RFD PEND	Scheme	GM1	Cancellation Date 090408
Letters Sent	ML.92	071107	Refunded Payment Scheme GM1	
Refund Sent	000000			
Refund Created	090408	BACS	Y	Refund Payee or Bank Details
Amount of Refund	67.75			
Refund Reason	RFD G/A	Information redacted under section 40(2) of the Freedom of Information Act		
Refund Payee	NOT LICENSEE			

PF1=Help PF3=End PF5=Fastpath PF6=Fastpath Menu PF7=Bwd PF8=Fwd

How much has been refunded

Lassy Users

To find information about the refund, for example, the refund amount, where and who the refund has been issued to, use the **C/ENQ screen**. If two refunds have been given, use the PF7 and PF8 keys to scroll between the refunds.

Do **not** discuss any other amount. Do **not** indicate that the 'Reinsert' amount (if showing) is the amount refunded - **it isn't**.

If there is no entry in C/ENQ, do **not** discuss possible refund amounts with the customer. The refund department will contact the customer when the application is processed.

Lassy - Is it an automatic or manual refund?

Why is this important?

To be able to correctly interpret information on your screens and to ensure that the customer gets the correct information, you will need to decide if you are dealing with an [automatic refund](#) or a [manual refund](#). (Please note this section deals with licence refunds and not refunds of advanced payments.)

How do I decide?

If you have no entries on your screen other than a refund form being sent to the customer, then it is not possible to discuss the refund amount as the refund has not been processed yet. The customer will be contacted once the refund is processed. [You must not discuss amounts](#).

"I can see some information about a refund being processed - so which is it?"

Automatic refunds are where the refund made is for the current licence only. If you see the following Care entry - R1A Refund Issued - Automatic refund, then the refund is Automatic and you can [click here for more information on Automatic refunds](#).

LSSC	LSSCM01	Licence Administration and Support System			09/04/08 13:02
		Customer Contact Enquiry/Input			Page : 1 +
Licence No : -----					
Date	Operator	Event	Description	Telephone No	Amount
Free Text	Contact Name				
09/04/2008	CLSPB38	G90	Gen Enq screen accessed		E W M
<hr/>					
09/04/2008	CLSPE18	R1A	Refund Issued-Automatic refund		E W M
CFL 0908	NUMERO		Information redacted under section 40(2) of the Freedom of Information Act		E W M
			Time : 13:02		
09/04/2008	CLSPE18	G90	Gen Enq screen accessed		

Manual refunds are refunds issued on expired licences. If you see one of the following Care entries, then the refund is a Manual refund. But be aware, Care code R1B - Refund Issued - Manual and Freetext does **not** actually mean the refund has been issued. To find out more, you should [click here for more information on Manual refunds](#).

08/04/2008	CLSPA83	R1B	Refund Issued-Manual and Freetext	Time : 12:55
NUMERO			- £65.75 TO 3R/WATTS 5TRI BS484NT	E W M
Information redacted under section 40(2) of the Freedom of Information Act				
Time : 15:49				
<hr/>				
08/04/2008	CLSPA75	R19	MANUAL REFUND REQUEST CREATED OR UPDATED	Time : 13:04
Manual Refund Created 08/04/08	135.50			E W M
Time : 10:12				

Information redacted under section 40(2) of the Freedom of Information Act

Manual Refunds - Lassy screen

Manual Refunds are refunds that are issued on expired licences, Automatic refunds are where the refund made is for the current licence only. The customer still needs to complete a refund application form before a refund can be considered.

The three stage process

There is a three stage process for Manual Refunds. These are:

1. Refund is created but not issued to customer

a. Below is an image of the 'Care' screen showing a refund at Stage 1 - 'Refund is created but not issued to customer'.

```
08/04/2008 CLSPA83 R1B Refund Issued-Manual and freetext          Time : 12:55
NUMERO [REDACTED] - 165.75 TO 3R/WATTS 5TRI BS484NT              E W M
Information redacted under section 40(2) of the Freedom of Information Act : 15:49
```

b. Below is a different image of the 'Care' screen showing a refund at Stage 1 - 'Refund is created but not issued to customer'.

```
ADMIN CHECK                                                    Time : 13:04
08/04/2008 CLSPA75 R19 MANUAL REFUND REQUEST CREATED OR UPDATED
Manual Refund Created 08/04/08 135.50 [REDACTED]                E W M
Time : 10:12
Information redacted under section 40(2) of the Freedom of Information Act
```

2. Refund goes through a checking process (still not authorised to be sent to customer at this stage)

Below is an image of the 'Care' screen showing a refund at Stage 2 - 'Refund is going through a checking process'.

```
09/04/2008 CLSPB36 RFND Refund                                Time : 12:55
ADMIN CHECK                                                    E W M
```

3. Refund is either authorised and sent to customer or cancelled.

a. Below is an image of the 'Care' screen showing a refund at Stage 3 - 'Refund is either authorised and sent to customer or cancelled' when the refund has been authorised.

```
09/04/2008 CLSPD91 R11 Manual Refund Transaction
Manual Refund Auth: CLSPD91 , 135.50, 09/04/2008              Time : 13:07
E W A
```

b. Below is an image of the 'Care' screen showing a refund at Stage 3 - 'Refund is either authorised and sent to customer or cancelled' when the refund has been cancelled.

```
23/01/2008 CLSPI00 R11 Manual Refund Transaction
Manual Refund Canc: CLSPI00 , 326.26, 23/01/2008              Time : 15:21
E W A
```


Auto Refunds - Qdos screen

Automatic refunds are where the refund made is for the current licence only.
Refunds can also be issued on expired licences, these are called manual refunds.
The customer still needs to complete a refund application form before a refund can be considered.

Qdos Users screen prints

1. The auto refund can be seen in the Customer Contacts screen.

TVL		Application	Corporate Websites	Reports	Help	Ver. 2.5.0.1	End Script		Log
Customer Info	Customer Contacts	Licence Processes	Standard Letters	Information redacted under section 40(2) of the Freedom of Information Act				Customer Verif	
09/04/2008 13:02	CLSP218	Refund Issued-Automatic refund	CFL 0908 NUMERO					Name:	MRE
								Address:	14 C
								Postcode:	EN2
03/04/2008 07:30	CLSP254	Redirected	MSG ID: 1000000					P.Scheme:	GM1
14/03/2008 14:27	hutsonm	Outcome Summary - LD Licence	LETTERREQ, INFO:NONE/REFUND					Licence:	272
								Caller:	

2. Details of the refund can also be seen on the 'Refund Cheque Query' screen which can be viewed by selecting 'Payments' and 'Refund Cheque Query'. Here you can see:

- The date the refund was processed
- The amount of the refund
- The payee details

Script									
Refund Cheque Queries									
Cancellation Date: 09/04/08									
Cancellation Reason: RFD PEND									
Refunded Payments Scheme: GM1									
Scheme: GM1									
Refunds List:									
Sent	Created	Amount	Reason	Payee	BACS	Payee Name	Sort Code or Street	A/c No. or Town	
<input checked="" type="checkbox"/>	09/04/08	67.75	RFD G/A	NOT LICENSEE	Y				
Has the cheque already been received?									
<input type="radio"/> Yes									
<input type="radio"/> No									
Information redacted under section 40(2) of the Freedom of Information Act									

How much has been refunded - Qdos user

Qdos Users

To find information about the refund, for example, the refund amount, where and who the refund has been issued to - select the following options from 'Call Reason':

- Call Group – Payments
- Call Reason - Refund Cheque Enquiries.

This screen lists refunds made by cheque **and** by BACS.

Do **not** discuss any other amount. Do **not** indicate that the 'Reinsert' amount (if showing) is the amount refunded - **it isn't**.

If there is no entry in Refund Cheque Enquiries, do **not** discuss refund amounts with the customer. The refund department will contact the customer when the application is processed.

Qdos - Is it an automatic or manual refund?

Why is this important?

To be able to correctly interpret information on your screens and to ensure that the customer gets the correct information, you will need to decide if you are dealing with an automatic refund or a [manual refund](#). (Please note this section deals with licence refunds and not refunds of advanced payments.)

How do I decide?

If you have no entries on your screen other than a refund form being sent to the customer, then it is not possible to discuss the refund amount as the refund has not been processed yet. The customer will be contacted once the refund is processed. [You must not discuss amounts](#).

"I can see some information about a refund being processed - so which is it?"

Automatic refunds are where the refund made is for the current licence only. If you see the following Customer Contacts entry: Refund Issued - Automatic refund, then the refund is Automatic and you can [click here for more information on Automatic refunds](#).

TVL Application Corporate Websites Reports Help				Ver. 2.5.0.1 End Script		Log
Customer Info	Customer Contacts	Licence Processes	Standard Letters	Information redacted under section 40(2) of the Freedom of Information Act		Customer Verification
09/04/2008 13:02	CLSPE18	Refund Issued-Automatic refund	CFL 0908 NUMERO			Name: MR
						Address: 14 C
						Postcode: ENQ
03/04/2008 07:30	CLSP254	Redirected	MSG ID			P.Scheme: 0M
14/03/2008 14:27	hutsomn	Outcome Summary - LD Licence	LETTER/REQ. INFO/NONE/REFUND			Licence: 2Z2
						Caller:

Manual refunds are refunds issued on expired licences. If you see one of the following Care entries, then the refund is a Manual refund. But be aware, Care code: Refund Issued - Manual and Freetext does **not** actually mean the refund has been issued. To find out more, you should [click here for more information on Manual refunds](#).

08/04/2008 15:49	CLSPA83	Refund Issued-Manual and freetext	NUMERO				
08/04/2008 10:12	CLSPA75	MANUAL REFUND REQUEST CREATED OR	Manual Refund Created 08/04/08	135.50			
		UPDATED	Information redacted under section 40(2) of the Freedom of Information Act				

Manual Refunds - Qdos screen

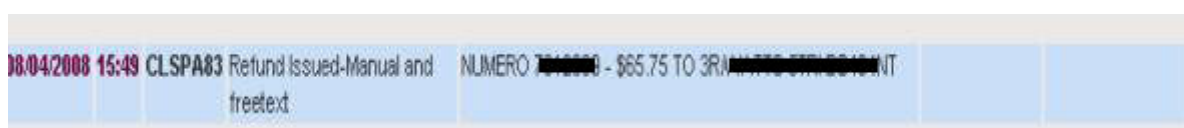
Manual Refunds are refunds that are issued on expired licences, Automatic refunds are where the refund made is for the current licence only. The customer still needs to complete a refund application form before a refund can be considered.

The three stage process

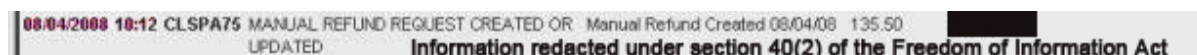
There is a three stage process for Manual Refunds. These are:

1. Refund is created but not issued to customer

a. Below is an image of the 'Customer Contacts' screen showing a refund at Stage 1 - 'Refund is created but not issued to customer'.



b. Below is a different image of the 'Customer Contacts' screen showing a refund at Stage 1 - 'Refund is created but not issued to customer'.



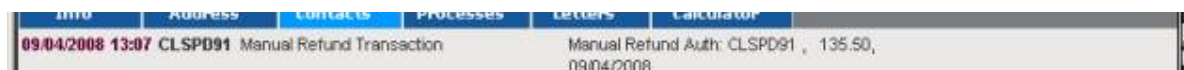
2. Refund undergoes checking

Below is an image of the 'Customer Contacts' screen showing a refund at Stage 2 - 'Refund is checked'.

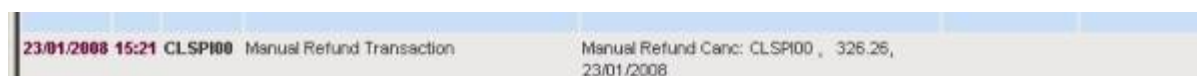


3. Refund is either authorised and sent to customer or cancelled.

a. Below is an image of the 'Customer Contacts' screen showing a refund at Stage 3 - 'Refund is either authorised and sent to customer or cancelled' when the refund has been authorised.



b. Below is an image of the 'Customer Contacts' screen showing a refund at Stage 3 - 'Refund is either authorised and sent to customer or cancelled' when the refund has been cancelled.



Refunds Due on Colour to Mono

New ready for 1st April -Refunds due on colour licences issued at £145.50 from 1 April 2010 - 31 March 2011 (scroll down for current and previous years)

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63
-May-		£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75
-June-		£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88
-July-		£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97
-August-		£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13
-September-		£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38	£121.25
-October-		£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50	£133.38
-November-		£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13	£145.50
-December-		£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25	£12.13
-January-		£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38	£24.25
-February-		£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50	£36.38
-March-		£36.38	£24.25	£12.13	£145.50	£133.38	£121.25	£109.13	£97	£84.88	£72.75	£60.63	£48.50

Refunds due on colour licences issued at £142.50 from 1 April 2009 - 31 March 2010 (scroll down for previous years)

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov

-April-		£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38
-May-		£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25
-June-		£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13
-July-		£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95
-August-		£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88
-September-		£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63	£118.75
-October-		£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50	£130.63
-November-		£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88	£142.50
-December-		£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75	£11.88
-January-		£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63	£23.75
-February-		£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50	£35.63
-March-		£35.63	£23.75	£11.88	£142.50	£130.63	£118.75	£106.88	£95	£83.13	£71.25	£59.38	£47.50

Refunds due on colour licences issued at £139.50 from 1 April 2008 - 31 March 2009

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13
-May-		£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75
-June-		£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38
-July-		£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93
-August-		£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63
-September-		£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88	£116.25
-October-		£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50	£127.88
-November-		£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63	£139.50
-December-		£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25	£11.63
-January-		£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88	£23.25
-February-		£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50	£34.88
-March-		£34.88	£23.25	£11.63	£139.50	£127.88	£116.25	£104.63	£93	£81.38	£69.75	£58.13	£46.50

Refunds due on colour licences issued at £135.50 from 1 April 2007

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov

April		£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46
May		£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75
June		£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04
July		£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33
August		£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63
September		£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21	£112.92
October		£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50	£124.21
November		£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29	£135.50
December		£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58	£11.29
January		£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88	£22.58
February		£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17	£33.88
March		£33.88	£22.58	£11.29	£135.50	£124.21	£112.92	£101.63	£90.33	£79.04	£67.75	£56.46	£45.17

Refunds due on colour licences issued at £131.50 from 1 April 2006 - 31 March 2007

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79
-May-		£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75
-June-		£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71
-July-		£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67
-August-		£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63
-September-		£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54	£109.58
-October-		£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50	£120.54
-November-		£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96	£131.50
-December-		£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92	£10.96
-January-		£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88	£21.92
-February-		£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83	£32.88

-March-		£32.88	£21.92	£10.96	£131.50	£120.54	£109.58	£98.63	£87.67	£76.71	£65.75	£54.79	£43.83
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Refunds due on colour licences issued at £126.50 from 1 April 2005 - 31 March 2006

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71
-May-		£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25
-June-		£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79
-July-		£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33
-August-		£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88
-September-		£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96	£105.42
-October-		£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50	£115.96
-November-		£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54	£126.50
-December-		£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08	£10.54
-January-		£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63	£21.08
-February-		£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17	£31.63
-March-		£31.63	£21.08	£10.54	£126.50	£115.96	£105.42	£94.88	£84.33	£73.79	£63.25	£52.71	£42.17

Refunds due on colour licences issued at £126.50 from 1 April 2004 - 31 March 2005

Colour licence EXPIRES at the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42
-May-		£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50
-June-		£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58
-July-		£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67
-August-		£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75
-September-		£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92	£100.83
-October-		£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00	£110.92
-November-		£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08	£121.00

-December-		£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17	£10.08
-January-		£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25	£20.17
-February-		£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33	£30.25
-March-		£30.25	£20.17	£10.08	£121.00	£110.92	£100.83	£90.75	£80.67	£70.58	£60.50	£50.42	£40.33

Refunds due on colour licences issued at £116.00 from 1 April 2003 - 31 March 2004

Colour licence EXPIRESat the end of	Mono licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Mono licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33
-May-		£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00
-June-		£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67
-July-		£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33
-August-		£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00
-September-		£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33	£96.67
-October-		£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00	£106.33
-November-		£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67	£116.00
-December-		£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33	£9.67
-January-		£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00	£19.33
-February-		£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67	£29.00
-March-		£29.00	£19.33	£9.67	£116.00	£106.33	£96.67	£87.00	£77.33	£67.67	£58.00	£48.33	£38.67

Refunds Due on Mono to Colour

New ready for 1st April - Refunds due on monochrome licences issued at £49 from 1 April 2010 - 31 March 2011 (scroll down for previous years)

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42
-May-		£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50
-June-		£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58
-July-		£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67
-August-		£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75
-September-		£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92	£40.83
-October-		£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00	£44.92
-November-		£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08	£49.00
-December-		£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17	£4.08
-January-		£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25	£8.17
-February-		£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33	£12.25
-March-		£12.25	£8.17	£4.08	£49.00	£44.92	£40.83	£36.75	£32.67	£28.58	£24.50	£20.42	£16.33

Refunds due on monochrome licences issued at £48 from 1 April 2009 - 31 March 2010

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£16	£12	£8	£4	£48	£44	£40	£36	£32	£28	£24	£20
-May-		£20	£16	£12	£8	£4	£48	£44	£40	£36	£32	£28	£24
-June-		£24	£20	£16	£12	£8	£4	£48	£44	£40	£36	£32	£28
-July-		£28	£24	£20	£16	£12	£8	£4	£48	£44	£40	£36	£32
-August-		£32	£28	£24	£20	£16	£12	£8	£4	£48	£44	£40	£36
-September-		£36	£32	£28	£24	£20	£16	£12	£8	£4	£48	£44	£40
-October-		£40	£36	£32	£28	£24	£20	£16	£12	£8	£4	£48	£44
-November-		£44	£40	£36	£32	£28	£24	£20	£16	£12	£8	£4	£48
-December-		£48	£44	£40	£36	£32	£28	£24	£20	£16	£12	£8	£4
-January-		£4	£48	£44	£40	£36	£32	£28	£24	£20	£16	£12	£8
-February-		£8	£4	£48	£44	£40	£36	£32	£28	£24	£20	£16	£12
-March-		£12	£8	£4	£48	£44	£40	£36	£32	£28	£24	£20	£16

Refunds due on monochrome licences issued at £47 from 1 April 2008 - 31 March 2009

Black and	Colour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
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white licence EXPIRES at the end of	licence: Month of ISSUE												
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58
-May-		£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50
-June-		£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42
-July-		£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33
-August-		£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25
-September-		£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08	£39.17
-October-		£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47	£43.08
-November-		£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92	£47
-December-		£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83	£3.92
-January-		£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75	£7.83
-February-		£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67	£11.75
-March-		£11.75	£7.83	£3.92	£47	£43.08	£39.17	£35.25	£31.33	£27.42	£23.50	£19.58	£15.67

Refunds due on monochrome licences issued at £45.50 from 1 April 2007 - 31 March 2008

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96
-May-		£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75
-June-		£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54
-July-		£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33
-August-		£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13
-September-		£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71	£37.92
-October-		£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50	£41.71
-November-		£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79	£45.50
-December-		£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58	£3.79
-January-		£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38	£7.58
-February-		£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17	£11.38
-March-		£11.38	£7.58	£3.79	£45.50	£41.71	£37.92	£34.13	£30.33	£26.54	£22.75	£18.96	£15.17

Refunds due on monochrome licences issued at £44.00 from 1 April 2006 - 31 March 2007

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33

-May-		£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00
-June-		£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67
-July-		£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33
-August-		£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00
-September-	FEE	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33	£36.67
-October-	£44.00	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00	£40.33
-November-		£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67	£44.00
-December-		£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33	£3.67
-January-		£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00	£7.33
-February-		£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67	£11.00
-March-		£11.00	£7.33	£3.67	£44.00	£40.33	£36.67	£33.00	£29.33	£25.67	£22.00	£18.33	£14.67

Refunds due on monochrome licences issued at £44.00 from 1 April 2005 - 31 March 2006

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50
-May-		£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00
-June-		£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50
-July-		£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00
-August-		£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50
-September-	FEE	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50	£35.00
-October-	£42.00	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00	£38.50
-November-		£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50	£42.00
-December-		£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00	£3.50
-January-		£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50	£7.00
-February-		£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00	£10.50
-March-		£10.50	£7.00	£3.50	£42.00	£38.50	£35.00	£31.50	£28.00	£24.50	£21.00	£17.50	£14.00

Refunds due on monochrome licences issued at £40.50 from 1 April 2004 to 31 March 2005

Black and white licence	Month of ISSUE of colour licence	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec

EXPIRES at the end of	Month of EXPIRY of colour licence	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88
-May-		£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25
-June-		£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63
-July-		£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00
-August-		£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38
-September-		£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13	£33.75
-October-		£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50	£37.13
-November-		£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38	£40.50
-December-		£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75	£3.38
-January-		£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13	£6.75
-February-		£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50	£10.13
-March-		£10.13	£6.75	£3.38	£40.50	£37.13	£33.75	£30.38	£27.00	£23.63	£20.25	£16.88	£13.50

Refunds due on monochrome licences issued at £44.00 from 1 April 2003 - 31 March 2004

Black and white licence EXPIRES at the end of	Colour licence: Month of ISSUE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
	Colour licence: Month of EXPIRY	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
-April-		£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04
-May-		£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25
-June-		£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46
-July-		£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67
-August-		£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88
-September-		£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29	£32.08
-October-		£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50	£35.29
-November-		£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21	£38.50
-December-		£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42	£3.21
-January-		£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63	£6.42
-February-		£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83	£9.63
-March-		£9.63	£6.42	£3.21	£38.50	£35.29	£32.08	£28.88	£25.67	£22.46	£19.25	£16.04	£12.83

Refund UP and NLN Guidelines

Refunds - What to do when the property is unoccupied (UP) or occupied but no licence is needed (NLN)

Unoccupied (UP)

If you have processed a refund and it is apparent that the property will be vacant for a while, you must apply an appropriate UP guard once you have finalised the refund claim. You can apply a guard for up to 3 months or up to 6 months with the permission of a Team Leader.

Remember you must put an occupation date in ENFADD otherwise the UP guard won't work.

If you are unsure how to apply a UP guard, please speak to a Team Leader or an acting Senior Adviser.

No Licence Needed (NLN)

If you have processed a refund and it is apparent that the property is occupied but no TV receiving equipment is used, you must set an NLN claim once you have finalised the refund.

Refund Quick Guide - Corres dept (CFL)

CFL Corres	Send D/L 3.11	Escalate to Refunds	Other Actions
Refund due & all documents received	No	Yes	Input Care Code
Refund due, insufficient evidence, or not sure	Yes	Yes	Input Care Code
No refund due	No	Yes	Input Care Code
If application form requested and no documents attached nor additional information supplied	Yes	No	Input Care Code
If application form requested and documents attached	No	Yes	Input Care Code

Notes:

- If the DPC date is relevant to the Licence's status as current, please enter DPC date onto Care.
- Duplication licence claim, redirect to refunds
- No unused quarters left on licence, send draft letter 3.6 and update Care.
- Only original death certificates are returned. If a customer requests a document to be returned you will need to email – Whitemail retrievals.

Refund Quick Guide - Corres dept (DD)

DD Corres	Send D/L 3.11	Escalate to Refunds	Send D/L 51.53	Hold in Antic	Other Actions
Refund due & all documents received	No	Yes	No	No	Input Care Code
Possible refund due, not in Antic period, insufficient evidence	Yes	Yes	No	No	Input Care Code
D/L 3.11 already sent, documents received	No	Yes	No	No	Input Care Code
Unsure if a Refund is due, not in antic	No	Yes	No	No	Input Care Code
Refund due, in Antic period, insufficient evidence	No	Yes	Yes	No	Input Care Code
Only Future payments in Antic period	No	No	Yes	No	M/C
Only future payments due, in Antic period, in the month of expiry.	No	Yes	Yes	Yes	M/C G/A. After Antic check if advance payments have been released or if a new licence issued and the expiry date amended. If the expiry date has been amended process as a refund
Only Future payments not in Antic period	No	No	No	No	M/C
Possible refund, in Antic period (depending on payment)	No	Yes	No	No	Input Care Code
Future & actual refund due (antic period or not)	Yes (if NOT in antic)	Yes (if in antic)	No	No	M/C if sending D/L 3.11

Note:

- Only original death certificates are returned. If a customer requests a document to be returned you will need to email – Whitemail retrievals.
- If the DPC date is relevant to the Licence's status, please enter DPC date onto Care.

Refund Calculator 2005/2006

Colour £126.50 Monochrome £42.00

<i>Expiry of licence</i>	<i>3/4 refund end of:</i>	<i>1/2 refund end of:</i>	<i>1/4 refund end of:</i>	<i>No refund</i>
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due:mono	£31.50	£21.00	£10.50	No refund
Refund due: colour	£94.88	£63.26	£31.64	No refund

Refund Calculator 2006/2007

Colour£131.50 Monochrome £44.00

Expiry of licence	3/4 refund end of:	1/2 refund end of:	1/4 refund end of:	No refund
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due:mono	£33.01	£22.01	£11.01	No refund
Refund due: colour	£98.63	£65.76	£32.88	No refund

Refund Calculator 2007/2008

Colour £135.50; Monochrome £45.50

Expiry of licence	3/4 refund end of:	1/2 refund end of:	1/4 refund end of:	No refund
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due: mono	34.13	22.76	11.39	No refund
Refund due: colour	101.63	67.76	33.89	No refund

Refund Calculator 2008/2009

Colour £139.50 Monochrome £47.00

Expiry of licence	3/4 refund end of:	1/2 refund end of:	1/4 refund end of:	No refund
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due: mono	35.26	23.51	11.76	No refund
Refund due: colour	104.63	69.75	34.88	No refund

Refund calculator 2009/2010

Colour £142.50 Monochrome £48.00

Expiry of licence	3/4 refund end of:	1/2 refund end of:	1/4 refund end of:	No refund
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due: mono	36.00	24.00	12.00	No refund
Refund due: colour	106.88	71.25	35.63	No refund

Refund Calculator 2010/2016

Colour £145.50 Monochrome £49.00

Expiry of licence	3/4 refund end of:	1/2 refund end of:	1/4 refund end of:	No refund
January	April	July	October	January
February	May	August	November	February
March	June	September	December	March
April	July	October	January	April
May	August	November	February	May
June	September	December	March	June
July	October	January	April	July
August	November	February	May	August
September	December	March	June	September
October	January	April	July	October
November	February	May	August	November
December	March	June	September	December
Refund due: mono	36.76	24.51	12.26	No refund
Refund due: colour	109.13	72.75	36.38	No refund

Refund of Bank Charges - Guidelines

These guidelines are to clarify the current policy surrounding refunding bank charges.

When a letter is received from the customer asking us to pay for bank charges check whether:

- Our Direct Debit has caused the customer to incur bank charges.
- The charges are due to an error on our part

Customer says that they have not received the payment plan:

- Once the payment plan has been issued, we cannot guarantee delivery. Refund of bank charges are to be refused.

Helpful paragraphs to insert into customer letters are listed on the Letters Help Script under Bank Charges, starting with DD14. (Corres 2 and above only)

Bank charges would be refunded when there is evidence it is our error

Examples of which are:

- Request has come in during ANTIC to change account details, a note is on Care to this effect and we haven't actioned the request once ANTIC is over.
- If the customer contacted us in ANTIC to cancel the Direct Debit, we would advise the customer to cancel with bank (if there is still time). We would then log on Care that we had advised the customer it was too late to stop this payment, and take details down to action at a later date. We would only refund in this case if we had not cancelled the Direct Debit after ANTIC , and had therefore taken further payment.
- If the wrong account details have been keyed onto the system.

Type of evidence required, either:

- The first bank statement showing where the charges were incurred and a second statement showing where the charges were taken; or
- A letter from the bank stating that our Direct Debit caused the charges, this option is preferred by Customer Relations.

When filling in the Goodwill/Compensation Payment Voucher (F008), ensure that you complete the reason for the bank charges being refunded.

There is no letter advising that we will be paying bank charges, as we have generally requested the payments correctly. You will need to compose a letter if the bank charges are being refunded.

When bank charges are to be refunded

ALL requests to be given to your Team Leader, who can sign up to £30 or will pass to a CSM for authorisation on amounts over £30. These will then be forwarded to Customer Relations for the cheque to be issued.

Refunds on licences paid for by debit/credit card

If a customer has paid by a debit or credit card and is entitled to a full or partial refund, the refund will **only** be made by cheque. This means these refunds will **not** be made directly in to a bank account via Bacs.

When processing refund claims you **must** first establish whether any of the licences involved were paid for by debit or credit card.

If a customer queries why they can only be refunded by cheque please advise that we do not currently have the facility to refund back to a card. Therefore, to ensure that the correct person receives the refund this will be sent by cheque to the licence holder at the licence address unless otherwise stated in the application.

Remember this is only for customers who have paid by debit or credit card for any of their licences.

RPG - Blind Concessionary Refunds

A refund of up to half the licence fee (depending on whether the licence is a full fee or instalment licence) can be given if a licence holder provides relevant proof of eligibility for the blind concession, but failed to claim the reduction for the blind when his/her (current) licence was bought. The claimant must provide the licence/s with the claim.

A person who has properly claimed a blind concession may also claim a refund on an expired licence, backdated to 1st April 2000 or the 1st of the month in which he became blind, whichever is the later.

The usual rule that refunds must be paid to the licence holder only does not apply in this case. If the licence covers or covered the place where the blind person resides or resided throughout the relevant time, then a refund will be payable to the licence holder even if not the blind person (subject to satisfactory proof).

RPG - Buying a replacement licence

Refunds can be given where a licensee no longer requires a licence because it has been replaced by a different type of television licence, either because of a change in the type of television receiving equipment being used, or for other reasons, as follows. A claim can be made if a licence holder:

- i) "Trades in" a black and white licence for a colour one; or
- ii) "Trades in" a colour licence for a black and white one; or
- iii) Moves to an address which is covered by an "Accommodation for Residential Care" ([ARC](#)) licence (after confirmation of qualification has been provided); or
- iv) Moves to an address which is covered by a Hotel and Mobile Units licence (provided they do not cause the Hotel licence to no longer qualify); or
- v) Applies for a Hotel, Mobile Units or Hospitality Area Licence to cover the address covered by his/her existing licence; or
- vi) Is included on an application for a multiple licence.

In this category, refunds can be given with respect to unexpired calendar months.

In 4(i) above, if the customer sends the full fee for a colour licence and wants a refund on the black and white licence, there is no need to send a refund form. The refund can be dealt with straight away.

RPG - Case Studies

Below are some case scenarios for the two year and six year rule.

Scenario 1:

The customer has moved house in August 2004 to move in with relatives. On the application form it states "forgot to cancel DD". Proof has been provided of the date the customer left in 2004, but there is no evidence on our system of any contact from the customer until November 2007.

Decision: The customer is only entitled to 2 years refund.

Scenario 2:

A student contacts us to advise they left their halls in July 2004 and states on the application form "Father has been paying for the licence but has still been paying for it until September 07". The customer has included proof to support their leaving date, but there is no evidence on our system of any contact.

Decision: Only 2 years would be refunded.

Scenario 3:

The licence holder left the address in February 2002. They state on the application form "I forgot to cancel my DD when I moved so I have paid 6 years more then I should have".

Sufficient evidence is included to confirm they left the address in February 2002, but there is nothing on our system to show the customer contacted us until December 2007.

Decision: The customer would only get 2 years refund.

Scenario 4:

We have been provided with evidence that the customer's property was sold in June 2004 but they continued to pay for the licence on direct debit. There is no evidence on our system of any previous contact from the customer to say they had moved.

Decision: Only 2 year refund is given.

Scenario 5:

The customer has sent in evidence to prove they left the country in July 2004 but they have still continued to pay the direct debit. The customer claims to have contacted us several times but there is no evidence on our system to support this.

Decision: Only 2 year refund.

Scenario 6:

A customer has provided proof they left the property in May 2001, and claims to have informed us in 2004 that they had moved. There is no evidence of any contact on our system until May 2007 when a refund form was sent. The customer has taken all this time to return the refund form.

Decision: The customer would only get 2 years refund.

Scenario 7:

A customer has had two direct debits running for the same address since April 1992. They were both set up on a quarterly direct debit from the same bank accounts. The first licence was set up under the name Mr R Cooke with payment dates of March, June, September and December. The second licence was set up under the name Mrs C Ooke with payment dates of January, April, July and October.

Both payment plans and licences were sent to the same address.

Decision: Because the name on the licences were in slightly different names this would be our error so 6 years refund could be given.

Scenario 8:

The customer married in Feb 1997 and moved out of the property. Proof has been sent to confirm the date she moved. The licence at the old address was never cancelled so the direct debit continued to be taken. The customer also had a licence at her new address which she set up the day she moved in so she has been paying for two licences since Feb 1997. The name on the licence was changed to her married name in 2003. The customer claims she advised us twice that she had moved out of the old address but there is no recorded of any contact from her other than the change of name.

Decision: A two year refund should be given.

Scenario 9 - Granny Annexes:

A refund may be given to a person who claims they are living in a 'Granny Annexe'. If evidence is supplied, a refund can be issued from when the policy was introduced for licensable places in August 2008 up to a maximum of 2 years.

In order to decide if a person who lives in an annexe needs a separate licence, you need to follow the licensable places policy.

Scenario 10 - Last quarter refund requested when an indemnity claim has also been made:

If the customer has requested a refund for the last quarter, evidence needs to be included in the application if there has also been an indemnity claim.

RPG - Change in Law

Refunds can be given when a television licence is no longer required as a direct result of a change in the law.

In this case, refunds can be given in respect of full calendar months, which are unexpired as at the date the change in the law comes into force.

RPG - Covered by another licence

Refunds can be given where the licensee and if applicable anyone living with him/her at the licensed address, moves from that address to another where they will be covered by someone else's licence (e.g. parents, partner, Hotel and Mobile Units Licence).

A comparison must be made on the system to ensure that the new address is licensed.

What to do if the customer has completed a refund form but hasn't supplied the licence number or new address:

- Always check 'Care' first. When the customer contacts us for an application the Call Centre must make notes in Care to advise where the 3.11 is being sent. If this information is available check that there is a valid Licence and process the refund as trained.
- If the customer has supplied a telephone number, then call them and ask for the information required. (Onshore Only)
- If there are no details in Care and no telephone number for you to call, then send the DL3.15 to the licensed address, update Care by using the care code 'RFND' and manually input "Current add needed" (this information also needs to be input on the SmartAgent case). This will then prompt the Call Centre to ask the customer for these details if they are contacted. This will then be put on a 'Multi Form' and sent to Call Log – Corres Refunds.
- If there is a Direct Debit running this needs to be cancelled 'Mandate Cancel Gone Away'. This will then start the mailing cycle for vacant premise. If the licence is a Counterfoil this needs to be cancelled 'Gone Away'.

If a forwarding address is later received from the customer, via a 'Multi Form' from the Call Centre, the refund should be considered as normal by the agent who receives it. Under no circumstances should this be passed to the person who had the original application.

What to do if the customer has written with a refund request but hasn't supplied relevant information: (Onshore Only)

- If the customer has written a letter asking for a refund but hasn't supplied the information needed for example, no evidence, a 3.11 needs to be sent. This includes an application form, which the customer needs to complete in full.

If a forwarding address is supplied: (Onshore and Offshore)

- If you have been advised that the customer is covered by a licence at the forwarding address but no valid licence is found. A dl3.8 needs to be sent and the customer's licence should then be transferred to the forwarding address.
- If the customer has advised us they have 'Gone Away' and has supplied us with forwarding address but no licence is found you should send a dl3.22 and the licence should then be transferred to the forwarding address.

Remember, it makes no difference if the name on the valid licence at the forwarding address is different from customer's name; it's still a valid licence so the refund should be process as normal.

RPG - Guidelines

Section 365 (3) of the Communications Act 2003 states that the BBC are entitled, in such cases as it may determine, to make refunds of sums received by them by virtue of the relevant regulations.

The following are useful guidance points:

- Unless otherwise stated, refunds will only be made in respect of television licences that have expired within the last two years and only in respect of full quarter(s) (i.e. 3 consecutive calendar months).
- The “effective” date will normally be the date of receipt of the refund application at the Mail and Licence Processing centre.
- All requests for a refund must be received within two years of the expiry date of the most recently issued licence against which the refund is being claimed.

RPG - Miscellaneous

It is BBC policy to take into consideration when deciding whether or not to make a refund, any earlier claim by the same claimant in respect of which there is reason to suspect that the refund was obtained as a result of false information, including a signed declaration by the claimant which as a matter of fact has proved to be false.

RPG - No Longer Using TV Equipment (including deceased cases)

There is now a period of two years allowed to claim a refund.

Refunds can be given where the licensee and, if applicable, anyone living with the licensee at the licensed address, ceases to use television receiving equipment. The licence must not be needed again before its expiry date. If the claimant cannot or will not confirm that the licence will not be needed again, the refund application should be rejected.

Refunds are payable on unused quarters in cases of ceased use or where the licence holder has died.

Ceased use

If the claim is for only the last remaining quarter on a current licence, no evidence is required to substantiate the claim but a refund form should still be completed by the licence holder.

Ceased use due to Digital Switchover

If the claim is due to a loss of signal due to the digital switchover, the refund is given in months remaining on their licence back to the date that the digital switchover was completed in their region, capped at a maximum of £145.50 (£150.50 for Quarterly Direct Debit) for colour licences or £49.00 for a black and white licence. No documentary evidence is required however the customer must provide the date as supporting evidence.

Deceased

Where use of television ceases because the licensee has died, the following rules apply:

- i) No evidence is required to substantiate the fact that the customer has died.
- ii) Where the customer was over 75, and had obtained full fee licences, a full refund cannot be paid to the estate on licences issued before the customer's death if the estate submit a retrospective application for a free licence after the death of the customer.
- iii) The refund may be paid to the estate of the licence holder.

RPG - Over 75s

General

Refunds of months on a current licence will be payable automatically when an Over 75 Licence is issued. The refund can be backdated to the beginning of the licence or the first of the month of the 75th birthday, whichever is the later.

Expired licences and licences not yet issued

Refunds on expired licences (or licences which are no longer recorded on the TV Licensing database) will have to be claimed. If the person is deceased, no refund can be granted on licences not issued in previous years.

Subject to satisfactory proof, monthly refunds will be payable backdated to the first of the month of the Over 75 licensees birthday or 1st November 2000, whichever is the later.

Over paid

Refunds (of months subsequent to the first of the month of the 75th birthday) are also available to people who purchased a full fee licence when a over 74 short term TV Licence could have been purchased. Again, these refunds have to be claimed.

As with the blind concessionary refunds, these can be paid to someone other than the Over 75 licensee/applicant subject to satisfactory evidence that the licences in question covered the sole or main residence of the eligible person throughout the period for which the refund is claimed.

If a multiple licence holder requests the refund in respect of an individual Over 75 licensee covered by his licence, then confirmation must be provided that either the refund will be passed on to the Over 75 licensee or that the Over 75 licensee did not contribute to the fee.

No other refund can be claimed on an Over 75 licence.

RPG - Licences Purchased in Error

Refunds can be given in respect of licences, which are purchased as a result of an error. An error will be where the customer fails to check whether a licence is required or has failed to check whether a licence is required despite the [BBC](#) raising awareness in the case of a law or policy change.

Circumstances under this paragraph include:

- i) error by the claimant, or
- ii) error by the [BBC](#) ; or
- iii) a full fee licence has been obtained when the customer is eligible for a Blind reduced fee licence; or
- iv) a full fee licence has been obtained when the customer is eligible for a Free Over 75 licence; or
- v) a full fee licence has been obtained when an Accommodation for Residential Care (ARC) or Hotel & Mobile Units Licence covers the customer.

In i) above, refunds can be claimed for two years, usually because the use of television equipment does not require that type of licence, e.g. bought colour licence when only required black and white, or because the licence duplicates cover already held, i.e. there is already a licence covering the same people at the same address for some or all of the same period. In the latter case, the second (duplicate) licence is NORMALLY the one in respect of which a refund can be made.

In ii) above, refunds can be claimed for 6 years. This includes instances where:

- a customer has an unnecessary duplicate Direct Debit going back more than two years, AND
- they claim to have contacted TV Licensing more than two years ago to [ask](#) for it to be stopped (although provide no evidence of this), AND
- the direct debit was not stopped; AND
- the customer is either an annual or quarterly Direct Debit payer (but not monthly); AND
- the payments for the duplicate direct debits are taken from the same bank account but in different calendar months

TV Licensing will accept the customer's claim and refund the full period of the unnecessary payment or 6 years (whichever is the shorter).

The rationale for the annual/quarterly criterion is that the [BBC](#) believes it is reasonable to expect a customer who has two Direct Debits coming out of the same bank account every month or in the same calendar month to notice this and to contact TV Licensing as soon as possible to correct the error. It cannot then be classed as a "[BBC](#) error", because the customer should have seen that two direct debits were continuing to be paid. However, this may not be a reasonable expectation for annual or quarterly direct debit payers where payments are taken in different calendar months.

For example, an annual payer who gives one Direct Debit payment in December and the other in June might reasonably be considered to be unaware that these payments are the

result of an unnecessary duplication. They may not notice if, after their alleged contact with TV Licensing, no action has been taken to stop the unnecessary Direct Debit. It would therefore be reasonable to class this as a "BBC error"

In iii) above, refunds can be claimed from when the customer became blind but no earlier than 1 April 2000.

In iv) above, refunds can be claimed from when the customer became Over 75 but no earlier than 1 November 2000. No other refund can be claimed on an Over 75 licence.

In v) above, it is likely that the request will be received for the most recently obtained licence.

Note - Where there are any other instances of a licence being purchased in error, refunds can be claimed for a maximum of two years.

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
<p>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.</p> <p>For Customer Administration Personnel:-</p> <p>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</p>			



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PRIVATE & CONFIDENTIAL



www.tvlicensing.co.uk

TV Licence – Application for refund

IMPORTANT – Before completing the information below, read the notes overleaf on 'How to complete this form'.
Please use **BLACK INK** and write in **CAPITAL** letters within the boxes provided.

Section 1 – Details of TV Licence to be refunded

Complete this section in full

Title	Initials	Surname
Licence holder:		
Licensed address:		
Postcode:		
Licence number:		Expiry date:

Section 2 – Reason for refund request

Tick the appropriate box below and complete the required details in that Section

2.1 I did not require my TV Licence ->	<input type="checkbox"/> tick	Date from ->	(See note 2.1 overleaf and where required attach the requested evidence to this form)
and by signing this form in the box provided below confirm that the licence will no longer be needed before it expires.			
2.2 I am covered by another TV Licence at the same address ->	<input type="checkbox"/> tick	Date from ->	(See note 2.2 overleaf and where required attach the requested evidence to this form)
		Other licence number	
2.3 I purchased a TV Licence in error ->	<input type="checkbox"/> tick	Date of error ->	(See note 2.3 overleaf and where required attach the requested evidence to this form)
Reason/comments			
<input type="checkbox"/> tick if evidence is attached			
2.4 The licence holder is deceased ->	<input type="checkbox"/> tick	Date of death ->	(See note 2.4 overleaf)

Section 3 – Refund payment details

Tick the appropriate box and complete the required details in full

Process any refund due, directly into the bank account shown ->	<input type="checkbox"/> tick	Sort code:	
		Account number:	
		Name of account holder:	
Process any refund due by cheque to the address below ->	<input type="checkbox"/> tick	Payable to:	
Forwarding address for future correspondence and the cheque refund (COMPLETE IN FULL – IN ALL CASES)			
Address:			
Postcode:			

DECLARATION:-

I declare that the information in this form and any supporting evidence I have provided is valid and correct and that I am authorised as the licence holder or the executor of a deceased licence holder's estate to make this application for a refund. If TV Licensing (the BBC and its agents) issue a refund to me when one is not due, I agree to repay the refund to TV Licensing and indemnify TV Licensing against any subsequent claims for a refund in respect of this licence.

Signed		Print name	
Date		Daytime telephone no.	

How to complete this form

To enable us to process your application promptly, please fill in all the relevant sections fully and accurately and attach any required supporting evidence.

If you are claiming a refund for more than 1 licence, then please complete a separate form for each licence requiring a refund.

Your application must be submitted within 2 years of the expiry date of the licence that you wish to be refunded (or, if your claim relates to more than 1 licence, within 2 years of the expiry date of the most recently issued licence).

Note, however, that we will normally only issue a refund for a maximum of 2 years from the date on which your application is received, so the longer you delay submitting your application, the less refund you are likely to receive.

Unless we have power of attorney or written authorisation from the licence holder, the refund will be payable to the licence holder.

IF YOU DO NOT ATTACH REQUESTED EVIDENCE TO SUPPORT YOUR APPLICATION, WE MAY NOT BE ABLE TO PROCESS IT OR YOU MAY RECEIVE A LESSER AMOUNT.

SECTION 1 – Details of TV Licence to be refunded

Complete in full, in the boxes provided, the licence holder's name, address, postcode, licence number and expiry date – as shown on the licence requiring the refund.

SECTION 2 – Reason for refund request

2.1 – Licence no longer needed

If you no longer need your licence, please tick the box to confirm that this is the reason why you are applying for the refund. Insert the date on which you no longer required your licence from in the boxes provided. Please note you will not qualify for a refund if you need this licence again before it expires.

Please provide a brief explanation in the 'Reason/Comments' box AND attach the ORIGINAL LICENCE and A PHOTOCOPY OF ONE PIECE OF EVIDENCE* to support the date from which you say you no longer needed the licence from. Examples of acceptable evidence include: a final utility bill, a tenancy agreement, confirmation of college terms, a bill of sale or receipt or a solicitor's letter.

Please DO NOT send originals of evidence, as we are unable to return them.

If your claim is in respect of a second or a holiday home, state in the 'Reasons/Comments' box the expected date on which a licence will be needed again at the premises.

A refund may only be issued for complete unused quarters.

2.2 – Covered by another TV Licence

If you are covered by another valid licence at the same premises, please tick the box to confirm this is why you are applying for the refund. Insert the date this was effective from and the licence number of the other licence in the boxes provided.

Please provide a brief explanation in the 'Reason/Comments' box AND attach the ORIGINAL LICENCE and A PHOTOCOPY OF ONE PIECE OF EVIDENCE* to support the date from which you say you were covered by the other licence. See 2.1 above for examples of acceptable evidence. Please DO NOT send originals of evidence as we are unable to return them.

A refund may only be issued for complete unused quarters.

2.3 – Licence purchased in error

If you purchased a licence in error, please tick the box to confirm that this is the reason why you are applying for the refund and insert the date on which the error was made.

As a guide, we will consider refunding licences purchased in error for the following reasons (note – this list is not exhaustive):

- Purchased a colour licence, when only required a black and white licence.
- Purchased a duplicate licence for the same address in error.
- Purchased a licence when one was not required.

If you have a full fee licence but believe that you are eligible for a concessionary licence, please see the help and information on this page. Any refund that may be due will be calculated through our concessionary application process, NOT through applying for a refund using this form.

Please provide a brief explanation in the 'Reason/Comments' box AND attach the ORIGINAL LICENCE and A PHOTOCOPY OF ONE PIECE OF EVIDENCE* to support the date from which you say the error was made. Examples of acceptable evidence may be: proof of payment history where duplicated, or, proof to support the statement you have made in the 'Reason/Comments' box why a licence was purchased when it was not required. Please DO NOT send originals of evidence as we are unable to return them.

A refund may only be issued for complete unused months from when the licence was not required.

2.4 – Licence holder deceased

If the licence holder is deceased, please tick the box to confirm that this is the reason why the refund is being applied for and insert the date of death in the boxes provided. Please attach the ORIGINAL licence to this form.

PLEASE NOTE – only the executor of the deceased licence holder's estate is permitted to submit an application for refund.

If members of the licence holder's household are still using a television receiver to receive television programmes at the premises stated on the licence, the name of the licence holder should be changed to one of the members and a refund should not be applied for. A refund will not be given if the licence is still needed.

If a television receiver was not installed or used at the licensed premises for a period of time before the death of the licence holder and you wish to claim for a refund for that period, you must provide A PHOTOCOPY OF ONE PIECE OF EVIDENCE* to support this claim. For example, a letter confirming admission into either a hospital or care home.

A refund may only be issued for complete unused quarters.

***PLEASE NOTE, YOU DO NOT NEED TO PROVIDE EVIDENCE IF YOUR REFUND IS FOR ONE UNEXPIRED QUARTER (OR IF A REFUND MAY BE PAID IN RESPECT OF UNUSED MONTHS, THREE MONTHS OR LESS) OF A CURRENT LICENCE ONLY. HOWEVER, TV LICENSING RESERVES THE RIGHT TO REQUEST EVIDENCE IN ALL CIRCUMSTANCES.**

Please tick the box in the 'Reason/Comments' section if you are attaching evidence to this form.

SECTION 3 – Refund payment details

We will automatically credit any refund into the bank account you specify. It is the quickest way of receiving any amount that may be due to you. If you agree to this, we will send you a letter advising you of the value and the date it has been processed.

Place a tick in the box to confirm that this is the way you would like to receive the refund, recording in the boxes provided the sort code, account number and name of the account holder of the bank account to be credited.

Alternatively we can refund by cheque.

Place a tick in the box to confirm that this is the way you would like to receive the refund, ensuring that you record in the boxes provided, to whom the cheque is to be made payable to.

In ALL cases you MUST complete the address and postcode for where the cheque and/or future correspondence is to be sent to.

NOTE – we DO NOT process refunds to either debit or credit cards.

Declaration

Please ensure that you read the declaration prior to signing and printing your name in the boxes provided. You should also complete the date and daytime telephone number (in the event of a query on the application for refund).

IF THIS FORM IS NOT SIGNED IT CANNOT BE PROCESSED – IN SUCH CIRCUMSTANCES WE WILL ISSUE A NEW FORM TO YOU.

Help and information

If you require assistance with the completion of this form, or, believe you are entitled to a refund for any other reason, please call our Helpline on 0300 790 6071.

If you need a concessionary licence for a blind person, if you are over 75 years of age, if you have moved into residential care accommodation or if you are a hotel, please call our Helpline on 0300 790 6071 for further details on how to apply.

If you have sight problems, you can get this information by email or in Braille, large print or audio by calling 0300 790 6076. Also, a Minicom facility for the deaf or hard of hearing is available on 0300 790 6050.

Data protection statement

Your information will only be used by TV Licensing (the BBC and its agents) to administer the TV Licence system. We will not supply it to anyone outside of TV Licensing without first obtaining your consent, unless we are obliged or permitted by law to do so. For more information, go to www.tvlicensing.co.uk/privacypolicy.

TVL311/03/10/E

BLIND PRO-RATA REFUND LIST

		1999/2000		2000/2001		2001/2002		2002/2003		2003/2004		2004/2005		2005/2006		2006/2007		2007/2008		2008/2009		2009/2010		2010/2016		PG 1
MONTH		33.50	101.00	34.50	####	35.50	109.00	37.50	112.00	38.50	116.00	40.50	121.00	42.00	126.50	44.00	131.50	45.50	135.50	47.00	139.50	48.00	142.50	49.00	145.50	5.00
		M	C	M	C	M	C	M	C	M	C	M	C	M	C	M	C	M	C	M	C	M	C	M	C	
APR	1	1.39	4.20	1.43	4.33	1.52	4.54	1.56	4.66	1.60	4.83	1.69	5.04	1.75	5.28	1.84	5.49	1.91	5.66	1.97	5.82	2.00	5.95	2.05	6.07	0.21
MAY	2	2.79	8.41	2.87	8.66	3.04	9.08	3.12	9.32	3.20	9.66	3.37	10.08	3.50	10.55	3.67	10.96	3.80	11.30	3.92	11.63	4.00	11.88	4.09	12.13	0.42
JUNE	3	4.18	12.62	4.31	13.00	4.56	13.62	4.68	14.00	4.81	14.50	5.06	15.12	5.25	15.82	5.51	16.44	5.70	16.95	5.88	17.45	6.00	17.82	6.14	18.20	0.63
JULY	4	5.58	16.83	5.75	17.33	6.08	18.16	6.24	18.66	6.41	19.33	6.75	20.17	7.00	21.09	7.34	21.92	7.59	22.59	7.84	23.26	8.00	23.76	8.18	24.26	0.83
AUG	5	6.97	21.04	7.18	21.66	7.60	22.70	7.80	23.34	8.02	24.16	8.44	25.21	8.75	26.36	9.17	27.40	9.49	28.24	9.80	29.07	10.00	29.70	10.22	30.32	1.04
SEPT	6	8.37	25.25	8.62	26.00	9.12	27.25	9.36	28.00	9.62	29.00	10.12	30.25	10.50	31.63	11.01	32.88	11.38	33.88	11.76	34.88	12.00	35.63	12.26	36.38	1.25
OCT	7	9.77	29.45	10.06	30.33	10.64	31.79	10.92	32.66	11.22	33.83	11.81	35.29	12.25	36.90	12.84	38.36	13.28	39.53	13.71	40.69	14.00	41.57	14.30	42.44	1.46
NOV	8	11.16	33.66	11.50	34.66	12.16	36.33	12.48	37.34	12.83	38.66	13.50	40.33	14.00	42.17	14.67	43.84	15.17	45.17	15.67	46.51	16.00	47.51	16.34	48.51	1.67
DEC	9	12.56	37.87	12.93	39.00	13.68	40.87	14.04	42.00	14.43	43.50	15.19	45.37	15.75	47.44	16.51	49.32	17.07	50.82	17.63	52.32	18.00	53.44	18.38	54.57	1.88
JAN	10	13.95	42.08	14.37	43.33	15.20	45.41	15.62	46.66	16.04	48.33	16.87	50.42	17.50	52.71	18.34	54.80	18.96	56.46	19.59	58.13	20.00	59.38	20.42	60.63	2.08
FEB	11	15.35	46.29	15.81	47.66	16.72	49.95	17.20	51.34	17.64	53.16	18.56	55.46	19.25	57.98	20.17	60.28	20.86	62.11	21.55	63.94	22.00	65.32	22.46	66.69	2.29
MAR	12	16.75	50.50	17.25	52.00	18.25	54.50	18.75	56.00	19.25	58.00	20.25	60.50	21.00	63.25	22.00	65.75	22.75	67.75	23.50	69.75	24.00	71.25	24.50	72.75	2.50

Over 74 Short Term Licence fees

20010/2011 - Short Term Licence Costs (for previous years, see below)

£145.50, £49 full fee licence

Months Required On Licence Short term licence - Colour no blind concession Colour with blind concession Short term licence - Mono no blind concession Mono with blind concession

11	133.37	66.69	44.91	22.46
10	121.25	60.63	40.83	20.42
9	109.12	54.57	36.74	18.38
8	97.00	48.51	32.66	16.34
7	84.87	42.44	28.58	14.30
6	72.75	36.38	24.49	12.26
5	60.62	30.32	20.41	10.22
4	48.50	24.26	16.33	8.18
3	36.37	18.20	12.24	6.14
2	24.25	12.13	8.16	4.09
1	12.12	6.07	4.08	2.05

2010/2011 - Refunds to convert to a short term licence

£145.50, £49 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	133.37	66.68	44.91	22.45
10	121.25	60.62	40.83	20.41
9	109.12	54.56	36.74	18.36
8	97.00	48.50	32.66	16.33
7	84.87	42.43	28.58	14.29
6	72.75	36.37	24.49	12.24
5	60.62	30.31	20.41	10.20
4	48.50	24.25	16.33	8.16
3	36.37	18.18	12.24	6.11
2	24.25	12.12	8.16	4.08
1	12.12	6.06	4.08	2.04

2009/2010 - Short Term Licence Costs

£142.50, £48 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	130.62	65.31	44.00	22.00

10	118.75	59.37	40.00	20.00
9	106.87	53.43	36.00	18.00
8	95.00	47.50	32.00	16.00
7	83.12	41.56	28.00	14.00
6	71.25	35.62	24.00	12.00
5	59.37	29.68	20.00	10.00
4	47.50	23.75	16.00	8.00
3	35.62	17.81	12.00	6.00
2	23.75	11.87	8.00	4.00
1	11.87	5.93	4.00	2.00

2009/2010 - Refunds to convert to a short term licence

£142.50, £48 full fee licence

Months Required On Licence Short term licence - Colour no blind concession Colour with blind concession Short term licence - Mono no blind concession Mono with blind concession

11	130.63	65.32	44.00	22.00
10	118.75	59.38	40.00	20.00
9	106.88	53.44	36.00	18.00
8	95.00	47.51	32.00	16.00
7	83.13	41.57	28.00	14.00
6	71.25	35.63	24.00	12.00

5	59.38	29.70	20.00	10.00
4	47.50	23.76	16.00	8.00
3	35.63	17.82	12.00	6.00
2	23.75	11.88	8.00	4.00
1	11.88	5.95	4.00	2.00

2008/2009 - Short Term Licence Costs

£139.50, £47 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	127.87	63.93	43.07	21.53
10	116.25	58.12	39.16	19.58
9	104.62	52.31	35.24	17.61
8	93.00	46.50	31.32	15.65
7	81.37	40.68	27.41	13.70
6	69.75	34.87	23.49	11.74
5	58.12	29.06	19.58	9.79
4	46.50	23.25	15.66	7.83
3	34.87	17.43	11.74	5.86
2	23.25	11.62	7.83	3.91
1	11.62	5.81	3.91	1.95

2008/2009 - Refunds to convert to a short term licence

£139.50, £47.00 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	127.88	63.94	43.09	21.55
10	116.25	58.13	39.17	19.59
9	104.63	52.32	35.26	17.63
8	93.00	46.51	31.34	15.67
7	81.38	40.69	27.42	13.71
6	69.75	34.88	23.51	11.76
5	58.13	29.07	19.59	9.80
4	46.50	23.26	15.68	7.84
3	34.88	17.45	11.76	5.88
2	23.25	11.63	7.84	3.92
1	11.63	5.82	3.93	1.97

2007/2008 - Short Term Licence Costs

£135.50, £45.50 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	124.20	62.10	41.70	20.85
10	112.91	56.45	37.91	18.95
9	101.61	50.80	34.11	17.05
8	90.32	45.15	30.22	15.15
7	79.03	39.51	26.53	13.26
6	67.74	33.86	22.74	11.36

5	56.45	28.22	18.95	9.47
4	45.16	22.58	15.16	7.58
3	33.87	16.93	11.37	5.68
2	22.58	11.29	7.58	3.79
1	11.29	5.64	3.79	1.89

2007/2008 - Refunds to convert to a short term licence

£135.50, £45.50 full fee licence

Months Required On Licence	Short term licence - Colour no blind concession	Colour with blind concession	Short term licence - Mono no blind concession	Mono with blind concession
11	124.21	62.11	41.71	20.86
10	112.92	56.46	37.92	18.96
9	101.63	50.82	34.13	17.07
8	90.34	45.17	30.34	15.17
7	79.05	39.53	26.55	13.28
6	67.76	33.88	22.76	11.38
5	56.47	28.24	18.97	9.49
4	45.18	22.59	15.18	7.59
3	33.89	16.95	11.39	5.70
2	22.59	11.30	7.59	3.80
1	11.30	5.66	3.80	1.91

Call Log - work that must be recorded

The following list seeks to summarise all other categories of work where the recording of the customer's telephone number & the outcome of the query / contact in Call Log is required:-

- Alternative format (where the communication has come in direct from the customer)
- Bank Amendments (via IVR)
- Blind (where the communication has come in direct from the customer)
- CLC Correspondence (where the communication has come in direct from the customer)
- CLC Refunds (where the communication has come in direct from the customer)
- Correspondence
- Correspondence Change of Address (COA)
- DCC Correspondence
- E-Mails
- Over 75's Correspondence
- Refunds
- WEB

NOTE:- If a Category of work is not mentioned elsewhere within this work instruction, then unless advised to the contrary Call Log recording will be required.

Outcomes

The allowable values for Outcomes depend on the Reasons selected. All the Outcomes starting with # relate to the automatic production of forms by Call Log, personalised for each customer, which are directed to the relevant specialist group when the call centre operator can not complete the Lassy update at the time of taking the call (due to Lassy either not being available or the operator not having the necessary access privileges).

Refund

A full / part refund has been given.

Reasons

Refund

A customer has contacted us to apply for a part / full refund of their TV licence.

Secondary Reasons

Complaint - selection of "Complaint" will display the options for various types of complaint.

Refund Policy

A customer has complained about the TVL Refund policy.

Call Log and Qdos Multi Form - Department menu

CORRES	ISLAND DUTY	DUPLICATE LICENCE REQUESTS	CLC	WEB/ EMAIL/ <u>DCC</u>	POLICY	CLIENT ACCOUNTS	OVER 75	CUSTOMER RELATIONS (QDOS ONLY)
REFUNDS				<u>DCC</u>		MULTI	DIPLOMATS	

Care abbreviations - P to R

REF - REFUND

Care codes used mainly by other departments - E to L

Commonly used CARE codes and details of when it is necessary to use them are listed below:

FIN2	Bank Refund Request / Indemnity Claim Received	Used by the Finance Department
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Care codes used mainly by other departments - M to S

Commonly used CARE codes and details of when it is necessary to use them are listed below:

RFND	Refund	To note refund query, used primarily by Refund team
R1A	Refund issued - automatic refund	Will be used by refund trained people only. Entry automatically created when refund issued.
R1B	Refund issued - manual and freetext	Will be used by refund trained people only.

Payments Licence Insertions (or Re-Insertions)

1. = Licence Number Not Found
2. = Licence Cancelled - Refund Required
3. = Deleted in Error
4. = Re-Inserted - Payment Received
5. = Re-Inserted - New Expiry Date
6. = Re-Inserted - Correct Bank Details Identified
7. = Re-Inserted - New Account No. Received After Revocation
8. = Re-Inserted - Refund On Old A/C No. New A/C No. Received

NB. Reason Codes 7 & 8 relate to Credit Card Records.

Qdos - Customer contact codes

Customer Contact entries are visible in Qdos' Customer Contacts.

The table below shows some important Customer Contact entries that are displayed to you, and explains what these mean.

Customer Contact Entry	What this means
Deceased	Used when we have been notified that the Licence Holder is deceased (this prevents the customer being selected for certain outbound campaigns e.g. customer satisfaction survey).
Refund Issued – Automatic Refund	Entered automatically when an automatic refund is issued. If this is not accompanied by any 'free-text' this usually means the refund was processed over the phone through Qdos.
Failed Verification CC	Code entered against the licence if the caller has failed verification checks on the phone. (CC stands for Call Centre).
Manual Data Entry; or Card Payment Taken; or DD Details Taken	Used primarily by Web team when processing work from the web.

Customer Emigrating - Incomplete fee submitted - part payments

Part payment is not accepted when a customer is moving abroad. In all circumstances customers should be advised to purchase a full fee licence, via a recognised payment method, and then claim a refund when they no longer require the licence.

You must tell customers to use one of TV Licensing's recognised payment methods to buy a licence - e.g. by paying in full by card.

Remember, a customer may qualify for a refund if they don't need the licence for the whole year.

Goodwill Guidelines

GOODWILL PAYMENT GUIDELINES

Commercial in Confidence

CODE	AMOUNT	SCENARIO
1	£5.00	Asking for refund of postage costs
	£5.00	Asking for refund of telephone calls

My refund form arrived late & now I've only been given one quarter?

The amount of refund payable depends upon the effective date. The effective date is the date on which an application is received by TVL.

If a person calls or writes on an earlier date to advise that they have ceased to use TV, we will allow that date to be classed as the effective date providing that there has not been an unreasonably long delay and where we ask for proof, it is provided.

Why refund in quarters? Where does the extra 2 months go?

The licence fee is a charge for a legal permission and is payable regardless of the amount of time it might be needed. For that reason, there is no legal requirement for refunds to be made.

However, we do pay refunds under certain circumstances. Since becoming the Licensing Authority the BBC have extended this policy to give quarterly refunds where a person has stopped using TV. Our policies are under constant review however any decision to give monthly refunds must be weighed against the potential loss of revenue to the BBC to make television programmes.

Refunds after free licence obtained

Jersey [JYDSS] will rebate eligible residents retrospectively for licences already paid or will pay for eligible residents' licences at the time of renewal each year.

Guernsey and Isle of Man customers that require a refund on their current CFL/Direct Debit licence because they have now been issued with a free licence, any applicable refund will be issued at the time the free licence is due. The issue of refunds will be managed between the Over 75 and Refund departments.

Previous licences

Isle of Man and Guernsey customers only receive a refund for their current year's licence. If a customer bought one or more licences after they actually turned 75 and they want to claim a refund for more than just the current year's licence, the customer should be sent a refund application form, or they should be directed to the TV Licensing website to download a form.

When the completed refund form is received by TV Licensing, the refund process will be controlled by the Refund department.

TV Licensing are now responsible for the administration of Isle of Man and Guernsey counterfoil refunds. Any counterfoil refunds prior to 29 June 2009 were not administered by TV Licensing. It is possible that customers may contact us regarding a refund that was due before this date. If you receive a customer query regarding an IOM or Guernsey refund where the free licence was issued prior to the 29 June 2009, the enquiry must be passed to the Refund department for investigation.

Website - Introduction

One of TV Licensing's objectives is to move towards a web based business where the vast majority of customers can transact via the web. The TV Licensing website was replaced in 2009 with a new version as part of this transition.

When did the replacement website go live? Thursday 29 October 2009.

The website address is - www.tvlicensing.co.uk.

What does the website look like?



The three tabs at the top of the screen, 'Pay for your TV Licence', 'Update your details' and 'Check if you need one' are available on all screens of the website.

Also from the front page, customers are able to select some of the most popular topics i.e. Refunds and Cancellations or Second and Holiday homes. When clicking on these headings, the customer will find further information to help them.

There is a question and answer facility on the website, similar to that on the current website. Customers will also be able to contact TV Licensing via an email form.

What can customers do on the web site?

Customers can: Set up Direct Debits

- Log on and view their TV Licence.
- Set up Direct Debits
- See a 'real-time' payment plan when applying for a Direct Debit licence.
- Make a payment by debit or credit card to clear an unpaid Direct Debit.
- Change their bank details.
- Change the preferred payment date (for Direct Debit payees).
- Complete an online refund application form.
- Apply for an Over 75 Licence and an Over 74 Short term licence.
- Complete and print a Hotel and Mobile Units TV Licence application.
- Complete and print an application form for a new Blind licence.
- Set up DUAD details for a licence.
- TV Dealers can register online.
- Complete a No Licence Needed declaration
- Tell us a property is unoccupied

Important: Not all customers are able to take advantage of being able to view their TV Licence online. Anyone who holds a Hotel licence, Mobile or a CLC concessionary licence will be unable to view or amend any of their licence details online.

Although most people are able to renew or set up a new licence, the website does not allow you to pay for a mono licence in any circumstances. However, it will allow customers to buy a new colour licence if they have an existing mono licence.

Important - Under no circumstances should Capita staff log in to a customer's account on the TV Licensing website ([CUSTOMER SUPPORT TEAM AND CUSTOMER RELATION SEE EXCEPTIONS](#)).

Website - Online refund application

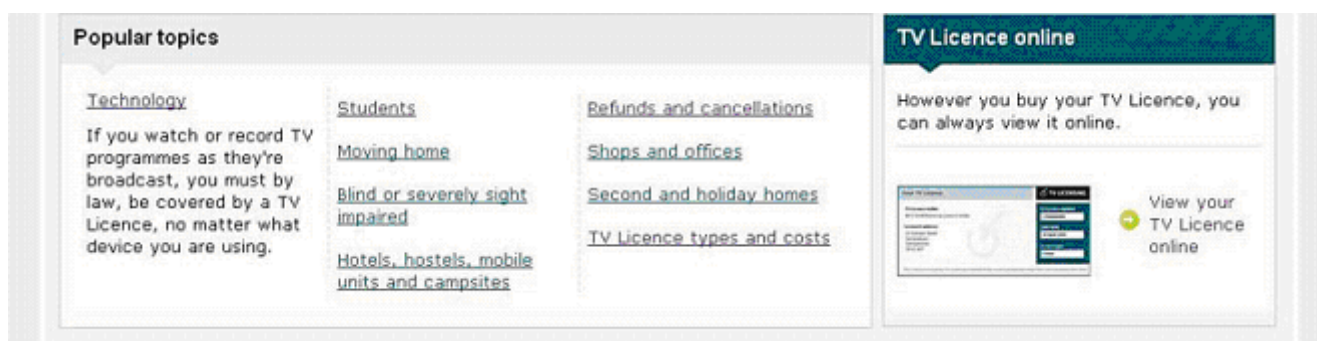
Customers can complete their refund application form online at tvlicensing.co.uk/refund.

Because we require proof with certain refund applications, the online refund application will advise the customer whether or not they have to print the refund application form and send it to TV Licensing with proof.

If the customer does not have to print the refund form, they can just click 'submit' and the application will then be passed to Customer Administration to process via SmartAgent without the need for the customer to post anything.

How do customers apply for a refund on the website?

The customer can click on 'Refunds and cancellations' from the bottom section of the front page of our website, tvlicensing.co.uk (shown below).



Online application

When will the customer need to print the form?

Only if the customer is claiming a refund for anything that requires proof to be sent in. The website will prompt the customer to print the form if and when that is required.

What if the customer is claiming for the last quarter?

Customers are able to request a refund for the last quarter of a current licence without supplying evidence. If this is the case the customer will have to complete the relevant information required (as instructed on screen). Once they have completed the form, the application will automatically be sent to TV Licensing where the refund will be processed as normal.

No signature is required for this type of refund as there is a declaration on the website that the applicant will need to agree to.

If the customer is claiming the last quarter of an expired licence, there is still a requirement for them to send in proof.

How to claim a refund

If you believe you're eligible for a refund

You need to complete an [online refund form](#). The form will tell you whether you need to send us any evidence. If you do, then you need to print the completed form and send it with your evidence.

Your application must be submitted within two years of the expiry date of the licence for which you need a refund.

Important

If the customer sends a refund application through the post, even one downloaded from the website, they must sign it. If Customer Administration receives an application without a signature which has been sent through to it, a letter should be sent to advise we were unable to process the applications due to no signature.

No signature is required for applications submitted online (not via the post, or fax or email) as there is a declaration on the website that the applicant will need to agree to, which is an acceptable alternative.

If the customer is claiming a refund for more than one quarter, they will be asked to complete all the relevant information (as instructed on screen). It will then advise the customer to print a copy by clicking on the link.

The web will then transfer all the information the customer has entered onto a 3.11 refund application, which will then require them to print a copy, sign the bottom and attach any relevant evidence to support their claim.

TV Licence Savings Card Information

Refund Mailing

Customers who have made some savings toward the cost of their licence using TV Licensing Savings Card (TSC), but have not saved enough to renew it will now be sent a letter with a full refund of their savings by cheque.

The letter and cheque is sent when the previous licence of the customer has expired and four reminders have been sent. The letter asks the customer to contact TV Licensing to arrange payment of their licence.

These letters will be sent every month to affected customers.

Should you deal with a customer in this scenario who questions why they have received a refund, explain that this is because they have failed to use their savings toward their renewal and their licence has now expired.

The customer should bank the cheque as it is not possible for akinika to retain the payment once it has been sent. If a customer has a query about the payee on the cheque (e.g. deceased) or they think they had more money saved, they should contact TSC enquiry line.

Remember a customer must have three months remaining on their licence before they can apply for a TSC, so the customer will be unable to re-apply for a TSC without renewing their licence first.

In all cases where a customer calls in response to this letter, please attempt to sell them a licence (where applicable). The preferred method of payment for customers purchasing or renewing a TV licence is Direct Debit.