

If the customer has a responsible and willing partner:

1. Consider transferring the Pension Credit application into the partner's name so that they become the customer and receive the Pension Credit payment. You can do this if the partner satisfies the conditions for receiving Pension Credit only when the customer and partner agree and they would not be financially worse off.
2. If transferring the application into the partner's name is not possible, consider if split payments would cause further problems, for example there is the potential of violence to the partner.
3. If split payments would cause further problems, consider if there is another person who could be the responsible person, see: [Customer has a Responsible Person](#).
4. If you decide to split the Pension Credit payment, consider paying a small amount to the customer for their personal use. To maintain the case on Income Support Computer System you **must** pay the customer at least 10p weekly by ISCS, and the balance to the responsible partner clerically.
5. Complete the Clerical Pension Credit assessment panel form (A14(PC) calculation and payment panels as appropriate.
Take a common sense approach about the amount to pay to the customer, based on the circumstances of each case.

Return to: [Split Payment Action by the Nominated Officer](#).