Social security agreement between the United Kingdom and the Republics of the former Yugoslavia

A guide to
National Insurance contributions
Benefits
Medical services
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This leaflet tells you what the social security agreement between the United Kingdom (UK) and the Republic means for you.

It tells you about insurance and contributions, what UK benefits you may get, and how and where you can claim them. If you want information about benefits from the Republic, you should contact the authorities in the Republic at the addresses on page 23.

The leaflet also tells you what medical treatment you can get.

It only gives you general help. It does not cover every possible situation. You must not treat it as a complete and authoritative statement of the law.

Every effort has been made to ensure that the contents of this leaflet are correct at the date shown on the cover. However, the leaflet does not include any references to changes in the law made after that date. In the event that anything in this leaflet is different from a provision of the agreement between the UK and the Republic, or any other legal provision, the terms of the agreement or provision will apply.

The agreement means that you will be treated in the same way as people living in the country to which you go in respect of the matters covered by the agreement. It also means that when you move from one country to another, you will be able to keep rights to some of the benefits that are based on the insurance you have paid.

**In the agreement**

*United Kingdom* means England, Scotland, Wales, Northern Ireland and the Isle of Man. The *Republic* means the Republics of Bosnia-Herzegovina, Croatia, Slovenia, the former Yugoslav Republic of Macedonia, and the State Union of Serbia and Montenegro, whichever is applicable.
If you are going to the Republic, let your Jobcentre Plus/social security office and the Inland Revenue Centre for Non Residents in Newcastle (at the address on page 22) know when you are going to leave, and give them your address in the Republic. If you change your address later, let them know the new one too.

When you come back to the UK, tell your Jobcentre Plus/social security office and the Inland Revenue Centre for Non Residents in Newcastle (at the address on page 22) as soon as you can that you are back. Then, if anything needs to be done about your contributions or your benefit rights, it can be done straightaway. If you do not tell them at once, any benefit claim you make might be affected.

Things you should know about when you read this leaflet

Some of the sections in this leaflet tell you that if you have insurance in one country, it may help you to qualify for benefit in the other country. When this is the case, your insurance record in one country is never transferred to the other country. For example, if your UK insurance record does not qualify you for benefits, we will contact the authorities in the Republic to get details of your insurance there. But your insurance record or records (if you have been insured in more than one Republic) will stay with the authorities in the Republic.

If we have to contact the authorities in the Republic about your insurance, it will help very much if we can tell them your National Insurance number in the Republic. It is in your interests, therefore, to keep a record of this information in case we have to ask you for it. Other details which could help us to deal with your claim quickly, but which are not always needed, are:

- names and addresses of employers;
- periods of employment;
- salary/wage numbers;
- employers’ pension arrangement number;
- accident insurance number; and
- employment references.
Contributions when working in the Republic

Working in the Republic for a UK employer for less than 12 months

If you are not ordinarily resident in the Republic and are employed by a UK employer, you and your employer must pay UK Class 1 National Insurance contributions on all your pay for the first 12 months of your employment there.

You will also have to pay UK Class 1 contributions if you are working in another country for a UK employer while continuing to pay contributions to the UK, and your UK employer sends you directly from the other country to work in the Republic.

During this time, you and your UK employer will not have to pay contributions to the scheme in the Republic. To make sure that you are not asked to pay, your employer must apply for a certificate of liability under the UK scheme. They should ask the Inland Revenue Centre for Non Residents in Newcastle for the certificate. The address is on page 22.

When your employer asks for the certificate, we need to know:

- your full name;
- your address in the UK;
- your date of birth;
- your UK National Insurance number;
- your employer’s name and address;
- your address in the Republic;
- the names and addresses of the people who represent your employer in the Republic;
- the date you will start work in the Republic;
- whether your UK employer will be paying you all the time you are in the Republic; and
- the date you expect your work in the Republic to end.

We will send two copies of the certificate to your UK employer. One is for you to keep. The other is for the people who represent your employer in the Republic. You and your employer should look at the important notes on page 3 of the certificate.

If your employment in the Republic lasts longer than 12 months

If your employment in the Republic lasts longer than 12 months, you can continue to be insured under the UK scheme for a further period, provided the authorities in the Republic agree to extend the period.
before the end of the first 12 months. If the authorities in the Republic agree, you and your employer will continue to pay UK contributions. For more details your employer should contact the Inland Revenue Centre for Non Residents in Newcastle. Their address is on page 22.

**Other types of work in the Republic**

If your work in the Republic is different from the work described in the previous sections on NI contributions (see page 6), and is not covered by the special arrangements noted in the next sections, or the section on page 9 referring to self-employed contributions, you will not have to pay UK Class 1 or Class 2 contributions. But you may have to pay into the scheme in the Republic. It is important that you get in touch with the authorities in the Republic as soon as you start working there. You will find the addresses on page 23. They will be able to tell you what you have to do about insurance in the Republic and how you can become a member of their scheme. They will also tell you what you must pay and what sort of benefits you will get.

### Volunteer Development Workers

Volunteer Development Workers should see leaflet **NI38, Social security abroad**, for details of the special contribution arrangements that have been made for them.

### Special contribution arrangements

There may be special arrangements for your insurance if you:

- work on any ship, vessel or aircraft registered in the UK or the Republic;
- work in the government service of the UK or the Republic;
- are employed in a diplomatic mission or consular post of the UK or the Republic; or
- work privately for a person in the government service or an official of a diplomatic mission or consular post of the UK or the Republic.

The Inland Revenue Centre for Non Residents in Newcastle will tell you more about these arrangements if you work for a UK employer. If you work for an employer in the Republic, get in touch with the authorities in the Republic. You can find the addresses on page 23.
UK voluntary contributions in the Republic

If you are abroad and do not have to pay UK Class 1 or Class 2 contributions, you may wish to think about paying UK voluntary contributions. Leaflet NI38, Social security abroad, tells you about this.

However, you may have to pay contributions in the Republic too. If you are trying to decide if it is worthwhile paying UK voluntary contributions as well, see the sections headed Contribution-based Jobseeker’s Allowance (page 10), Incapacity Benefit and Maternity Allowance (page 11), State Pension (page 14) and Widow’s benefits and bereavement benefits (page 15) before you decide.

The Inland Revenue Centre for Non Residents in Newcastle will tell you what these arrangements mean for your own social security position. You can get in touch with them at the address on page 22.

Contributions when working in the UK

Working in the UK for an employer in the Republic

There is an arrangement like the one described in the section headed Working in the Republic for a UK employer, on page 6. The authorities in the Republic will give you and your employer a certificate showing that you continue to pay contributions to the Republic’s scheme while you work in the UK. If an officer from the Inland Revenue asks why UK contributions are not being paid for you, show the certificate.

Other types of work in the UK

If you have come from the Republic to work in the UK

- you are not in one of the types of job listed in the section headed Special contribution arrangements on page 7;
- you do not have to pay contributions in the Republic under the arrangements you can read about in the section headed Working in the UK for an employer in the Republic, above;
- you are not covered by the section headed Self-employed contributions, on page 9,
you will normally have to pay UK contributions as soon as you start work here. Your employer should arrange this for you.

**Statutory Sick Pay and Statutory Maternity Pay that your employer pays**

Statutory Sick Pay (SSP) is paid by employers for up to 28 weeks to employees unable to work because they are sick. If you work for a UK employer and your earnings are on average at least equal to the lower earnings limit in the appropriate reference period, you can get SSP while you are in the Republic. Such entitlement may continue even if your employer ceases to be liable to pay Class 1 contributions during your period of entitlement to SSP.

Statutory Maternity Pay (SMP) is paid by employers to help women take time off work when they expect a baby. If you work for a UK employer and have done so for at least 26 weeks and your earnings are on average at least equal to the lower earnings limit in the appropriate reference period, you can get SMP while you are in the Republic. SMP is paid for up to 26 weeks. The rate of benefit depends on your average weekly earnings.

If you do not work for an employer or you are not entitled to SSP or SMP for another reason, but you are insured under the UK scheme, you may get UK short-term Incapacity Benefit or Maternity Allowance instead. The section headed *Incapacity Benefit and Maternity Allowance*, on page 11, will tell you how short-term Incapacity Benefit or Maternity Allowance can be paid in the Republic.

**Self-employed contributions**

If you are self-employed in the UK, you will have to pay UK contributions, unless you have been told you do not have to because you do not earn enough. Leaflet *CA02, National Insurance contributions for self-employed people with small earnings*, will tell you more about this. You can get a copy from your Jobcentre Plus/social security office. If you are over pension age (65 years for a man, 60 for a woman), you will not have to pay either (see the section headed *State Pension*, page 14, for information on State Pension age).
UK benefits the agreement covers

- Contribution-based Jobseeker’s Allowance;
- Incapacity Benefit and Maternity Allowance;
- Benefits for industrial injuries and diseases;
- State Pension;
- Widows’ benefits and bereavement benefits;
- Child Benefit; and
- Benefits for dependants.

Contribution-based Jobseeker’s Allowance

UK contribution-based Jobseeker’s Allowance (JSA) is for people who are available for and actively seeking work and who have paid sufficient NI contributions.

Contribution-based JSA is not payable in the Republic. Similarly, Unemployment Benefit paid by the Republic is not payable in the UK. But sometimes the UK insurance you have paid while you were working for an employer can be treated as if you had paid it in the Republic. However, you must:

- have paid some insurance since you last arrived in the Republic;
- be ordinarily resident in the Republic.

This means that you may be able to get the Republic’s Unemployment Benefit in the Republic.

In the same way, your insurance in the Republic may help you to get UK contribution-based JSA if:

- you have paid any National Insurance since you last arrived in the UK;
- you are a British citizen, a British Dependent Territories citizen, a British Overseas citizen or a British National (Overseas);
- you are ordinarily resident in the UK.

For the purpose of any claim for UK contribution-based JSA, residence in the Republic will be treated as residence in the UK.

If you have not paid any National Insurance since you last arrived in the UK, but were working abroad for a UK employer, you might still be able to get contribution-based JSA if you remained ordinarily resident in the UK for the whole time you were abroad and paid contributions for the first 52 weeks.
Incapacity Benefit and Maternity Allowance

Incapacity Benefit can be paid to people who cannot work because they are sick or disabled and are too young to get a UK pension – under 60 for women and under 65 for men.

Incapacity Benefit is paid at three basic rates:

- short-term (lower rate) for the first 28 weeks of sickness;
- short-term (higher rate) from the 29th to the 52nd week of sickness; and
- long-term rate from the 53rd week of sickness.

Maternity Allowance is paid to help women take time off work when they are expecting a baby. It can be paid for up to 26 weeks. To qualify you must have been employed or self-employed in at least 26 of the 66 weeks before your baby is expected. The rate of benefit depends on your average weekly earnings.

Short-term Incapacity Benefit and Maternity Allowance

If you are going from the UK to the Republic, you may be able to get short-term Incapacity Benefit while you are in the Republic if:

1. you become unable to work when you are employed in the Republic while you have to be insured under the UK scheme;
2. or you are in the Republic only temporarily.

You may be able to get Maternity Allowance while you are in the Republic. As long as you are insured under the UK scheme, you will be treated as if you were in the UK for a claim for Maternity Allowance.

Even if none of these apply, you might still be able to get short-term Incapacity Benefit or Maternity Allowance for a time if you are going to the Republic temporarily and you are going for medical treatment, or you have already been incapable of working for six months.

If you are getting UK short-term Incapacity Benefit or Maternity Allowance and you plan to go to the Republic, let your Jobcentre Plus/social security office know well before you leave the UK. You will need to tell them:

- your full name and address;
- your National Insurance number;
- details of the benefits you are getting;
- the date you plan to go to the Republic;
- when you plan to come back to the UK; and
- why you are going to the Republic.

You may need to claim Sickness Benefit or Maternity Allowance from the Republic after you go to the Republic and become insured under the Republic’s
scheme. Your UK insurance may help you to qualify for benefit from the Republic.

If you come to the UK from the Republic. There are similar provisions to those on page 11 for people who move from the Republic to the UK.

If you are still insured under the Republic’s scheme while you are working in the UK (see the sections headed Working in the UK for an employer in the Republic (page 8) and Other types of work in the UK (page 8), or you are in the UK only for a short time,

you may be able to get Sickness Benefit or Maternity Allowance from the Republic.

If you cannot claim benefit from the Republic, you might still be able to qualify for UK short-term Incapacity Benefit or Maternity Allowance if you worked in the Republic. But you must have paid a contribution as an employed or self-employed person under the UK scheme since you last arrived in the UK.

If you have not paid any National Insurance since you last arrived in the UK, but were working abroad for a UK employer, you might still be able to get short-term Incapacity Benefit if you remained ordinarily resident in the UK for the whole time you were abroad and paid contributions for the first 52 weeks.

For further information about these benefits, please contact The Pension Service at Tyneview Park. Their address is on page 22.

Long-term Incapacity Benefit
Payment of UK long-term Incapacity Benefit in the Republic

If you are getting UK long-term Incapacity Benefit, the agreement with the Republic allows you to carry on getting it if you go to the Republic. But you must still meet the conditions for getting your benefit.

You cannot get UK Incapacity Benefit and Invalidity Pension from the Republic at the same time. If you have a separate right to benefit from the UK and the Republic, you will only get benefit from the country you were last insured in when your illness began.

If you go from the UK to the Republic, and claim Invalidity Benefit there, the insurance you have paid in the UK might help you to get benefit from the Republic. However, some people, having already received UK Incapacity Benefit, may be paid UK Incapacity Benefit instead of Invalidity Pension from the Republic if it is for the same complaint.

Also, if you become ill less than one year after arriving in the Republic and the illness is not caused by an industrial accident or disease, providing you continue to satisfy all the conditions for benefit, you will only be entitled to benefit from the UK.
Invalidity Pension from the Republic
Similar provisions apply to Invalidity Pension paid by the Republic. For further information on benefit from the Republic, contact one of the addresses on page 23.

**Benefits for industrial injuries and diseases**

If you have an industrial accident or contract an industrial disease while you are working in the Republic, but are still insured under the UK scheme, you will be treated as if the accident happened or you contracted the disease in the UK. Any benefit payable in respect of that accident or disease can be paid in the Republic.

In the same way, if you have an industrial accident or contract an industrial disease while you are working in the UK, but are still insured under the Republic’s scheme, you will be treated as if the accident happened or you contracted the disease in the Republic. Any benefit payable in respect of that accident or disease can be paid in the UK.

If you contract an industrial disease

**and** you have worked in only one of the countries doing the sort of work that put you at risk of that disease,

the rules of that country will decide your benefit.

If you are receiving benefit for an industrial disease from one country

**and** the disease was made worse by work you did in the other country,

the other country will decide whether you should get any extra benefit. In making that decision, any previous industrial accident or similar disease for which benefit is payable under the legislation of the other country will be taken into account in assessing the degree of your latest disablement.

**UK Industrial Injuries Disablement Benefit**

UK Industrial Injuries Disablement Benefit is payable in the Republic at the same rate as if you were living in the UK.

If you contract an industrial disease

**and** you have worked in both countries doing the sort of work that put you at risk of that disease,

the rules of the country you worked in last before you were found to have the disease will decide your benefit.
State Pension

State Pension ages in the UK are at present 65 for a man and 60 for a woman. But over a 10-year period, starting on 6 April 2010, State Pension age for women will change from 60 to 65.

How pension from one country is paid if you live in the other
UK State Pension is payable in the Republic at the same rate as if you were living in the UK.

In the same way, you will get the same rate of pension from the Republic in the UK as you would if you were in the Republic.

Insured in both the UK and the Republic
If you have at different times been insured for State Pension under the legislation of the UK, and Old Age Pension under the legislation of the Republic, your pension entitlement will be calculated in the following way:

Each country will consider whether or not you have entitlement to a pension separately from the agreement and, where appropriate, will calculate the rate payable. A pension calculated in this way is called a ‘separate’ pension.

Each country will also calculate your entitlement to a pension under the provisions of the agreement by taking into account insurance paid under both countries’ schemes. The rates of pension payable in these circumstances will depend upon the extent to which you were insured under each country’s scheme. A pension calculated in this way is called a ‘pro rata’ pension.

When using this process, each country will calculate the rate of pension which would have been earned if all the insurance had been paid under its own scheme. Each country will then calculate the proportion of that rate earned by its own insurance. That is the rate of pension payable by that country. For example:

If you had paid five years’ UK insurance and 10 years’ insurance in the Republic, we would work out how much pension you would have got if you had been paying UK insurance for 15 years. But because you have only actually been paying UK insurance for five years, we would pay you one-third (five-fifteenths) of that pension. This is only a general description of how a pension is calculated in these circumstances. Other special rules may apply. To find out more, contact The Pension Service at Tyneview Park. You will find their address on page 22.

You will then be asked to choose whether you wish to receive a ‘separate’ pension or a ‘pro rata’ pension from either or both countries. You cannot, however, choose to receive a ‘separate’ pension from one country and a ‘pro rata’ pension from the other.
You can, **in certain circumstances**, change your choice at a later date if it is in your interests to do so, but only if your initial choice was to receive a ‘separate’ pension from either or both countries.

Even if we use your UK insurance and your insurance in the Republic, you still may not have paid enough contributions for a pension. In this case you will not get a pension.

In the same way, you will get the same rate of the Republic’s Survivor’s Benefit, and benefits for surviving dependants, in the UK as you would if you were in the Republic.

If you are entitled to a Widow’s Benefit in respect of a death due to an industrial accident or disease, for a child who is in the UK, or was in the UK at the time the person in question died, you can continue to be paid the benefit when the child is in the Republic, or even if the child was in the Republic when the person in question died.

**Widows’ benefits and bereavement benefits**

**Introduction of bereavement benefits**

Bereavement benefits were introduced from 9 April 2001 to replace widows’ benefits for those bereaved after that date. Widowed fathers with qualifying children who were bereaved before 9 April 2001 can now make a claim for Widowed Parent’s Allowance after that date. Women who were already receiving Widow’s Benefit before that date will continue to do so for as long as they satisfy the current entitlement conditions.

If your husband or wife was insured under the insurance schemes of both the UK and the Republic

If your husband or wife was at different times insured for Widow’s Benefit, Bereavement Benefit and Survivor’s Benefit under the legislation of both the UK and the Republic, your UK Widow’s Benefit or Bereavement Benefit and Survivor’s Benefit from the Republic will be calculated in the same way as for State Pension. The section ‘Insured in both the UK and the Republic’ under the heading State Pension will tell you about this.

**How widows’ benefits, bereavement benefits or survivor’s benefits from one country are paid if you live in the other**

UK widows’ benefits or bereavement benefits are payable in the Republic at the same rate as if you were living in the UK.
**Child Benefit**

UK Child Benefit can be paid if you are responsible for a child or young person in any week.

If you are getting Child Benefit and you go to the Republic, but you are not leaving the UK for good, you can usually be paid UK Child Benefit for the first eight weeks you are away.

The agreement with the Republic may also allow you to get Child Benefit at other times if:

- you (or your husband or wife if you go with them) go to work in the Republic;
- you continue to pay UK National Insurance contributions.

If you are not insured under the UK scheme, but you are *ordinarily resident*, or employed, in the Republic, you may be able to get children's allowances under the Republic's scheme. In this case if you were born in the UK you will be treated as if you had been born in the Republic. Or periods of residence, presence or employment in the UK can be treated as periods of residence, presence or employment in the Republic.

Similar provisions apply if you come to the UK from the Republic and you are *ordinarily resident* here.

**Benefits for dependants**

You may be paid extra benefit for someone you have to look after – a dependant. If you are, and the agreement covers the benefit you are getting, the extra can be paid if your dependant is in either the UK or the Republic. But this does not apply to contribution-based JSA.

From 6 April 2003 increases for dependent children, known as Child Dependency Increases (CDIs), will no longer be paid with widows' benefits, bereavement benefits and State Pensions. If you were entitled to a CDI on 5 April 2003 you will continue to receive this increase for as long as the conditions for getting CDI are satisfied. But since 6 April 2003 it is no longer possible to make a new claim for an increase in your benefit.
There are time limits for claiming benefits. Contact the appropriate office or organisation without delay.

**If you want to claim contribution-based Jobseeker’s Allowance**
Go to your local Jobcentre Plus office or Jobcentre. It is listed in the business numbers section of the phone book, under ‘Jobcentre Plus’, ‘Employment Service’ or ‘Benefits Agency’.

**If you want to claim Statutory Sick Pay or Statutory Maternity Pay**
Get in touch with your employer or your local Inland Revenue National Insurance Contributions Office. It is listed in the business numbers section of the phone book.

**If you want to claim other UK benefits**
Contact your local Jobcentre Plus/social security office. For your nearest office, look for the display advert under ‘Jobcentre Plus’/‘Social security office’ in the business numbers section of the phone book.

**If you want to claim UK benefits when you are in the Republic**
Contact The Pension Service at Tyneview Park. You will find their address on page 22.
In the Republic

The National Health Service (NHS) only applies in the UK. You cannot get any money back from the NHS for any medical help you pay for in the Republic.

Under the agreement, UK residents (including students) and their dependants who go on a temporary visit to the Republic may receive medical treatment on the same conditions as locally insured people, on presentation of a UK passport. UK state pensioners and posted workers, and their dependants, who are insured in the UK but resident in the Republic are also entitled to medical care under the health systems of the Republic.

If you are a UK resident but not a UK national, or a national of the Republic resident in the UK, you will need a certificate of UK social security insurance in order to get medical treatment in the Republic. This can be obtained from the Inland Revenue Centre for Non Residents in Newcastle. The address is on page 22.

If you are going to the Republic for three months or more, please send your NHS medical card, and your family’s cards, to your Primary Care Trust. If you live in Scotland, send the card to the Area Health Board. In Northern Ireland, send it to the Central Services Agency. Their address is on the card. Or you can give it to the Immigration Officer as you leave the UK.

If you have lost your medical card, please tell your local Primary Care Trust, Area Health Board or the Central Services Agency:

- your name;
- your address;
- your date of birth;
- the name and address of your UK doctor;
- your National Health Service number, if you know it; and
- when you are going to leave the UK.

You can get their address from the business numbers section of the phone book or from a post office.

In the United Kingdom (England, Scotland, Wales and Northern Ireland)

Temporary visits to the UK

Once in the UK, visitors from the Republic who are nationals of the Republic can get the full range of treatments available under the NHS on the same terms as residents of the UK. These are generally free of charge, although there are some charges for medicines, dental treatment, glasses and medical appliances.

Living permanently in the UK

If you have come to live permanently in the UK, you can get the full range of treatments available under the NHS.
These are all generally free of charge, although there are some charges for medicines, dental treatment, glasses and some medical appliances.

You can approach any doctor and ask to be registered on their list for NHS treatment.

In the Isle of Man

If you want to know about medical services in the Isle of Man, please contact the Department of Health and Social Security in the Isle of Man at the address on page 21.
Where to get help and advice

General information

If you wish to contact any agency whose address is given in this section, please supply the following information, if possible:

- your full name;
- your full address;
- your date of birth;
- your UK National Insurance (NI) number or NHS number. A UK NI number should be quoted, if known, for UK benefit or contribution enquiries. For medical/health enquiries, an NHS number should be quoted, if known.

Some helpful leaflets

You can get information about UK benefits from other leaflets. You can also get more information from the Department for Work and Pensions website: www.dwp.gov.uk

You can get the following leaflets from your local Jobcentre Plus/social security office or, if you are abroad, from The Pension Service at Tyneview Park. You can find their address on page 22.

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### Addresses for enquiries about medical treatment

**England**  
Department of Health  
Finance Directorate  
Quarry House  
Quarry Hill  
Leeds LS2 7UE  
tel: 0113 254 5819  
email: dhmail@doh.gsi.gov.uk

**Northern Ireland**  
Department of Health, Social Services and Public Safety  
General Medical Services Branch  
Room D3  
Castle Buildings  
Upper Newtownards Road  
Belfast BT4 3SQ  
tel: 028 9052 2890

**Scotland**  
Scottish Executive Health Department  
St Andrew’s House  
Regent Road  
Edinburgh EH1 3DG  
tel: 0131 556 8400  
email: ceu@scotland.gov.uk

**Wales**  
National Assembly for Wales  
NHS Directorate  
Cathays Park  
Cardiff CF10 3NQ  
tel: 029 2082 5111  
email: health.enquiries@wales.gsi.gov.uk

**Isle of Man**  
Department of Health and Social Security  
Health Division  
Crookall House  
Demesne Road  
Douglas  
Isle of Man IM1 3QA  
tel: 01624 642608  
email: healthservices@dhss.gov.im

**Republic of Croatia**  
Croatian Institute for Health Insurance  
Hrvatski Zavod za Zdravstveno Osiguranje  
Margaretska 3  
10000 Zagreb  
Republic of Croatia

**Republic of Slovenia**  
Slovenian Institute for Health Insurance  
Zavod za zdravstveno zavarovanje Slovenije (ZZZS)  
Obmocna enota Ljubljana  
Miklosiceva 24  
1507 Ljubljana  
Republic of Slovenia
Addresses for contribution and benefit enquiries

UK Social Security Scheme (but not Child Benefit)
Department for Work and Pensions
The Pension Service
International Pension Centre
Tyneview Park
Newcastle-upon-Tyne NE98 1BA

If you are in the UK, you can phone or fax The Pension Service at Tyneview Park on:
tel: 0191 218 7777
fax: 0191 218 3836

If you are phoning or sending a fax from outside the UK, dial the international code, then:
tel: 44 191 218 7777
fax: 44 191 218 3836
email: tvp-customer-care@thepensionservice.gsi.gov.uk

Child Benefit
Inland Revenue
Child Benefit Office (Washington)
BPO Box 1
Newcastle-upon-Tyne NE88 1AA

If you are in the UK, you can phone the Child Benefit Office on:
tel: 0845 302 1444

If you are phoning from outside the UK, dial the international code, then:
tel: 44 191 225 1144
email: child.benefit@ir.gsi.gov.uk

National Insurance contributions
Inland Revenue
Centre for Non Residents
Room BP1301
Benton Park View
Newcastle-upon-Tyne NE98 1ZZ

If you are in the UK, you can phone or fax the Centre for Non Residents (Newcastle) Helpline on:
tel: 0845 915 4811
fax: 0845 915 0067

If you are phoning or sending a fax from outside the UK, dial the international code, then:
tel: 44 191 225 4811
fax: 44 191 225 0067
You can also get more information and contact the Inland Revenue via their website: www.inlandrevenue.gov.uk

For details of UK Income Tax while you are abroad contact:
Inland Revenue
Centre for Non Residents
St John’s House
Merton Road
Bootle
Merseyside L69 9BB

You can phone the Financial Intermediaries and Claims Office on:
tel: 0845 070 0040

If you are phoning from outside the UK, dial the international code, then:
tel: 44 151 210 2222
Isle of Man Social Security Scheme
Department of Health and Social Security
Markwell House
Market Street
Douglas
Isle of Man IM1 2RZ

You can phone or fax the Department of Health and Social Security on:
tel: 01624 685059 (Contributions)
01624 685068 (Pensions)
01624 685101 (Other benefits)
fax: 01624 685030
email: socialsecurity@dhss.gov.im

The National Insurance Scheme of the Republic of Bosnia-Hercegovina
Zajednice Penzijskog I Invalidskog Osiguranja Bosne I Herzegovina
Zluka Josila Br 10
71000 Sarajevo
Republic of Bosnia-Hercegovina

The National Insurance Scheme of the Republic of Croatia
Republicka Fond Mironvinskih
I Invalidskog Osiguranja
Radnika Hrvatske
41000 Zagreb
Mihanoviceva 3
Republic of Croatia

The National Insurance Scheme of the Republic of Slovenia
Zavod za Pokojninsko In
Invalidsko Zavarovanje Slovenia
Kolodvorska 15
61000 Ljubljana
Republic of Slovenia

The National Insurance Scheme of the former Yugoslav Republic of Macedonia
Zajednica Na Penziskoto I
Invalidskoto Osiguruvanje Na Macedonia
XII Ujarna brigada br 2
91000 Skopje
Former Yugoslav Republic of Macedonia

The National Insurance Scheme of the State Union of Serbia and Montenegro
Savezno Ministarstvo Za Rad Zdravstvo I Socijalnu Polink-Savezni Savod
Za Socijalno Osiguranje
ul. Nemanjina 34
11000 Beograd
State Union of Serbia and Montenegro
This leaflet is only a general guide to benefit and is not a full and authoritative statement of the law. We have made every effort to ensure that the information in this leaflet is correct at the date shown on the cover. However, changes in the law may make the leaflet become gradually less accurate.

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