

XX/XX-XXXXXX/XXXXXX:XXX-XXXXXX

Mr A B Sample  
1 Sample Road  
Sampletown  
Sampleshire  
Sample City  
AB1 2CD

Month 20XX

TV Licence number: **1234567890**

## Please act now, before your licence is cancelled.

Dear <Name> ,

We've written to you before about making arrangements for your new TV Licence. But our systems show that you haven't set one up yet.

We've continued your licence cover since 1st August 2020 to give you plenty of time to set up a new one. But, unless we hear from you, your cover will be **cancelled on 31st July 2021**.

It's a legal requirement to be covered by a TV Licence to: watch or record TV programmes live on any channel or device; stream programmes live via an online TV service; download or watch BBC programmes on BBC iPlayer. If you do not make arrangements before your current licence cover is cancelled, you will no longer be licensed to do these things.

### Please set up your licence before 31st July.

The cost of a colour licence is £159.00. You can pay this in one go or spread the cost. We can help you set up a new licence, just call **0300 790 6151\***. Our advisers are trained to help you find the way to pay that works best for you. Or you can visit **tvlicensing.co.uk/75pay**

### Apply for a free licence if you're receiving Pension Credit.

If you are receiving Pension Credit, you can apply for a free licence.

Visit **tvlicensing.co.uk/75apply** or call us on **0300 790 6151\***. For more information about Pension Credit, including how to find out if you're eligible, please see overleaf.

**If you no longer need a licence**, please let us know by calling **0300 790 6151\***.

If you've recently made arrangements for your TV Licence, thank you. We will be setting up your licence soon.

Yours sincerely,



Ross McTaggart  
Customer Service Director

## About Pension Credit.

Pension Credit is a benefit available to pensioners on low incomes. It is separate from the state pension, and the only benefit that will enable you to apply for a free TV Licence.

You could be eligible for Pension Credit, even if you have a pension, savings or own your own home. It may also make you eligible for a range of other benefits, such as help with housing costs or heating.

## Are you eligible for Pension Credit?

TV Licensing is unable to advise you on Pension Credit eligibility. However, you can find out if you're eligible at [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit) or by calling the Department for Work and Pensions on **0800 99 1234**.

Or, if you live in Northern Ireland, visit [www.nidirect.gov.uk/pension-credit](http://www.nidirect.gov.uk/pension-credit) or call the Northern Ireland Pension Centre on **0808 100 6165**.



### If you are blind (severely sight impaired):

You may be eligible to receive a 50% concession on your licence fee. To find out more, including what evidence to send us, please call us on **0300 790 6151\***, or go to [tvl.co.uk/blind](http://tvl.co.uk/blind)

Please note, if you've told us in the past that you are registered blind, and we have indicated in the letter that the blind concession has been applied, you don't need to send us document copies again.



### If you would like this information in a more accessible format:

If you have sight problems we can send this information by email, audio, CD, large print or Braille. Please call us on **0300 790 6151\***.

If you are deaf, hard of hearing or speech impaired, we provide relay assistant services. You can find more information at [tvl.co.uk/accessibility](http://tvl.co.uk/accessibility)



### If you prefer to correspond in Welsh:

We welcome your calls, emails and letters in Welsh, and we will respond to you in Welsh. Response times are the same for Welsh and English. To find out more, please go online at [tvl.co.uk/cymraeg](http://tvl.co.uk/cymraeg)



### Stay protected from scams.

Sadly, scams are on the increase everywhere. Which is why we're doing more than ever to help keep you and your information safe from fraudsters. But there are some things you can do to make yourself safer, too. Our website has all the information you need to protect yourself from fraud, please visit [tvl.co.uk/scams](http://tvl.co.uk/scams)

And if you're unsure about any communication you've received from us, please call us on **0300 790 6151\***.

\*Our agents are available from Monday to Friday, between 8:30am and 6:30pm. Calls will be charged at your local rate.