

Social security agreement  
between the  
**United Kingdom and  
Cyprus**



A guide to

**National Insurance contributions**

**Benefits**

**Medical services**

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# Introduction

This leaflet tells you what the social security agreement between the United Kingdom (UK) and Cyprus 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 Cypriot benefits, you should contact the Cypriot authorities at the address 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 Cyprus, or any other legal provision, the terms of the agreement or provision will apply.

## In the agreement

***United Kingdom*** means England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands of Jersey, Guernsey, Alderney, Herm and Jethou.

**But the insurance schemes in Jersey and Guernsey are not the same as in the UK itself.**

**This means that some of the information in this leaflet may not apply to you if you are covered by those schemes. Ask at a social security office in either Jersey or Guernsey if you want to know how the agreement works in your case.**

***Cyprus*** means the island of Cyprus with the exception of the Sovereign Base Areas of Akrotiri and Dhekelia (“the Sovereign base Areas”), but the regulations governing the payment of insurance contributions described in paragraphs 1 to 3 of the agreement apply to the whole island of Cyprus. In addition, under the rules of the Agreement, benefit can be paid in certain circumstances to someone in a Sovereign Base Area.

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.

**If you are going to Cyprus,** 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 Cyprus. 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 Cypriot authorities to get details of your Cypriot insurance. But your Cypriot insurance record will stay with the Cypriot authorities.

If we have to contact the Cypriot authorities about your insurance, it will help very much if we can tell them your Cyprus National Insurance number. 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; and
- employment references.

# National Insurance contributions

## Contributions when working in Cyprus

### Working in Cyprus for a UK employer for less than three years

You and your employer must pay UK Class 1 contributions on all your pay while you are working in Cyprus if:

- you are already insured in the UK;
- and** your UK employer sends you to work in Cyprus;
- and** you are paid by your UK employer or by someone else on behalf of your UK employer;
- and** you are not likely to work in Cyprus for more than three years.

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 Cyprus.

During this time you and your UK employer will not have to pay contributions to the Cypriot scheme. 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 Cyprus;
- the names and addresses of the people who represent your employer in Cyprus;
- the date you will start work in Cyprus;
- if your UK employer will be paying you all the time you are in Cyprus; and
- the date you expect your work in Cyprus 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 Cyprus. **You and your employer should look at the important notes on page 3 of the certificate.**

### Employed in the UK and Cyprus, and resident in the UK

If you are employed in the UK and Cyprus for the same period, and remain *ordinarily resident* in the UK, you and your UK employer will have to pay Class 1 contributions. You will not have to pay into the Cypriot scheme. To make sure that you are not asked to pay, ask the Inland Revenue Centre for Non Residents in Newcastle for a certificate/letter

confirming your UK NI liability. The address is on page 22.

### **Employed in the UK and self-employed in Cyprus, for the same period**

If you are employed in the UK and self-employed in Cyprus for the same period, you and your UK employer will be liable to pay Class 1 contributions. You will not have to pay into the Cypriot scheme. To make sure you are not asked to pay, ask the Inland Revenue Centre for Non Residents in Newcastle for a certificate/letter confirming your UK NI liability. The address is on page 22.

### **Other types of work in Cyprus**

If your work in Cyprus is different from the work described in the three previous sections on NI contributions, and is not covered by the special arrangements noted in the next section on this page, or the section on page 8 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 Cypriot scheme. It is important that you get in touch with the Cypriot authorities as soon as you start working there. You will find the address on page 23. They will be able to tell you what you have to do about national insurance in Cyprus 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.

### **Employed abroad in exceptional circumstances**

It may be that when you go to work in Cyprus you are not liable to pay UK contributions because you do not satisfy the conditions outlined in the above paragraphs. If you feel that the circumstances of your employment are such that you should be allowed to pay, please contact us. We will contact the Cypriot authorities to request their agreement to allow you to remain UK-insured.

### **Special contribution arrangements**

There may be special arrangements for your insurance if you:

- travel in your work for a company, firm or group that carries goods or passengers by air;
- work on any ship or vessel registered in the UK or Cyprus;
- work in the government service of the UK or Cyprus;
- are employed in a diplomatic mission or consular post of the UK or Cyprus;
- work privately for an official of a diplomatic mission or consular post of the UK or Cyprus; or
- work for a public corporation of the UK or Cyprus.

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 a

Cypriot employer, get in touch with the Cypriot authorities. You can find the address on page 23.

## UK voluntary contributions in Cyprus

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 Cypriot contributions too. If you are trying to decide if it is worthwhile paying UK voluntary contributions as well, see the sections on **Contribution-based Jobseeker's Allowance** (page 10), **Incapacity Benefit and Maternity Allowance** (page 11), **State Pension** (page 14) and **Widows' 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 a Cypriot employer for less than three years

There is an arrangement like the one in the section headed '**Working in Cyprus**

**for a UK employer for less than three years'** on page 5. The Cypriot authorities will give you and your employer a certificate showing that you continue to pay contributions to the Cypriot 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.

### Employed in Cyprus, and self-employed in the UK for the same period

If you are employed in Cyprus and self-employed in the UK for the same period, you will not have to pay contributions to the UK scheme. To make sure that you are not asked to pay in the UK, ask the Cypriot authorities for a letter or certificate confirming your liability to the Cypriot scheme. The address is on page 23.

### Employed in the UK and Cyprus and resident in Cyprus

If you are employed in the UK and Cyprus for the same period, and remain *ordinarily resident* in Cyprus, you and your Cypriot employer will have to pay contributions to the Cypriot scheme. You will not have to pay into the UK scheme. To make sure that you are not asked to pay in the UK, ask the Cypriot authorities for a letter or certificate confirming that you have to pay into the Cypriot scheme. The address is on page 23.

## Other types of work in the UK

If you have come from Cyprus to work in the UK:

- and** you are not in one of the types of job listed in the section headed **Special contribution arrangements** on page 6;
- and** you do not have to pay Cypriot contributions under the arrangements you can read about in the section headed **'Working in the UK for a Cypriot employer for less than three years'** on page 7;
- and** you are not covered by the section headed **Self-employed contributions**, below,

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 Cyprus or the Sovereign Base Areas. 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 Cyprus or the Sovereign Base Areas. 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 Cyprus or the Sovereign Base Areas.

### Self-employed contributions

If you are **self-employed in the UK, and not employed or self-employed in Cyprus**, 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).

If you are **self-employed in the UK and Cyprus**, but you are **ordinarily resident in Cyprus**, you will have to pay social security contributions to the Cypriot scheme. You will not have to pay contributions to the UK scheme. To make sure that you are not asked to pay, ask the Cypriot authorities for a letter or certificate confirming that you have to pay into the Cypriot scheme. The address is on page 23.

If you are **self-employed in the UK and Cyprus** and you are **ordinarily resident in the UK**, you will have to pay Class 2 (but not Class 4) contributions to the UK scheme. You will not have to pay contributions to the Cypriot scheme. To make sure that you are not asked to pay, ask the Inland Revenue Centre for Non Residents in Newcastle for a certificate/ letter confirming your UK NI liability. The address is on page 22.

# Benefits

## 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; and
- Guardian's Allowance.

## 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 National Insurance (NI) contributions.

Contribution-based JSA is not payable in Cyprus. Similarly, Cypriot Unemployment Benefit 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 Cyprus. But you must have paid some insurance since you last arrived in Cyprus. This means you may be able to get Cypriot Unemployment Benefit in Cyprus.

If you do claim Unemployment Benefit under the Cypriot scheme and you rely on the provisions mentioned above, any time you were paid contribution-based JSA in the UK will count as if you had been paid Unemployment Benefit under the Cypriot scheme.

In the same way, if you have paid any NI since you last arrived in the UK, your Cypriot insurance may help you to get UK contribution-based JSA. But you must have done work in Cyprus for an employer.

Also, any time you were paid Unemployment Benefit in Cyprus will count as if it had been paid under the UK contribution-based scheme.

If you have not paid any NI 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 Cyprus**, you may be able to get short-term Incapacity Benefit while you are in Cyprus, including the Sovereign Base Areas, **if**:

- or** you become unable to work when you are employed in Cyprus, including the Sovereign Base Areas, while you have to be insured under the UK scheme;
- or** you need treatment straightaway for your condition while you are staying in Cyprus, including the Sovereign Base Areas. If you do, you must get a certificate that says you cannot work and also why. Ask the doctor or hospital for one and send it to The Pension Service at Tyneview Park. You will find the address on page 22. You must send the certificate within six days from the first day you are ill. If your claim is late, you may lose benefit;
- or** you already get benefit in the UK and are authorised by the Department for Work and Pensions to go back to Cyprus, including the Sovereign Base Areas, or to go to live there;
- or** you are authorised by the Department for Work and Pensions to go to Cyprus, including the Sovereign Base Areas, to receive treatment for your condition.

You may be able to get Maternity Allowance while you are in Cyprus, including the Sovereign Base Areas, as long as you have been employed or self-employed in the UK.

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 Cyprus temporarily and you are going for medical treatment, or you have already been incapable of work for six months.

If you are getting UK short-term Incapacity Benefit or Maternity Allowance and you plan to go to Cyprus or the Sovereign Base Areas, 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 Cyprus or the Sovereign Base Areas;
- when you plan to come back to the UK; and
- why you are going to Cyprus or the Sovereign Base Areas.

You may need to claim Cypriot Sickness Benefit or Maternity Allowance after you go to Cyprus or the Sovereign Base Areas and become insured under the Cypriot scheme. Your UK insurance may help you to qualify for Cypriot benefit.

### **If you come to the UK from Cyprus or the Sovereign Base Areas**

There are similar provisions to those on page 11 for people who move from Cyprus to the UK.

If you are still insured under the Cypriot scheme while you are working in the UK (see the sections headed **Working in the UK for a Cypriot employer for less than three years** (page 7) 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 Cypriot Sickness Benefit or Maternity Allowance.

If you cannot claim Cypriot benefit, you might still be able to qualify for UK short-term Incapacity Benefit or Maternity Allowance if you worked in Cyprus. 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.

## Claiming benefit from both the UK and Cyprus

You cannot get any type of sickness benefit or Maternity Allowance from both countries for the same period of illness at the same time. If you have a separate right to benefit from the UK and Cyprus, you will only be paid the benefit by one country. It will be the country where you fell sick or, if that was a Sovereign Base Area, the country you last paid insurance to before you qualified for benefit.

## Long-term Incapacity Benefit Payment of UK long-term Incapacity Benefit in Cyprus

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

You cannot get any type of sickness benefit from both countries for the same period of illness at the same time. If you have a separate right to benefit from the UK and Cyprus, you will only get benefit from the country you were last insured in when your illness began.

If you go from the UK to Cyprus and claim Invalidity Benefit there, the insurance you have paid in the UK might help you to get benefit from Cyprus.

## Benefits for industrial injuries and diseases

If you have an industrial accident or contract an industrial disease while you are working in Cyprus, including the Sovereign Base Areas, 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 Cyprus and the Sovereign Base Areas.

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 Cypriot scheme, you will be treated as if the accident happened or you contracted the disease in Cyprus. Any benefit payable in respect of that accident or disease can be paid in the UK.

If you have an accident while you are travelling for your work from one country to the other, you will be treated as if the accident had happened in the country you had been insured in at the time.

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.

If you contract an industrial disease

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

the rules of that country will decide your benefit, unless the disease was made worse by work that you did later in the other country.

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.

If you are getting benefit, other than a pension, from Cyprus because of an industrial accident or disease, you cannot get UK Incapacity Benefit or Maternity Allowance at the same time.

If you have a separate right to benefit from the UK and Cyprus, you will only be paid the benefit by the country where you were last insured.

## UK Industrial Injuries Disablement Benefit

UK Industrial Injuries Disablement Benefit is payable in Cyprus or the Sovereign Base Areas at the same rate as if you were living in the UK.

## State Pension

### State Pension age

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 Cyprus and the Sovereign Base Areas at the same rate as if you were living in the UK.

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

### Insured in both the UK and Cyprus

If you have enough insurance under each country's scheme to satisfy the contribution conditions and qualify for a pension, you can get a pension from each country.

If you do not have enough insurance for a UK pension, the agreement allows the UK to treat Cypriot insurance as UK insurance. This may give you entitlement to a UK pension.

How much you get when we use your Cypriot insurance will depend on the length of the insurance periods in each country's scheme.

### **UK State Pension calculation**

First, we will work out how much pension you would get if all your insurance had been paid in the UK. If all your insurance would be enough for at least some UK pension, we work out how much of that comes from UK insurance.

If you had paid five years' UK insurance and 10 years' Cypriot insurance, 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.

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

The Cypriot authorities will combine your UK insurance with your Cypriot insurance in the same way if you do not qualify for a Cypriot pension.

## **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.

### **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 Cyprus and the Sovereign Base Areas at the same rate as if you were living in the UK.

In the same way, you will get the same rate of Cypriot survivor's benefit in the UK as you would if you were in Cyprus.

### **If your husband or wife was insured under the insurance schemes of both the UK and Cyprus**

If your husband or wife did not pay enough contributions in the UK for you to qualify for UK Widow's Benefit or Bereavement Benefit, we may take into account their Cypriot contributions in a similar way as a person's contributions may be taken into account for State Pension. The section 'Insured in both the UK and Cyprus' under the heading **State Pension** (page 14) will tell you about this.

If your husband or wife did not pay enough contributions in Cyprus for you to qualify for Cypriot survivor's benefit, the Cypriot authorities may take into account his or her UK contributions.

### **Guardian's Allowance**

If you are looking after somebody else's child after one or both of the child's parents have died, you may be entitled to UK Guardian's Allowance. Any time either of the child's parents spent in Cyprus can be used to help your claim. You can be paid UK Guardian's Allowance for any time you or the child is in Cyprus or the Sovereign Base Areas.

If you wish to claim Cypriot Orphan's Benefit in Cyprus, any insurance that either of the child's parents paid in the UK can be used to help your claim. You can be paid Cypriot Orphan's Benefit for any time you or the child are in the UK. But if you could get both UK Guardian's Allowance and Cypriot Orphan's Benefit for the same child, you will only be paid by the country the child is living in.

### **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 the UK, Cyprus or the Sovereign Base Areas. But this does not apply to contribution-based Jobseeker's Allowance.

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.

# Claiming 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 Cyprus or the Sovereign Base Areas**

Contact The Pension Service at Tyneview Park. You will find their address on page 22.

## **If you want to claim Cypriot benefits**

Contact the Cypriot authorities. You can find their address on page 23.

# Medical services

## In Cyprus

There is no health agreement between the UK and Cyprus and 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 Cyprus.

If you are going to Cyprus 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

Under NHS rules anyone, wherever they are from, who needs treatment for an emergency condition that occurs during a visit to the UK will not be charged for treatment at a hospital accident and emergency department or GP's surgery. This does not extend to treatment as an inpatient or registered outpatient at a hospital or to routine, non-emergency treatment from a GP or dentist. You will normally have to pay for these services, as well as a charge for any medicines you need.

If you come to the UK specifically for medical treatment, you will have to pay for it. You will not get your money back.

More detailed information about medical services in England is available from the Department of Health website at:

**[www.doh.gov.uk/overseasvisitors](http://www.doh.gov.uk/overseasvisitors)**

### 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.

### **In the Channel Islands**

If you want to know about medical services in Jersey, please contact the States of Jersey Department of Health at the address on page 21.

If you want to know about medical services in Guernsey (including Alderney, Sark, Herm and Jethou), please contact the States of Guernsey Board of Health 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; and
- 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](http://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.

<i>Babies and children</i>	<b>BC1</b>
<i>A Guide to Child Benefit and Guardian's Allowance</i>	<b>CB1</b>
<i>Widowed?</i>	<b>GL14</b>
<i>Social security benefit rates</i>	<b>GL23</b>
<i>If you think our decision is wrong</i>	<b>GL24</b>
<i>Coming from abroad and social security benefits</i>	<b>GL28</b>
<i>Going abroad and social security benefits</i>	<b>GL29</b>
<i>A guide to Incapacity Benefit</i>	<b>IB1</b>
<i>A guide to Income Support</i>	<b>IS20</b>
<i>Jobseeker's Allowance – Helping you back to work</i>	<b>JSAL5</b>
<i>A guide to maternity benefits</i>	<b>NI17A</b>
<i>Social security abroad</i>	<b>NI38</b>
<i>A guide to State Pensions</i>	<b>NP46</b>
<i>Sick or disabled?</i>	<b>SD1</b>
<i>Ill or disabled because of a disease or deafness caused by work?</i>	<b>SD6</b>
<i>Disabled because of an accident at work?</i>	<b>SD7</b>
<i>Financial help if you work or are looking for work</i>	<b>WK1</b>

## 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](mailto: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](mailto: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](mailto: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](mailto:healthservices@dhss.gov.im)

### Jersey

States of Jersey Department of Health  
Peter Crill House  
Gloucester Street  
St Helier  
Jersey JE2 3QS  
Channel Islands  
tel: 01534 622000

### Guernsey

States of Guernsey Board of Health  
John Henry House  
Le Vauquiedor  
St Martins  
Guernsey GY4 6UU  
Channel Islands  
tel: 01481 725241

## Addresses for contribution and benefit enquiries

### UK Social Security Scheme (but not Child Benefit or Guardian's Allowance)

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 and Guardian's Allowance

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

If you are in the UK, you can phone or  
fax the Child Benefit Office on:  
tel: 0845 302 1444 (Child Benefit)  
0845 302 1464 (Guardian's  
Allowance)  
fax: 0191 225 1543 (Guardian's  
Allowance)

If you are phoning or sending a fax from  
outside the UK, dial the international  
code, then:

tel: 44 191 225 1144 (Child Benefit)  
44 191 225 1536 (Guardian's  
Allowance)  
fax: 44 191 225 1543 (Guardian's  
Allowance)  
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 also 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 ring 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](mailto:socialsecurity@dhss.gov.im)

### Jersey Social Security Scheme

Employment and Social Security  
Department  
Philip le Feuvre House  
La Motte Street  
St Helier  
Jersey JE4 8PE  
Channel Islands

You can phone or fax the Employment and Social Security Department on:  
tel: 01534 280000  
fax: 01534 280280  
email: [D.Rose@gov.je](mailto:D.Rose@gov.je)

### Guernsey Social Security Scheme

Guernsey Social Security Authority  
Edward T Wheadon House  
Le Truchot  
St Peter Port  
Guernsey GY1 3WH  
Channel Islands

You can phone or fax the Guernsey Social Security Authority on:  
tel: 01481 732500  
fax: 01481 728187 (Administrator)  
01481 722793 (Contributions)  
01481 714853 (Benefits)  
email: [enquiry@gssa.gov.gg](mailto:enquiry@gssa.gov.gg)

### Cypriot Scheme

Director of Social Insurance  
Department of Social Insurance  
7 Byron Avenue  
Nicosia  
Cyprus

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.

Leaflet SA12 from October 2003 replaces April 2003 edition.  
Produced by DWP Communications (Leeds) and Customer Liaison Branch.