

## NHS and Social Care Coronavirus Life Assurance Scheme 2020 Dispute application

### Dispute Procedure (DP) - Stage One application

In order to start the Dispute Procedure you will need to provide specific information. The details we require are set out in this application form. If you do not provide any of the information we have asked for, your application may be delayed.

The Disputes Officer will provide you with their decision within 14 working days of receiving your completed application. If they are unable to do so they will let you know the reasons why and provide you with a date when you will receive their full response.

For the attention of: The Disputes Officer, NHS Business Services Authority

I wish to apply for a decision under Stage One of the Dispute Procedure, to be made in respect of the attached dispute.

### Part 1 - About the person who has died

Title: (e.g. Mr, Mrs, Miss, Dr)

Last name:

First name:

Date of birth:

Claim reference number:

Professional surname, if different:

National Insurance number:

Date of death:

### Part 2 - About you

Title: (e.g. Mr, Mrs, Miss, Dr)

Last name:

First name:

Contact telephone number:

Relationship to person who has died:

Address:

Post code

Email address:

### Part 3 - About the dispute

If you are making a claim for financial loss as part of your dispute, you will need to provide full details of the loss that you consider has occurred. Please attach any documentary evidence to support this.

If your dispute is in respect of a decision and you have evidence which has not previously been considered please attach this. Please do not submit this form until you have all of the evidence that you wish to be considered. We will not be able to review your dispute until we have all the information.

I have attached the following documents:

- Details of a financial loss
- Additional evidence, which has not previously been presented
- Other (please provide details below)

Please provide full details of your dispute and return, with your completed application form and any additional information to:

The Disputes Officer  
NHS Business Services Authority  
PO Box 2269  
Bolton BL6 9JS

Alternatively, you can email your completed application, and any additional information to us at: [nhsbsa.coronaviruslifeassurancescheme@nhs.net](mailto:nhsbsa.coronaviruslifeassurancescheme@nhs.net)

You can use the space on the next page to provide details of your dispute, or use a separate sheet if required. Please include the reasons for your request for a decision and provide all of the details you can, including dates and names (if appropriate).

Your signature:

Date:

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#### How we use your information

The NHS Business Services Authority will use the information provided for administering the NHS and Social Care Coronavirus Life Assurance Scheme. We may share your information to administer, determine entitlement and pay the coronavirus life assurance lump sum, enable us to prevent and detect fraud and mistakes, assist in the ongoing research into the coronavirus, or as required by law.

For more information about who we share your information with and how long we keep your personal data and your rights, please visit our website at: [www.nhsbsa.nhs.uk/yourinformation](http://www.nhsbsa.nhs.uk/yourinformation)

Claim reference number:

Please use the space below to provide details of your dispute and include additional supplementary sheets as necessary. Alternatively, you may wish to provide details of your dispute on separate sheets. Please ensure every page includes the claim reference number.