Before your assessment

Capita	You may be asked to attend an assessment. This can be face to face, video or telephone.
	You can change your assessment once. This can be to another date, time or type of assessment.
	 For your video assessment you will need: A device with a front facing camera, speakers and microphone A good internet connection A private and well-lit area Safari, Google Chrome or Microsoft Edge
Video call setup You are ready to make calls Macophere Ready Command Ready Co	You can check if your device is set up for the video call. Click here to test. If you see 'You are ready to make calls' your device works.
Testing in progress.	The test screen can show potential issues. Click here to see how you can fix them.
Oopset Tings arrent quite right. To continue on this Authorial interpretation of the Authorial interpretation and out of the Authorial Interpretation of the Authorial Interp	Samsung users may have issues with your browser. Please copy and paste the link into Google Chrome. Download Google Chrome here.





If you have any new evidence, you can discuss this in your assessment.

Please send any new evidence to:

Freepost RTEU-HAGT-SLBL
Personal Independence Payment 1
Mail Handling Site A
Wolverhampton
WV98 1AA



You can have someone join you for your assessment. That person could be a:

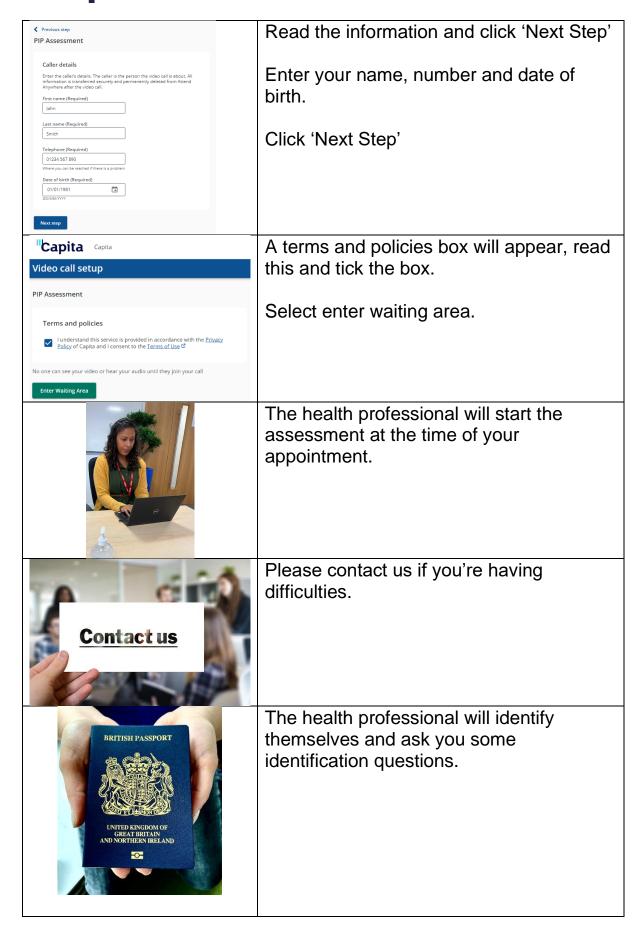
- friend
- family member
- carer
- support worker

They will also need a device which can connect to the video platform.

Read more about <u>companions in our Easy</u> Read Guide.

During Your Assessment

	Start your video assessment
	Click here.
Cookies help us provide the best possible	Follow the prompts on the screen.
Dias your narrognous Dias your narrognous Dias your careers Dias your careers Respondent to select Rhow to the feet days to successfully red successfully red	Click continue and allow the use of microphone and camera.
Management of the Control of the Con	Click enter waiting area.



	Your assessment will last about an hour.
<u>\$</u>	The health professional will ask you questions on how your health condition or disability affects you.
Your Personal Independence Payment (PIP) assessment The sole will region you'll be report and The sole will region you'll be report and Find an one of two capitor give exult of comm for Capitor PIP **Capita** **Capit	You can read more about getting ready for your assessment in our Easy Read Guide.
	If you have issues during your video call please try and re-join. If you still have issues we will continue the assessment over the phone.

After your assessment

The health professional will finish the report and send across to the DWP.
The DWP will look at the report and all supporting information.
Once they have made their decision, they will write to you to tell you if you can get PIP.

Contact us	If you have any questions about your assessment, please contact us.
OPEN	We are open 8am to 8pm, Monday to Friday.
	Someone else can call for you. They will need to know your National Insurance number.
Co	Call us free on 0808 178 8114 (Welsh line 0808 178 8115).
	If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8114.
	If you use British Sign Language, you can use the Video Relay Service. Type this link into your internet browser: www.capita-pip.co.uk/en/contact- us.



Scroll down to "Video relay service" and click the link.
You can also write to us: Capita PIP PO Box 307 Darlington DL98 1AB
Or email us: contactus@capita-pip.co.uk

For more information on PIP, go to www.gov.uk

Search for Easy Read Personal Independence Payment.