**Direct Payment Schemes – COVID-19 Q&A**

**I have tried to submit my transfer of entitlements online but am unable to do so. What should I do?**

1. **Single Application (SA) Advisory Team**

Contact the SA Advisory Team on 0300 200 7848. A member of staff will try to resolve your online issue(s) in advance of the trading window closing.

If these issues have been resolved a member of staff will contact you or your agent and ask you to complete your transfer online. If you have received Digital Assistance in the past, this option is also available by ringing the SA Advisory Team.

If these issues can’t be resolved an electronic TE1 – Lease, Sale, Gift will be emailed to you or your agent by a member of staff.

1. **Email**

We ask that you or your agent email the electronic TE1 form – Lease, Sale, Gift - to areabasedschemes@daera-ni.gov.uk **no later than Monday 4 May**.

1. **Single Application (SA) Advisory Team**

If you do not have access to email or an agent, contact the SA Advisory Team on 0300 200 7848. You will be redirected to a member of staff who will complete the TE1 form on your behalf.

Make sure you have all your information to hand and that it is accurate before ringing as the staff member’s role is purely to input data on the form.

**How do I submit a transfer of entitlements due to inheritance as all your offices are closed?**

1. **Email**

We ask that you or your agent email the electronic TE1 form – Actual Inheritance

[<https://www.daera-ni.gov.uk/publications/entitlement-transfers-covid-19>]

to areabasedschemes@daera-ni.gov.uk **no later than Monday 4 May**.

1. **Single Application (SA) Advisory Team**

If you do not have access to email or an agent, contact the SA Advisory Team on 0300 200 7848. You will be redirected to a member of staff who will complete the TE1 form on your behalf.

Make sure you have all your information to hand and that it is accurate before ringing as the staff member’s role is purely to input data on the form.

**How will I provide the supporting documentation in relation to my TE1 – Actual Inheritance application?**

When our offices reopen we will reissue your TE1 – Actual Inheritance form for all signatures at **Section 6** to be completed. If an Indemnity Form is required we will issue this also for completion by all signatories. You will be given a timeframe in which to resubmit these forms together with any supporting documentation by post.

**Note:** If you do not resubmit a completed form(s) and comply with the supporting documentation timeframes, we may reject your application.

**Will I be penalised for submitting my supporting documentation after 4 May?**

No. If your TE1 – Actual Inheritance form is received by DAERA **no later than 4 May** you will not be penalised for submitting supporting documentation after this date.

**What if I do not have all the supporting documentation within the timeframes given?**

There may be a number of reasons why your supporting documentation is not available, i.e. grant of probate or letters of administration. Contact the Entitlements Team at areabasedschemes@daera-ni.gov.uk or speak to a member of staff on 0300 200 7848.

**Will my transfer application still go ahead if I don’t have all my supporting documentation?**

There are a number of options available to you depending on your particular circumstances. To discuss your options contact the Entitlements Team at areabasedschemes@daera-ni.gov.uk or speak to a member of staff on 0300 200 7848.

**What should I do if I need to withdraw or undo a transfer of entitlements that was either carried out online or by a TE1 application form?**

If a transfer needs to be withdrawn or undone both parties involved in the transaction should request this by emailing areabasedschemes@daera-ni.gov.uk.

If either customer does not have access to email then they should speak to a member of staff on 0300 200 7848.