

Did you register an Enduring Power of Attorney or a Lasting Power of Attorney (EPA or LPA) between 1 April 2013 to 31 March 2017? If so, you may be entitled to a partial refund on the registration fee of up to £54 per document registered (see below for table of possible refunds).

If you believe this applies to you as a donor, or to someone you are an attorney for, you can make a claim for a refund by following the steps set out below. The online claim process will take around 10 minutes. You only need to make one claim per donor (not one claim per document) and the Office of the Public Guardian will calculate the amount due to that person for all the documents registered. The refund can only be paid to the donor.

If you are unsure whether you are entitled to claim a refund, complete the process below and the OPG will review your claim.

## 1. **Checklist: Information you will need before starting the process**

Please ensure you have all the following information in order to be able to complete your claim:

- The details of the donor
  - Full name (and alternative name if different on the Power of Attorney)
  - Date of birth
  - Current address
- Details of one of the attorneys (If you are an attorney applying on behalf of a donor, these details must be yours)
  - Full name (and alternative name if different on the Power of Attorney)
  - Date of birth
- Reference number
  - You only need the reference number for one of the powers of attorney for the donor if they have made more than one.
- One of the postcodes from the powers of attorney - either the donor's postcode at the time of making the power of attorney or the postcode of the attorney named above.
- Your contact details (email address and/or mobile number)
- The donor's UK bank account number and Sort Code

## 2. How to Apply

Go to the following link: <https://www.gov.uk/power-of-attorney-refund>

Scroll down to, and click on, the green button “**Claim a refund online**”. You will then be asked for the information listed above.

You can apply by **phone** on **0300 456 0300** if one of the following applies:

- The donor does not have a UK bank account
- The donor has died (the refund will be due to the estate)
- You are a court-appointed deputy.
- You do not have a computer or you cannot easily use one.

Once your application has been made, the OPG will contact you within 12 weeks as to whether your claim has been accepted or rejected.

If **accepted**, the amount will be paid into the donor’s UK bank account.

If **rejected**, you can appeal the decision by contacting the refunds helpline below.

## 3. Help – Useful contact information

If you are struggling with your claim, or need to make a claim by phone for the reasons listed above, you may find the following contact information helpful:

### Refunds Helpline

Email: [poarefunds@justice.gsi.gov.uk](mailto:poarefunds@justice.gsi.gov.uk)

Tel: 0300\_456 0300 (choose option 6)

Textphone: 0115 934 2778

Helpline is open Monday – Friday (9am – 5pm all days except Wednesday when it’s open 10am to 5pm).

#### 4. Refund amounts

Please see the table below for the possible refund amounts. You will also be entitled to 0.5% interest.

When Paid	Refund for <u>each</u> power of attorney
April to September 2013	£54
October 2013 to March 2014	£34
April 2014 to March 2015	£37
April 2015 to March 2016	£38
April 2016 to March 2017	£45

You will get half the refund amount if you paid a reduced fee ('remission')

Taylor Walton hopes that you have found this guidance useful. If you have any queries or questions regarding the Power of Attorney Fee Refund claims process, please contact the Office of the Public Guardian on 0300 456 0300.

---

Effective Solutions for Businesses

TAYLOR  
WALTON  
SOLICITORS