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# Annual Claims Step 2 – Frequently Asked Questions

## **What is the CRN?**

The CRN is your Customer Reference Number that you will be allocated when you first register on the Rural Payments service. It is used to identify all individuals who are registered on the service. This can include landowners or other people connected with the business benefiting from Common Agricultural Policy (CAP) payments and any agents they may employ to help manage their business. Please contact the Rural Payments Agency (RPA) Helpline for more information on **03000 200 301**. **Please note you do not need to supply your CRN on the pink claim form**, if you do not know your CRN please leave the box blank, however you should contact RPA to ensure that you are correctly registered on the Rural Payments service.

## **Why do I need to register on the new online Rural Payments service?**

The Rural Payments service is the new online application and payment service for all CAP schemes. Customers wanting to apply or claim for CAP payments will need to be registered on the service. Anyone linked to a business that is claiming CAP payments (e.g. agent) will also need to register on the service as an individual customer. It is a requirement of the regulations that a single register of all CAP customers exists.

## **Why do I now have to send a claim form every year?**

The new EU Regulations require all CAP schemes to make an annual claim for all area based annual payments. The EWGS terms and conditions require adherence with the regulations, and the Statutory Instruments governing the Farm Woodland Premium Scheme require claims to 'be made in such form and at such times as the appropriate Minister may require'.

## **Why are you sending me this claim form after I already submitted a claim form in the Spring?**

You were required to return a signed claim form to be received by the deadline of 15 June; however we were not able to provide you with a pre-populated claim form showing your agreement details until we had made the relevant IT developments. The claim form you have now received gives you the opportunity to review and confirm the information held. We apologise for this inconvenience but we were unable to adapt our systems in time following changes in the EU Regulations.

## **Why have I not received an Autumn claim form?**

If you have not received a claim form but have a current FWP, FWPS or WMG scheme, please email [GRNationalTeam@forestry.gsi.gov.uk](mailto:GRNationalTeam@forestry.gsi.gov.uk) quoting your scheme reference number, Single Business Identifier (SBI), name and full address. Claims for Capital works such as Woodland Creation Grant, Woodland Improvement Grant and Woodland Regeneration Grant can continue to be submitted at any time of the year and will not be affected by this change in Regulations.

## **The payment rate on the claim form does not relate to the payment amounts – are these correct?**

The payment amounts quoted on the claim form are correct as per the contract, however some of the payment rates are incorrect as they do not reflect the capped rate for non-farmers (€150/ha). We apologise for this error, you will be able to find your correct payment rate on your contract.

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## **In previous years I've had late claims paid – why are you applying a penalty if I submitted my Spring claim form late?**

The EU regulations require penalties to be imposed for late claims, and we have to apply these to EWGS and FWPS schemes in the same way as the annual claim requirement.

## **How do I appeal against a penalty if I submitted my Spring claim form late?**

You will be notified separately in writing if you are due a penalty. This letter will provide details of how to submit an appeal.

## **Why will I not be paid in November this year?**

All CAP schemes now have the same payment window of 01 December to 30 June.

## **I have received multiple letters. Do I need to post all of the claim forms back to you?**

Yes. To ensure payments are processed for each of your agreements you need to return **all** of the claim forms that you have received.

## **I have mislaid my claim form; can I be sent a duplicate?**

Yes we can send you a duplicate in the post; please email [GRNationalTeam@forestry.gsi.gov.uk](mailto:GRNationalTeam@forestry.gsi.gov.uk) quoting your scheme reference number, Single Business Identifier (SBI), name and full address.

## **How do I check and/or update my land?**

If you believe that your land is not mapped correctly you must notify the RPA by completing and returning an RLE1 form: <https://www.gov.uk/government/publications/tell-the-rural-payments-agency-about-land-changes-and-entitlement-transfers>

## **I submitted a Woodland Creation Grant (WCG) 2nd Instalment claim form previously. Do I still need to return this claim form?**

Yes, although in the past the WCG 2<sup>nd</sup> instalment claim form covered five years of Farm Woodland Payments (FWP), the regulations have changed from 2015 onwards, so a claim form for your FWP will need to be returned each year.

## **The main applicant has passed away – what do I do?**

We are very sorry that you have received this letter. These are the details we have on our system. It is therefore very important that you notify your local Forestry Commission office to ensure our records are updated: [www.forestry.gov.uk/england-areas](http://www.forestry.gov.uk/england-areas)

## **I'm no longer the main applicant because I sold my land. What do I do?**

It's very important that you notify your local Forestry Commission office to ensure our records are updated: [www.forestry.gov.uk/england-areas](http://www.forestry.gov.uk/england-areas)

## **The main applicant no longer lives at this address. What do I do?**

It's very important that you notify your local Forestry Commission office to ensure our records are updated: [www.forestry.gov.uk/england-areas](http://www.forestry.gov.uk/england-areas)