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Part six – Action following verification of a PAB/COP

Introduction

6000 When you have verified that an OP or COP is authorized to act on behalf of the customer for Social Security benefits, subsequent action is the same irrespective of whether the OP/COP is:

- | • a deputy
- a controller
- a guardian
- a curator bonis
- a tutor
- an attorney
- an appointee

See *Part one paragraphs 1150 - 1180* for further information on OP/COPs.

6001 **Note:** This part only applies to the OP types listed above.

6002 **It is important to determine whether an individual is acting in a personal or a professional capacity (eg an accountant acting for a family member).**

6003 If the OP is acting in a personal capacity, use his or her NINO as an identifier.

6004 | If the OP is acting as an employee of a Corporate Organization, use CIS to trace for an existing Corporate Organization ID. If there is no trace, use PD385 to create a new record.

| CIS will generate a unique 6 digit ID for the organization

6005 In no circumstances should the individuals' NINO be used, nor should any attempt be made to trace it.

6006 - 6049

Creating an OP/COP relationship

6050 When you have verified that an OP or COP is authorized to act for the customer:

Step	Action
1	if you are dealing with: <ul style="list-style-type: none"> • a new claim, make sure the OP/COP has completed and signed a claim form on the customer's behalf or • an existing claim, use your existing business procedures to recall the customer's IOP
2	if you are recording an: <ul style="list-style-type: none"> • individual, go to step 3 or • organization, eg a LA, go to step 4
3	record the individual's details by tracing/creating an OP account on CIS. Then go to step 5
4	record the organization's details by tracing/creating a COP account on CIS
5	if appropriate, photocopy the Order of Appointment, Power of Attorney or Evidence of Appointment, note the photocopy that the original document has been seen by the DWP, sign and date it then file with the customer's clerical papers
6	if the OP/COP is an appointee, file the original form BF56 with the customer's clerical papers
7	if another benefit is in payment, forward a copy of the Order of Appointment, Power of Attorney, form BF56 or Evidence of Appointment to the appropriate benefit section(s)
8	if appropriate, return the original document to the OP/COP
9	<p>Finally, and importantly, you must send form BF57 to the OP/COP – an example of form BF57 is shown at Appendix 2</p> <p>The BF57 can be used as proof that someone is an appointee; it is also used by banks as proof that their client (our customer) is indeed incapable. So, sending it is not an option, it is an essential part of the process</p>
10	use your existing business procedures to make payment to the OP/COP

6051 - 6099

Ending an OP/COP relationship

6100 You may need to end the relationship between a customer and their OP/COP when:

- the OP dies
- the customer dies
- the OP/COP is no longer authorized to act on the customer's behalf
- the OP/COP no longer wants to act on the customer's behalf **or**
- an OP/COP with a higher authority is appointed

6101 To end an OP/COP relationship:

Step	Action
1	use your existing business procedures to recall the IOP, if appropriate
2	end the OP/COP relationship in CIS
3	if another benefit is being paid notify the appropriate section
4	send form BF58 to the OP/COP. An example of form BF58 is shown at Appendix 3
5	if the OP is an appointee who is the registered person at a RCH/NH, send draft letter DLIS 216 to the LA's Registration Officer. An example of draft letter DLIS 216 is shown at Appendix 8

6102 - 6149

Changing the customer's OP/COP

6150 You may need to change the customer's OP/COP when:

- an OP/COP with a higher authority is appointed
- the existing OP/COP no longer wants to act on the customer's behalf **or**
- the customer no longer needs an OP/COP

Note: This list is not exhaustive.

6151 The procedures for changing an OP/COP are the same as for creating and ending an OP/COP relationship. To change the customer's OP/COP, follow the procedures shown in this part of the guide at:

- Creating an OP/COP relationship **and**
- Ending an OP/COP relationship

6152 - 6999

