

NATIONAL ENTITLEMENT CARD

WHEN WILL I RECEIVE MY NEC?

Your application will normally be processed within 10 working days. If there is a problem with the details that you have given, your Council will need to contact you before issuing your card. If your card has not arrived within the timescales above please contact your Council.

PROOF OF WHO YOU ARE AND WHAT YOUR ADDRESS IS

You must provide ONE example from the list below as proof of your name and age (these should be originals and not photocopies):

- Current Passport
- National Records Certificate, e.g. Birth (unless your name has changed), Adoption, Marriage, Divorce
- Current Driving Licence (paper or photo)
- Department for Work and Pensions (DWP) Letter of Entitlement: Pension, Disability, Benefit
- NHS Medical Card
- Educational Establishment: SEEMIS, Further Education College or University
- Council issued document
- Other official government documentation: asylum registration, immigration status, UK Border Agency travel document

You must provide ONE example from the list below showing proof of residential address:

- Current Council Correspondence such as Council Tax Bill / Letter / Payment Book / Council Housing or Housing Association Rent Book
- Current correspondence from Care / Residential Home
- Current Television Licence
- Current Residential Utility Bill (excluding mobile phone bills)
- Current Personal Bank / Building Society Statement
- Current Government Correspondence from DWP, HM Revenue and Customs, Home Office, Immigration Office
- Current Credit Card Statement
- Current Correspondence from school, Further Education College or University

PHOTOGRAPH: Your NEC application must contain a recent (within the last 12 months) passport style photograph. Check if your Council can take your photo and attach it electronically to your application. If they can't, or if you apply through a Post Office, then you must attach a passport style photo to the application. Your photo must be to passport standards:

- Colour and size 45mm X 35mm
- A true likeness, showing your full face, facing forward, without a hat
- Taken against a plain, evenly lit and pale coloured background

WHAT HAPPENS IF MY CIRCUMSTANCES CHANGE, MY CARD IS LOST, STOLEN OR DOESN'T WORK?

Should you require further assistance or information about your NEC please contact your Council.

Your local Council website can be found listed at www.mygov.scot/find-your-local-council.

Useful web links and information can be found at www.entitlementcard.org.uk.