

## Claiming a Lasting Power of Attorney Refund

Who is entitled to claim  
& how much is repaid?

for further information please visit:  
<https://www.gov.uk/power-of-attorney-refund>

# Claiming a Lasting Power of Attorney Refund

It may be that you are one of the estimated two million people who are entitled to claim a refund for registration fee overpayment.

The scheme, launched by the Ministry of Justice (MoJ) in February 2018, applies to both lasting powers of attorney (LPA) and enduring powers of attorney (EPA) that were made in England or Wales and registered between 1 April 2013 and 31 March 2017.

## Why were people overcharged?

When someone registers a Power of Attorney document, an application must be made to the Office of the Public Guardian (OPG). The OPG charges a fee which was designed to cover its running costs.

However, between 1 April 2013 and 31 March 2017, when the Ministry of Justice reduced the OPG's operating costs, they did not adjust the fee.

Consequently, the OPG generated a surplus of £89m from overpayments. The £110 fee was reduced to £82 in 1 April 2017.

## So, who is entitled to claim?

The person who made the power of attorney (known as the 'donor') or the person or people appointed by the donor in an LPA or EPA (the 'attorney') can claim.

Please note, the refund will only be paid by MoJ to the donor.

## How much is repaid?

This depends on when the fees were paid and whether you paid a reduced fee – see the table below for details. Interest (set at 0.5%) will be added to successful claims.

Application / Fee Paid Date	Refund Due
April 2013 – Sept 2013	£54
Oct 2013 – March 2014	£34
April 2014 – March 2015	£37
April 2015 – March 2016	£38
April 2016 – March 2017	£45

**NB:** If you are unsure when you paid the fee, you can still apply for a refund. Once completed, the MoJ will confirm whether or not you are eligible.

## How to claim

**Online:** The process is straight forward and will take approximately 10 minutes. You can access the portal directly by clicking this [link](#).

- 1. Via telephone:** For those without access to the internet, there is a dedicated refunds helpline (Mon-Fri) 0300 456 0300 (option 6).
- 2. Please note:** You must also call the helpline above if :
  - the donor does not have a UK bank account
  - the donor has passed away; or
  - you are a court-appointed deputy for someone who previously had a registered LPA or EPA

For further information about how to claim, please visit <https://www.gov.uk/power-of-attorney-refund>

# Further Information & Support

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## Refunds Helpline

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**Email:**

poarefunds@justice.gsi.gov.uk

**Hours:**

Mon-Fri 9am-5pm, except Wed 10am-5pm

**Tel:**

0300 456 0300 (option 6)

**Text:**

0115 934 2778

**Web:**

[www.gov.uk/power-of-attorney-refund](http://www.gov.uk/power-of-attorney-refund)

### Bingham Office

9 Market Street  
Bingham  
Nottingham  
NG13 8AB

### Bulwell Office

96 Main Street  
Bulwell  
Nottingham  
NG6 8ET

### Clifton Office

160 Southchurch Drive  
Clifton  
Nottingham  
NG11 8AD

