



BPS Payment Query Form

Important notes

Please use this form to tell us about your payment query. Complete the form in full including the 'Your information' section. We may need to contact you if we require additional information. We will notify you of the outcome once we have completed the work.

To complete the form on paper:

- 1 print it
- 2 fill it in
- 3 post it to 'Rural Payments Agency, PO Box 352, Worksop, S80 9FG'

To fill it in electronically:

- 1 Download the form and save it to your computer (if you don't, the 'email' button may not work)
- 2 Fill in the form and save it again
- 3 Email the form to 'ruralpayments@defra.gov.uk' (you can use the 'email' button on the form to do this). Use 'BPS Payment Query form' as the subject of your email.

We can only accept forms by email if the address they come from is registered on the Rural Payments service. If you have more than one form to send, please email them separately.

Your information

I am a (select one) Customer Agent

Have you submitted a query form for previous years? Yes No

Which scheme year(s) does your query relate to?

Business name

Contact name

Contact number

SBI number

Details about your query

General - Tick all that apply

Total claim value		Payment currency		Financial discipline mechanism	
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BPS - Tick all that apply

Common rights		RPA determined eligible area		Missing national reserve	
Cross border		BPS claim value		BPS entitlements amount	
Wrong payment region		Number of entitlements		Missing entitlement transfers	
BPS reductions/penalties		Land Parcel Data*		Mapping updates**	

* Please detail specifically which parcel(s) this refers to in the 'Description of customer issue' section, adding land parcel reference number(s) e.g. SH8461 2961

** If you believe mapping updates have had a significant effect on your payment and you **have not** already asked us to investigate, please follow the RLE1 guidance to inform us. Search 'RLE1' at www.gov.uk.

Greening - Tick all that apply

Greening claim value		Greening reductions/penalties		Crop diversification exemption not applied	
Greening rates		Organic exemption not applied			

Young farmer

Young farmer payment	
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Other

If 'Other' (e.g. Greening EFA exemption not applied) please specify.

Description of customer issue

Please provide a detailed description of the exact nature of your queries and concerns. If you think your BPS payment is incorrect, explain why you think it is incorrect and provide any supporting evidence if applicable.

Continue on next page if more space is needed.

Description of customer issue continued

Please provide a detailed description of the exact nature of your queries and concerns. If you think your BPS payment is incorrect, explain why you think it is incorrect and provide any supporting evidence if applicable.