



Llywodraeth Cymru
Welsh Government

Grant Claim Form

Nutrient Management Investment Scheme

How To Complete Guidance

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Grant Claim Form – How to Complete Guidance

Important Notice

This guide explains how to complete a Grant Claim Form and the documentary evidence required in support of a claim.

If you are encountering problems or are unable to access your online account, please contact the Customer Contact Centre on 0300 062 5004 (Open 08.30 to 17.00 Monday to Thursday and 08.30 to 16.30 on Friday).

RPW Online Account

The Grant Claim Form can be accessed via your RPW online Account. Once you have logged into your online account the RPW online 'Homepage' will appear.



The screenshot shows the Government Gateway sign-in page. At the top, there is a black header with the GOV.UK logo and the text 'Government Gateway'. To the right of the header, there are links for 'English' and 'Cymraeg'. Below the header, there is a blue box with the text 'Keeping your information secure' and a warning: 'Do not share your Government Gateway user ID and password with anyone else.' The main heading is 'Sign in using Government Gateway'. Below this, there are two input fields: 'Government Gateway user ID' (with a note 'This could be up to 12 characters.') and 'Password'. A green 'Sign in' button is located at the bottom of the form.

Accessing the Grant Claim Form

The Grant Claim Form can be accessed via the link on the bottom left of the Home Screen (as shown below). Alternatively, you can click on the 'Forms' tab on the menu bar, and then click on the link for 'Grant Claim Form' in the blue panel on the right of the screen.

The screenshot shows the RPW Ar-Lein Online portal. The navigation menu includes 'Home', 'My Details', 'Land', 'Correspondence' (73), 'Forms' (highlighted with a red box), and 'Contracts and Small Grants'. A message banner at the top states: "When you have finished your online session, please ensure that you log out and close the browser." Below this, another banner says: "When completing applications ensure you do not use your browser's back button." The main content area is titled "Messages between You and RPW" and lists several unread messages, including a Notification Letter, Documents received by RPW, and a Payment Statement. On the right, a blue panel contains a "Continue my SAF 2023" button and a "Useful Links" section with links for BCMS, Farming and scheme information, and Bovine TB. At the bottom left, a "Start a Form" section lists various application forms, with "Grant Claim Form" highlighted by a red box.

This is a close-up of the "Start a Form" section. It lists several application forms with their availability dates and days left:

- Single Application Form 2023 Available until 09/06/2023. 72 days left.
- Added Value (Fisheries) Application Available until 01/01/2050. 9775 days left.
- Appeal Available anytime
- Capital Works Claim Available anytime
- FCERM Contract Variation Available anytime
- Farm Business Grant - Yard Coverings EOI Available until 31/12/2050. 10139 days left.
- Flood and Coastal Erosion Risk Management - Natural Flood Management Grant Available until 31/12/2023. 277 days left.
- Flood and Coastal Erosion Risk Management Grant - Capital Pipeline Available until 31/03/2023. 2 days left.
- Food Business Accelerator Scheme Application
- Grant Claim Form** available anytime
- Integrated Natural Resources Scheme - Project Development Grant Application Available until 16/08/2023. 140 days left.
- Nutrient Management Investment Scheme Application Available until 01/05/2023. 33 days left.

Once you have selected to start your Grant Claim Form you will see the following page. Ensure your details shown are correct, and if they are not, correct these on your RPW

Online account before continuing. If you are ready to proceed, click the 'Start' button.

Home My Details ▾ Land ▾ Correspondence 73 ▾ Forms Contracts and Small Grants ▾

Start Application start an application or claim

You have asked to complete the following application online: **Grant Claim Form**.

RPW Online will prompt you for the information required by the form. By starting this application online you are not committing to submitting it online; you may Exit the process at any time. If you Exit the application, you can come back later to complete the remainder, RPW Online will have saved the information you entered in your previous session.

The application will not be submitted to the Welsh Government until you click the 'Submit' option at the end of the process. Once you have submitted the application you will not be able to make changes to it using RPW Online.

If you have any problems completing your **Grant Claim Form** then you can also contact '[Customer Contact Centre](#)' for further guidance.

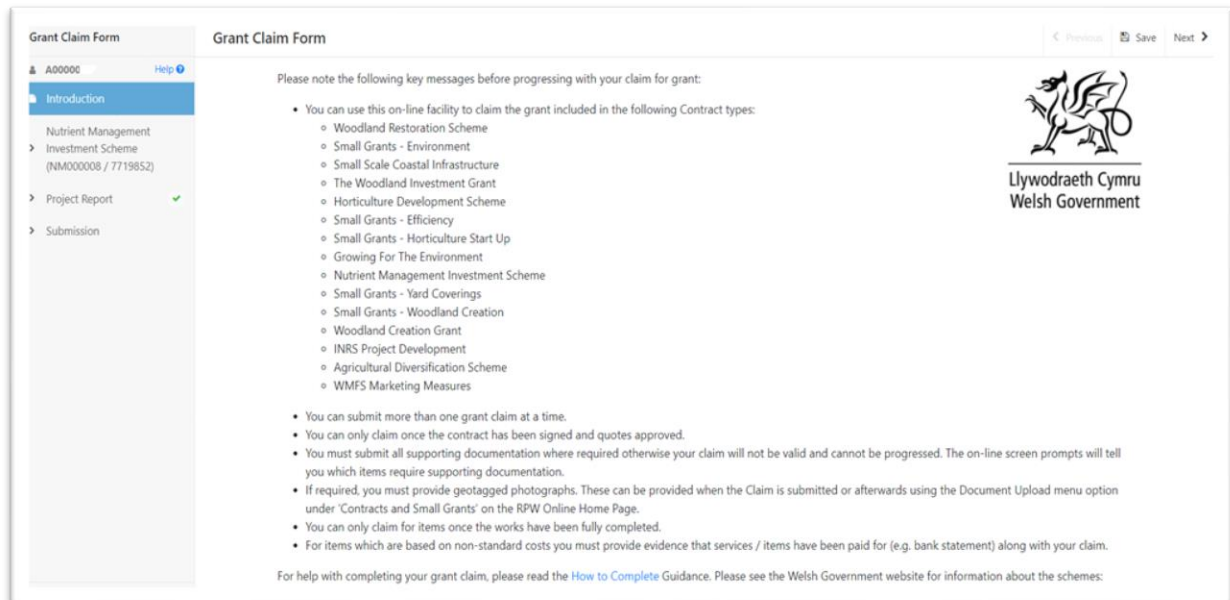
Please check that the Customer Details and Online Preferences shown below are correct before submitting your application. If incorrect, you can change them now by clicking the Customer Details or Online Preferences links below.

Customer Details	Online Preferences
Trading Title	Email or SMS (Text) Preference
Address	Email Address
	Mobile Number
Postcode	
Telephone Number	
Email Address	
Number of Partners	

When you click the Start button this will take you to the Grant Claim Form Introduction Page.

Introduction Page

This page provides key messages about the Grant Claim Form. Please ensure you have read them thoroughly before you begin. You can access the Grant Claim Form How to Complete Guidance on the Welsh Government website (this will open a new tab on your Internet Browser) by clicking the 'How to Complete' link.



The screenshot shows a web application interface for the Grant Claim Form. On the left is a navigation menu with the following items: 'Introduction' (highlighted in blue), 'Nutrient Management', 'Investment Scheme (NM000008 / 7719852)', 'Project Report' (with a green checkmark), and 'Submission'. The main content area is titled 'Grant Claim Form' and contains the following text:

Please note the following key messages before progressing with your claim for grant:

- You can use this on-line facility to claim the grant included in the following Contract types:
 - Woodland Restoration Scheme
 - Small Grants - Environment
 - Small Scale Coastal Infrastructure
 - The Woodland Investment Grant
 - Horticulture Development Scheme
 - Small Grants - Efficiency
 - Small Grants - Horticulture Start Up
 - Growing For The Environment
 - Nutrient Management Investment Scheme
 - Small Grants - Yard Coverings
 - Small Grants - Woodland Creation
 - Woodland Creation Grant
 - INRS Project Development
 - Agricultural Diversification Scheme
 - WMFS Marketing Measures
- You can submit more than one grant claim at a time.
- You can only claim once the contract has been signed and quotes approved.
- You must submit all supporting documentation where required otherwise your claim will not be valid and cannot be progressed. The on-line screen prompts will tell you which items require supporting documentation.
- If required, you must provide geotagged photographs. These can be provided when the Claim is submitted or afterwards using the Document Upload menu option under 'Contracts and Small Grants' on the RPW Online Home Page.
- You can only claim for items once the works have been fully completed.
- For items which are based on non-standard costs you must provide evidence that services / items have been paid for (e.g. bank statement) along with your claim.

For help with completing your grant claim, please read the [How to Complete Guidance](#). Please see the Welsh Government website for information about the schemes:

In the top right corner of the page, there is a navigation bar with 'Previous', 'Save', and 'Next' buttons. Below this is the Welsh Government logo, featuring a dragon, with the text 'Llywodraeth Cymru Welsh Government' underneath.

Select Contracts

This page will only appear if you have more than one contract available to claim under. This can be separate contracts for the same scheme or contracts for different schemes. Select which contract(s) you wish to claim by clicking the relevant box.

Grant Claim Form | Select Contracts

Select the contracts for which you want to claim Capital Works Items.

Contract Reference / EDI Reference	Contract Type	Claim for items on this contract?
EN000091 - Test for Non Rep MB	Small Grants - Environment	<input type="checkbox"/>
EN000258 - test	Small Grants - Environment	<input type="checkbox"/>
NM000006 / 7719662	Nutrient Management Investment Scheme	<input type="checkbox"/>

As an example, the Grant Claim Form below has three contracts available to claim.

Grant Claim Form | Select Contracts

Select the contracts for which you want to claim Capital Works Items.

Contract Reference / EDI Reference	Contract Type	Claim for items on this contract?
EN000091 - Test for Non Rep MB	Small Grants - Environment	<input checked="" type="checkbox"/>
EN000258 - test	Small Grants - Environment	<input checked="" type="checkbox"/>
NM000006 / 7719662	Nutrient Management Investment Scheme	<input checked="" type="checkbox"/>

If you select all three, then they will all appear on the left-hand side.

Grant Claim Form

A0000 | Help

- Introduction
- Select Contracts
- Small Grants - Environment (EN000258 - test) ✓
- Small Grants - Environment (EN000091 - Test for Non Rep MB) ✓
- Nutrient Management Investment Scheme (NM000006 / 7719662)
- Project Report ✗
- Submission

If you only select one contract to claim, then only one scheme will appear on the left-hand side of the page.

Grant Claim Form

Select Contracts

Select the contracts for which you want to claim Capital Works items.

Contract Reference / EOI Reference	Contract Type	Claim for items on this contract?
EN000091 - Test for Non Rep MB	Small Grants - Environment	<input type="checkbox"/>
EN000258 - test	Small Grants - Environment	<input type="checkbox"/>
NM000006 / 7719662	Nutrient Management Investment Scheme	<input checked="" type="checkbox"/>

Activities Available to Claim

This screen displays the Grant Claim activities that are available to be claimed at this time.

This screen will display the contract you are claiming for.

Clicking the blue 'Help' box at the top of this page will direct you to the main Farming and Countryside Wales page where you can select the relevant scheme and access the How to Complete guidance at any time.

For certain Grant Claim Forms, another blue box will appear under the Help box providing more detailed scheme specific guidance relevant to the claim you have selected.

The screenshot shows a web application interface for 'Grant Claim Form' with the title 'Activities Available to Claim'. The sidebar on the left contains a navigation menu with items: 'A00C', 'Introduction', 'Select Contracts' (with a green checkmark), 'Nutrient Management Investment Scheme (NM000006 / 7719662)', '2022' (highlighted in blue), 'Project Report' (with a green checkmark), and 'Submission'. The main content area features a table with the following data:

Contract Reference / EOI Reference	Contract Type	Contract Period
NM000006 / 7719662	Nutrient Management Investment Scheme	2022

Below the table is a blue 'Help' box containing the following text:

Help

1. Place a tick in the 'Claim this Activity' column for each individual activity that that you wish to claim at this time.
2. For each activity claimed, the 'Approved Quantity' will be copied to the 'Claimed Quantity'. For some contracts, you can type a lesser amount into the 'Claimed Quantity' if you wish. You cannot claim a larger quantity.
3. You must input a completion date for each activity in the 'Date Activity Completed'
4. Certain activity types may generate some supplementary questions. Please see the How to Complete Guidance for a full explanation.

Below the help box is a search bar labeled 'Find Activities:' with the text 'e.g. / NM2 / Slurry stores and associated reception pits. For full items description and requirement, see Nutrient Management Investment Annex A' and 'Find' and 'Find Next' buttons. At the bottom is a table with the following data:

Capital Works Number	Description	Approved Quantity	Claim this Activity?	Claimed Quantity	Date Activity Completed
NM2	Slurry stores and associated reception pits	£56,000.00	<input type="checkbox"/>	£	

You must accurately complete the information contained in this screen.

Tick the box against the activity you wish to claim. Enter the claimed quantity, and the date the activity was completed.

Note: you can only claim once for an activity, i.e., you cannot claim for part of an activity now, then submit another claim for the remaining part later.

You must only claim an activity when all work under that activity has been completed.

You must also provide documentary evidence in support of your claim as described in the following Section – Supporting Documents - Evidencing your Claim.

Nutrient Management

Grant Claim Form

A000 [Help](#)

- Introduction
- Select Contracts
- Nutrient Management Investment Scheme (NM000006 / 7719662)
- 2022
- Project Report
- Submission

4. Certain activity types may generate some supplementary questions. Please see the How to Complete Guidance for a full explanation.

Find Activities:
e.g. / NM2 / Slurry stores and associated reception pits. For full items description and requirement, see Nutrient Management Investment Annex A

Capital Works Number	Description	Approved Quantity	Claim this Activity?	Claimed Quantity	Date Activity Completed
NM2	Slurry stores and associated reception pits	£56,000.00	<input checked="" type="checkbox"/>	£ 22400.00	dd/mm/yyyy <input type="button" value="📅"/>
		Total Eligible Expenditure	£ <input type="text"/>		

! The maximum claimable value for this activity is £22400.00, calculated as 40% of £56000.00

You must submit the following supporting evidence for this claimed activity

Type	I will submit this online	I will submit this by post/in person
Bank Statements *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Copy of Cheque *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Detailed Item Specification *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Geotagged Photos AFTER Project *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receipted Invoices *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receipts *	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If any of the details entered are incorrect, error messages will appear on the screen, and you will not be able to submit your claim until all errors have been corrected.

Nutrient Management

Grant Claim Form

A000 [Help](#)

- Introduction
- Select Contracts
- Nutrient Management Investment Scheme (NM000006 / 7719662)
- 2022
- Project Report
- Submission

Find Activities:
e.g. / NM2 / Slurry stores and associated reception pits. For full items description and requirement, see Nutrient Management Investment Annex A

Capital Works Number	Description	Approved Quantity	Claim this Activity?	Claimed Quantity	Date Activity Completed
NM2	Slurry stores and associated reception pits	£56,000.00	<input checked="" type="checkbox"/>	£ 22400.00	dd/mm/yyyy <input type="button" value="📅"/>
		Total Eligible Expenditure	£ <input type="text"/>		

! The maximum claimable value for this activity is £22400.00, calculated as 40% of £56000.00

You must submit the following supporting evidence for this claimed activity

Type	I will submit this online	I will submit this by post/in person
Bank Statements *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Copy of Cheque *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Detailed Item Specification *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Geotagged Photos AFTER Project *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receipted Invoices *	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receipts *	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- You must enter the date on which the activity was completed.
- You must enter the total expenditure.
- The maximum claimable value is based on a percentage (as defined in the contract) of either the Total Expenditure or the Approved Quantity (whichever is the lesser value) for this activity.

Supporting Documents – Evidencing your Claim

You must submit the following with your claim:

- Evidence of defrayment of expenditure for all claimed items.
- Invoices for all claimed items.
- **A geo-tagged photograph of the item / items on your premises.**

Where evidence cannot be provided, the claim will be rejected.

Invoices must clearly display the word 'invoice' on the document and include the following:

- a unique identification number
- your company name, address, and contact information
- the invoicing company name and address
- a clear description of what you are being charged for
- the date the goods or service were provided (supply date)
- the date of the invoice
- the amount(s) being charged
- VAT amount if applicable
- the total amount owed.

Defrayment should be evidenced by bank statements. If the value of the transaction does not match the invoice value (for instance if you have bought non project items from the same supplier) a breakdown of the whole payment with supporting invoices will be required.

If making payments by cheque, then a scan or photograph of the written cheque, before it is presented to the supplier, will be required in addition to the bank statement.

A geo-tagged photograph includes location information within the photograph data. Most mobile phones with an internet connection and a camera will record GPS coordinates automatically. They also record the date and time the photograph was taken.

Detailed guidance on the geo-tagged photographs required and how to submit geo-tagged photographs specific to Nutrient Management Investment scheme will be available on the Welsh Government website at the claim stage.

You can submit the invoices and evidence of defrayment by scanning them and sending them via "My Messages" in your RPW Online account.

Progress Report

You must provide an update of progress made towards meeting the project indicators and outcomes.

The screenshot shows the 'Project Report' form. The left sidebar contains a navigation menu with 'Grant Claim Form' at the top, followed by 'A000', 'Introduction', 'Select Contracts', 'Nutrient Management Investment Scheme (NM000006 / 7719662)', 'Project Report', and 'Submission'. The 'Project Report' section is active. The main content area includes a header with 'Contract Reference / EOI Reference' (NM000006 / 7719662) and 'Contract Type' (Nutrient Management Investment Scheme). Below this is a question: 'Is this your final claim for this contract?' with radio buttons for 'Yes' and 'No'. The 'Indicators and Outcomes' section is highlighted, with the instruction: 'Please provide details on progress made to date towards meeting the project indicators and outcomes.' A table follows with columns: 'Name / Description', 'Contract Target', 'Previous Achieved to Date', 'Achieved to Date', and 'Progress'. The table contains three rows: 'Impact on the turnover of the business' with a target of 150000, 'Number of businesses supported' with a target of 3, and 'Number of jobs created or safeguarded' with a target of 25. Each row has input fields for 'Previous Achieved to Date' and 'Achieved to Date', and a 'Progress' field with a '0/500' indicator.

If this claim is not your final claim you must provide an update of the progress of your project.

This screenshot shows the same 'Project Report' form, but with the 'Progress of Project' section highlighted by a red box. The 'Is this your final claim for this contract?' question is now selected with the 'No' radio button. The 'Progress of Project' section contains the instruction: 'Please provide an update of the progress of your project. As appropriate, include reference to:' followed by a bulleted list: 'Progress to date and work planned', 'Community engagement or involvement undertaken', 'Issues encountered and any risks identified that could affect meeting completion', and 'How issues/risks identified are being addressed'. Below the list is a large text input field with a '0/4000' character count. The 'Indicators and Outcomes' section is partially visible below, showing the same table structure as the previous screenshot.

Submission

Errors and Information

This section lists any 'Errors' or 'Information Messages' contained in your Grant Claim Form.

You **must** correct any errors before you can submit the Grant Claim Form.

Information Messages are to prompt you on any action you may need to take, but do not prevent you from submitting your claim.

Errors or Information Messages specific to a section can be viewed by clicking the section name on the left-hand side or click the Section Name link within the Errors and Information box.

The screenshot shows the 'Errors, Information & Summary' section of the Grant Claim Form. The left-hand navigation menu has 'Errors, Information & Summary' highlighted. The main content area is titled 'Errors, Information & Summary' and contains the following text:

Errors and Information
The following is a list of sections which contain Errors and Information Messages. Errors **must** be corrected before submission is possible. For any Information Messages, we recommend that you check your response to ensure it is correct. For more information refer to the guidance in the 'How to Complete' guide.
Click on the Section Name to view the Errors and Information Messages for that Section.
You **must** view every page before submitting your claim.

Section Name
Nutrient Management Investment Scheme (NM000006 / 7719662)

Errors (indicated by a red 'X' icon)

Information (indicated by an 'i' icon)

Summary Details
Important: Please review this summary. Please scroll down, if applicable.
The following summarises your Capital Works Claim as completed by you.

Nutrient Management Investment Scheme (NM000006 / 7719662)
2022

Capital Works Number	Description	Date Activity Completed	Claimed Quantity	Value (£)
NM2	Slurry stores and associated reception pits		£ 22,400.00	22,400.00
Total Claim Value				22,400.00

Once you have corrected any errors your Grant Claim Form is ready for submission.

The submission screen will list all of the activities that you have selected to claim and will also show the value of the claim.

The screenshot shows the 'Errors, Information & Summary' section of the Grant Claim Form. The left-hand navigation menu has 'Errors, Information & Summary' highlighted. The main content area is titled 'Errors, Information & Summary' and contains the following text:

Errors and Information
The following is a list of sections which contain Errors and Information Messages. Errors **must** be corrected before submission is possible. For any Information Messages, we recommend that you check your response to ensure it is correct. For more information refer to the guidance in the 'How to Complete' guide.
Click on the Section Name to view the Errors and Information Messages for that Section.

Section Name
Nutrient Management Investment Scheme (NM000006 / 7719662)

Errors (indicated by 'None')

Information (indicated by an 'i' icon)

Summary Details
Important: Please review this summary. Please scroll down, if applicable.
The following summarises your Capital Works Claim as completed by you.

Nutrient Management Investment Scheme (NM000006 / 7719662)
2022

Capital Works Number	Description	Date Activity Completed	Claimed Quantity	Value (£)
NM2	Slurry stores and associated reception pits	28/03/2023	£ 22,400.00	22,400.00
Total Claim Value				22,400.00

If you have selected to claim for more than one scheme/contract, the Summary details will include all the activities claimed for each scheme.

Grant Claim Form

Help

- Introduction
- Select Contracts ✓
- Small Grants - Environment (EN000258 - test) ✓
- Small Grants - Environment (EN000091 - Test for Non Rep MB) ✓
- Nutrient Management Investment Scheme (NM000006 / 7719662) 0
- Project Report ✓
- Submission
- Errors, Information & Summary**
- Declarations and Undertakings
- Submit

Important: Please review this summary. Please scroll down, if applicable.

The following summarises your Capital Works Claim as completed by you.

Small Grants - Environment (EN000091 - Test for Non Rep MB) Water 2022

Capital Works Type	Capital Works Number	Description	Date Activity Completed	Claimed Quantity	Value (£)
Main	E611	Trees & shrubs - transplants	23/03/2023	5 Items	4.00
Supporting	E608	Tree shelter	11/03/2023	5 Items	6.20
Supporting	E593	Post and rail fencing	17/03/2023	5.00 m	52.00
Total Claim Value					62.20

Small Grants - Environment (EN000258 - test) Hedgerow Creation 2023

Capital Works Type	Capital Works Number	Description	Date Activity Completed	Claimed Quantity	Value (£)
Main	E900	New Hedge Planting	21/03/2023	28.00 m	126.00
Supporting	E931	Post and wire fencing with netting	21/03/2023	28.00 m	155.68
Total Claim Value					281.68

Nutrient Management Investment Scheme (NM000006 / 7719662) 2022

Capital Works Number	Description	Date Activity Completed	Claimed Quantity	Value (£)
NM2	Slurry stores and associated reception pits	21/03/2023	£ 22,400.00	22,400.00
Total Claim Value				>> 400.00

Declarations and Undertakings

You must read the Declarations and Undertakings to ensure you comply with these. Scroll down the page to read all of the Declarations and Undertakings. Once you are happy you have read, understood, and complied with these, tick the box at the bottom to proceed.

If you do not tick the box to confirm you have read, understood and complied with the Declarations and Undertakings, you will encounter an error message and will not be able to submit your claim until you have ticked this box.

For certain Grant Claims, there will be more than one tick box, please ensure that all boxes listed are ticked.

Select the **Next** button if you wish to continue.

The screenshot shows a web form titled "Declarations and Undertakings" within a "Grant Claim Form" interface. On the left is a navigation menu with sections like "Introduction", "Select Contracts", "Submission", and "Errors, Information & Summary". The "Declarations and Undertakings" section is currently active. The main content area contains several paragraphs of text under the heading "I declare that:". At the bottom, there are two checkboxes: one for providing geotagged photographs and another for agreeing to the declarations and undertakings. Both checkboxes are currently unchecked. A red rectangular box highlights these two checkboxes.

Grant Claim Form

Declarations and Undertakings

Previous Save

Please tick the box to accept the declarations and undertakings. Please tick the box to indicate that you are aware of the requirements to submit geotagged photographs

I declare that:

I have read and understood all of the relevant guidance notes contained within the contract before submitting this claim.

I will keep and make available to the officers of the Welsh Government or their duly authorised agents all records and information needed to establish my compliance with the undertakings I have given and the accuracy of the information provided in this form.

I will retain the original invoices for a minimum of 5 years from the date of the last payment by the Welsh Government. For TWIG and SSCL I will retain the original invoices for a minimum of 7 years from the date of the last payment by the Welsh Government.

I will allow duly authorised officers of the Welsh Government and their duly authorised agents and those persons accompanying them to inspect any relevant items subject to my contract in order to verify the accuracy of the information in this claim and will give them all reasonable assistance for the purpose.

Having read the Data Disclosure Section of the contract, I understand and am aware of the circumstances in which the Welsh Government may use information provided on this application and any other documentation used in connection with this application. This extends to the use of information which is created or obtained in connection with such applications (including details of payments made to me/my business).

I am aware of and have complied with all the requirements of the Scheme for which I am the beneficiary.

I understand that the Welsh Government may need to discuss my claim with other organisations and I agree to any necessary disclosures or exchanges of information.

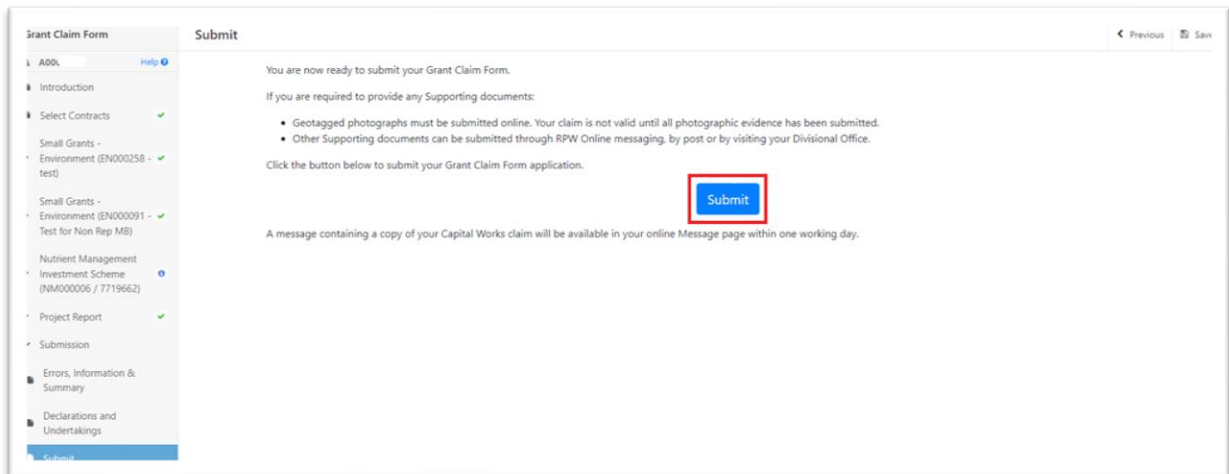
I have already paid the costs for which I am claiming grant aid.

I am aware that I must provide geotagged photographs to support this claim. These can be provided when the Claim is submitted or afterwards using the Document Upload menu option under 'Contracts and Small Grants' on the RPW Online Home Page.

I have read and agree to the above Declarations and Undertakings.

Submit

Your Grant Claim is now ready for submission. If you are ready to submit you must press the submit button.



You must ensure you submit your Grant Claim Form by the deadline contained in the contract.

If you fail to claim by this deadline, you will not receive payment.

Once you have submitted the claim you must submit all supporting documentation applicable.

If you fail to submit all relevant supporting documentation by this deadline you will not receive payment.

Contact Details

Farmer Enquiries – Customer Contact Centre

Your first point of contact for all telephone enquiries and email correspondence should be the Customer Contact Centre where staff are on hand to provide information and answer queries.

You can use the 'Messages' page on your RPW Online account to send an enquiry to the Customer Contact Centre. Alternatively, you can use the following contact details: Tel: 0300 062 5004

PO Box address:
Rural Payments Wales,
PO Box 251,
Caernarfon,
LL55 9DA