



Step 1 — Register your Intent to Claim

What it means

Registering an Intent to Claim tells IBCA:

- who you are
- how to contact you
- which infected person the claim relates to
- that you intend to make a claim when invited

It is **not the claim itself**, and it does not decide eligibility.

Important practical point

Where an affected person is registering in connection with an infected person, register the **infected person first**.

The infected person's registration number may then be needed for affected registrations.

What to have ready

Before starting, have:

- full name
- current address
- email address
- telephone number
- date of birth
- details of the infected person
- date of death, if applicable
- National Insurance number, if requested
- details of any previous support scheme
- a pen and paper, or somewhere secure to save the registration number

Keep a clear record

This is especially important where several family members or estates are involved.

Create a simple table:

Person	Type of registration	Registration number	Date registered
John Smith	Infected/deceased	xxxxxxx	22 July 2026
Jane Smith	Affected sibling	xxxxxxx	22 July 2026
Jake Smith	Affected sibling	xxxxxxx	22 July 2026

Do not rely on memory or leave the number buried in an email.

After registering

- Save the confirmation email.
- Take a screenshot or print it.
- Check that the name and contact details are correct.
- Keep IBCA informed if the address, email or telephone number changes.
- Check junk and spam folders regularly.
- Do not assume that silence means the registration has been lost; invitations are issued separately.

What registering does not do

It does not:

- start the formal assessment
 - submit evidence
 - create a compensation offer
 - prove eligibility
 - replace probate for a deceased claim
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Step 2 – Create Your GOV.UK One Login

One of the best things you can do while you're waiting to be invited to claim is create your **GOV.UK One Login** account.

When your Claim Manager contacts you, one of the first things you'll need to do is verify your identity. If your GOV.UK One Login account is already set up, you'll be one step ahead and can move through this part of the process more quickly.

Many people find new technology stressful, especially when they're already anxious about starting their claim. Setting up your account now gives you plenty of time to become familiar with the process and ask for help if you need it.

Why do this now?

- ✓ You'll already have your account ready when your Claim Manager contacts you.
- ✓ It can help speed up the identity verification process.
- ✓ It gives you time to resolve any problems before your claim begins.
- ✓ It reduces the pressure of trying to do everything at once.

Before You Start

It helps to have:

- A mobile phone, tablet or computer.
- Access to your email account.
- A recent UK passport or UK photocard driving licence (if you have one).
- Good lighting if you're using a smartphone to verify your identity.

Don't Have a Passport or Driving Licence?

Don't worry.

There are other ways to verify your identity. Ask us about the options available if you don't have these documents.

Can I create my GOV.UK One Login before IBCA contacts me?

Yes. You can create a standard GOV.UK One Login account before receiving your invitation to claim. It will not yet be linked to your infected blood compensation claim, but when IBCA invites you they will send instructions to connect your existing account to your claim.

Creating your account early gives you time to become familiar with the system and resolve any identity verification issues before your claim begins.

Remember

Creating your **GOV.UK One Login** account **does not start your claim**.

It simply means you'll be ready when IBCA asks you to verify your identity.

Family Support Network Tip

Many of our members tell us that the technology feels more daunting than the claim itself. By creating your GOV.UK One Login account before you're invited to claim, you'll have plenty of time to ask family, friends or the Infected Blood Family Support Network for help. We'd much rather help you now than when you're under pressure to respond to your Claim Manager.

Be Ready to Use Microsoft Teams

Your Claim Manager may arrange appointments with you using **Microsoft Teams**. If you have never used Teams before, it's worth becoming familiar with it before your claim begins.

You don't need to be an expert, but you should make sure you can:

- Download or access Microsoft Teams on your computer, tablet or smartphone.
- Join a meeting using an invitation link.
- Turn your camera and microphone on and off.
- Check that your speakers or headphones are working.

If you're unsure how to use Teams, don't wait until your first appointment with your Claim Manager.

Family Support Network Tip

*One of the easiest ways to test your equipment is to join one of our **Infected Blood Family Support Network** drop-in sessions. It's a relaxed environment where you can check that your camera, microphone and internet connection are all working before your first meeting with IBCA.*

Step 3 – Start Gathering Your Evidence

While you're waiting to be invited to claim, you can begin collecting any documents and information that may support your claim.

Don't panic if you can't find everything before your claim begins. Many records are decades old and some may no longer exist. However, because obtaining surviving records can take weeks or even months, it is worth starting your search early where possible.

Previous Support Scheme Documents

If you or your family were registered with a previous support scheme, gather together any paperwork you already have.

Examples include:

- Macfarlane Trust
- Skipton Fund
- Caxton Foundation
- Eileen Trust
- MFET Ltd
- Infected Blood Support Scheme (England)
- Scottish Infected Blood Support Scheme (SIBSS)
- Welsh Infected Blood Support Scheme (WIBSS)
- Northern Ireland Infected Blood Payment Scheme

If you have them, also keep together:

- Award letters
- Annual payment letters
- Registration letters
- Correspondence
- Payment schedules

Can't find your previous support scheme paperwork?

If you no longer have your letters or records from one of the previous infected blood support schemes, you may be able to obtain copies of your historic file.

For enquiries about records held from previous support schemes, you can contact:

Julie Collingham

julie.collingham@russell-cooke.co.uk

They may be able to assist you in obtaining copies of your historic support scheme records.

Medical Evidence

Consider where your medical records may be held.

These may include:

- Your GP surgery
- Hospitals where you received treatment
- Your Haemophilia Centre (if applicable)
- **The National Haemophilia Database (NHD)**, managed by the **United Kingdom Haemophilia Centre Doctors' Organisation (UKHCDO)** (for people with inherited bleeding disorders such as haemophilia)
- Dental records (where relevant)

If you already have them, gather together:

- Clinic letters
- Hospital correspondence
- Test results
- Consultant letters
- Discharge summaries

See our **Website** or **Facebook Files** for the IBCA template for requesting Medical Records or you can make a Subject Access Request.

Requesting Your Medical Records

If you don't already have copies of your medical records, you can request them by making a **Subject Access Request (SAR)**.

You may wish to contact:

- Your GP practice.
- Hospitals where treatment was received.
- Your Haemophilia Centre (where applicable).
- Other healthcare organisations that may hold relevant records.

Many organisations have their own forms, although a written Subject Access Request is usually sufficient.

How to Make a Subject Access Request (SAR)

If you need copies of medical records that you do not already have, you can make a **Subject Access Request (SAR)** to the organisation that holds them.

This could include:

- Your GP surgery.

- A hospital.
- Your Haemophilia Centre.
- National Haemophilia Database (UKHCDO/NHD)
- Another NHS organisation involved in your care.

Many NHS organisations have an online Subject Access Request form available on their website. Alternatively, you can send an email or letter requesting a copy of your records.

You should include:

- Your full name.
- Previous names (if applicable).
- Date of birth.
- NHS number (if known).
- Previous addresses (if relevant).
- The records you are requesting.
- Proof of identity if requested.

Where you are requesting records for someone who has died, you may also need to provide evidence that you are legally entitled to request them, such as a Grant of Probate or Letters of Administration.

Example email

Subject: Subject Access Request – Medical Records

Dear Sir or Madam,

I wish to make a Subject Access Request under the UK General Data Protection Regulation and the Data Protection Act 2018.

Please provide copies of all medical records you hold relating to:

Name:

Date of Birth:

NHS Number (if known):

The records relate to treatment received at your organisation.

Please let me know if you require any further information or identification.

Kind regards,

Infected Person's Diagnosis

Once your identity has been verified, your Claim Manager may ask for evidence confirming the **infected person's diagnosis**. If you already have documents such as clinic letters, consultant letters, test results, death certificate or previous support scheme records confirming the diagnosis, having them ready may help avoid delays.



Create a Timeline

As you gather your documents, create a simple timeline of the key events in your or your family member's history. This doesn't need to be perfect—an approximate sequence of events can be extremely helpful later.

Your timeline might include:

- Diagnosis dates
- Hospitals and treatment centres attended
- Consultants involved
- Important medical events
- Previous support schemes
- Previous compensation payments
- Significant family events relevant to your claim

A simple timeline can be invaluable later when speaking to your Claim Manager.

Family Support Network Tip

Many of the records needed for infected blood claims are 30, 40 or even 50 years old. Some hospitals have merged, GP practices have closed, and older records may be stored in archives. Starting to locate your evidence early can save valuable time later. Don't worry if you can't find everything—just begin with what you already know and build your file as you go.

Step 4 – Gather Family and Probate Documents (Where Applicable)

If you are making a claim on behalf of someone who has died, it is helpful to begin gathering any family and probate documents you already have.

These documents can help establish family relationships and confirm who has the legal authority to act on behalf of the deceased person's estate.

Family Documents

You may wish to locate:

- Birth certificates
- Marriage or civil partnership certificates
- Change of name documents (if applicable)
- Divorce documents (where relevant)
- Death certificates

Where can I obtain replacement certificates?

If you don't already have copies of important family documents, don't worry. Many can be ordered online.

Birth and Death Certificates (England and Wales)

These can usually be ordered through the **General Register Office (GRO)** or, in many cases, from the local Register Office where the event was originally registered.

- Birth certificates
- Death certificates

See: [Order certificates through the General Register Office \(GRO\)](#).

Marriage and Civil Partnership Certificates

Marriage and civil partnership certificates can normally be obtained from the **local Register Office** where the marriage or civil partnership was registered. You can find the appropriate office here:

[Find your local Register Office](#).

Change of Name Documents

If a family member legally changed their name (for example by deed poll), try to locate copies of the deed poll or other legal name change documents, as these may help explain differences between certificates and other records. Guidance is available here:

[Changing your name by deed poll \(GOV.UK\).](#)

Family Support Network Tip

*Where family relationships or living arrangements are relevant, some members have told us that historic **family photographs** have been accepted as supporting evidence alongside other documentation. While every claim is assessed individually, don't overlook photographs that help demonstrate family life or that you lived together.*

Evidence of Living Together

Some affected family members may be asked to provide evidence that they lived with the infected person during the relevant period.

Don't worry if you don't have one perfect document. IBCA may consider a combination of evidence that builds a picture of your family circumstances.

Examples of supporting evidence may include:

- Electoral Register records (screenshots or copies where available).
- Bank statements or other financial documents showing the same address.
- GP records or letters confirming family members were registered at the same address.
- Historic family photographs.
- School reports or school records showing siblings living at the same address (particularly helpful where claimants were under 18).
- Letters from religious leaders or faith organisations who knew the family.
- Other official correspondence showing a shared address.

Older GP Records

Some GP practices may still hold historic **Lloyd George envelopes**, which contain older paper medical records. These records can sometimes include historic addresses and family information that may help demonstrate where you were living at the relevant time.

Family Support Network Tip

If you're struggling to prove you lived with the infected person, think broadly about the records that may still exist. A number of different documents, taken together, can often provide a strong picture of your family's living arrangements, even if no single document proves everything on its own.

Probate Documents

If probate has already been completed, gather together copies of any relevant documents, such as:

- Grant of Probate
- Letters of Administration
- Grant of Letters of Administration with Will Annexed (if applicable)
- The Will (if there is one)

If probate has **not** yet been obtained, you may wish to consider whether it is required. Obtaining probate can take several months, so it is worth exploring this as early as possible if you think you may need it.

For more information, please see our separate **Guide to Probate**, or contact the **Infected Blood Family Support Network** at contact@infectedbloodfamilysupportnetwork.co.uk.

Keep Your Documents Together

Create a folder—either paper or electronic—for all your family and probate documents. Having everything in one place will make the claims process much easier when you are invited to claim.

Family Support Network Tip

If you think you may need probate, don't leave it until you receive your invitation to claim. Probate can take several months, so exploring it early may help avoid delays later.

Useful Websites and Resources

Infected Blood Compensation Authority (IBCA)

Information about the compensation scheme, guidance and updates.

<https://www.infectedbloodcompensation.gov.uk>

Register an Intent to Claim

<https://www.infectedbloodcompensation.gov.uk/register-an-intent-to-claim>

GOV.UK One Login

Create your GOV.UK One Login account before you're invited to claim.

<https://home.account.gov.uk>

GOV.UK

General Government guidance

<https://www.gov.uk>

National Haemophilia Database (NHD)

For people with inherited bleeding disorders.

<https://www.ukhcdo.org>

NHS Medical Records

Information about requesting copies of your health records.

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-get-your-medical-records/>

Helpful Documents

IBCA has produced a **Medical Evidence Template** which can help you record important medical information before your claim begins.

You may find it useful to complete this as you gather your records.

You will find it in our information section on our website:

[Infected Blood Family Support Network](#)

✓ Before your Claim Manager contacts you

- ☐ Registered an Intent to Claim
- ☐ Created a GOV.UK One Login
- ☐ Tested Microsoft Teams
- ☐ Gathered proof of diagnosis
- ☐ Located previous support scheme records
- ☐ Started requesting medical records (if required)
- ☐ Created a timeline
- ☐ Gathered family certificates
- ☐ Considered probate (if applicable)
- ☐ Started collecting evidence of living together
- ☐ Created a folder for everything

Need Help?

Infected Blood Family Support Network

 contact@infectedbloodfamilysupportnetwork.co.uk

Website: [Infected Blood Family Support Network](#)

We cannot provide legal advice, but we can help explain the claims process, share practical guidance, and signpost you to the appropriate organisations.

Finally...

Preparing for a claim can feel overwhelming, particularly when trying to locate records that may be many decades old. Remember, you do **not** need to have everything before your claim begins. Start with what you already have, keep your information organised, and ask for help if you need it.

However, the earlier you begin gathering your information, the less pressure you'll feel once your invitation to claim arrives. Some documents can take several weeks—or even months—to obtain.

The Infected Blood Family Support Network is here to support you every step of the way.

