

Media Pack & Stats Sheet

Silverwings Benefits Ltd · For journalists, MPs' offices and press enquiries

A ready-made reference sheet for journalists, MPs' offices, and anyone else who wants the facts about how Silverwings Benefits operates, in one place.

Headline Figures

Metric	Figure
Clients helped	1,000+ since October 2023
Benefit value released	£5m+
Success rate (Attendance Allowance)	96%
DWP disallowance rate (new disability benefit claims)	59% (published DWP figure, PIP statistics to July 2025)
Average DWP decision time	32 days
Applications upheld within 32 days	74%
Mandatory Reconsideration success rate	96%, typically within 60-90 days
AA clients also eligible for Pension Credit	60-70%, typically within 20 days, averaging +£5,000/yr
Of those, also eligible for Council Tax reduction	~90%, averaging a further £2,000/yr
Complaints received (since Oct 2023)	Fewer than 10 (under 1%)
Fee	15% + VAT of first year's award, only if successful
Fee if unsuccessful	£0 - nothing is ever charged upfront
Cooling-off period	14 days from signing
Staff vetting	100% DBS-checked
Cold-calling	Never - contact is opt-in only, with consent
Local jobs created	35 full-time, skilled roles
Company No.	15216178
ICO Registration No.	ZC088474

Methodology

Success rate and released-value figures cover applications submitted since October 2023, taken from internal case records. "Successful" means the DWP awarded the benefit following an application prepared and submitted by Silverwings Benefits. These are currently self-reported internal statistics, not yet independently audited — Silverwings Benefits is open to independent verification of them.

Regulatory Position

Silverwings Benefits Ltd is not currently required to be authorised by the Financial Conduct Authority for the services it provides, and is not affiliated with the DWP, HMRC, any local council, or any other government department. The company states it would apply for authorisation and follow due process if regulation became a requirement, and welcomes regulation of the sector.

Media Contact

For interviews, comment or further information: press@silverwingsbenefits.com · 0808 531 0298.
Full detail on our fees, founder's statement, vulnerable customer policy, and complaints process is available at silverwingsbenefits.com/transparency.

Silverwings Benefits Ltd, Company No. 15216178, ICO Registration No. ZC088474. Registered office: Cbx, Cobalt Park Way, Wallsend, NE28 9NZ. silverwingsbenefits.com · 0808 531 0298