

If you call or write to us, please use this reference:



Department for  
Work and Pensions

Title, Initial, Surname  
Address Line 1  
Address line 2  
Address line 3  
Address line 4  
Postcode

[Building/Office Location]  
[Office Type]  
[Street]  
[Town]  
[County]  
[Post Code]

[www.gov.uk](http://www.gov.uk)

Telephone: 0800 169 0310  
Textphone: 0800 169 0314

## Employment and Support Allowance (ESA)

We cannot pay you ESA at the moment

Dear

Thank you for your new claim for ESA. As your previous claim for ESA was closed, we cannot pay you ESA at the moment.

If you have any questions about this letter or you need it in Braille, large print, audio or email, please call us on

### What happens next

Confirm all dropdown options

### What you need to do

Please keep sending us your Statements for Fitness for Work (sometimes called a fit note) until we ask you not to.

### If you need support and advice with money

If you need help managing your money please contact the Money Advice Service as soon as you can. They offer free independent advice about how to make the best of your money, including budgeting, savings and dealing with debt. To find out more, go to [www.moneyadvice service.org.uk](http://www.moneyadvice service.org.uk)

### Getting help and support

There may be other benefits you can claim whilst waiting to claim

ESA. For more information please visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

Yours sincerely

Office Manager

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## **Equality and Diversity**

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

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## **Call charges**

Calls to 0800 numbers are free from landlines and mobiles.