

Employment and Support Allowance

Our direct dial number is

Code	Number
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Textphone users with speech or hearing difficulties call

Code	Number
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If you get in touch with us, tell us this reference number

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Date

	/		/	
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About your claim

We have decided that you are not entitled to Employment and Support Allowance

from / /

from / / to / / . Both dates are included.

This is because

you have not paid or been credited with enough National Insurance contributions from
April to April .

you have already received 365 days contribution-based Employment and Support Allowance.
This is the maximum the law says you can get this for, unless you are placed in the Support Group.

you have more money coming in each week than the law says you need to live on.

your work means you are not entitled to Employment and Support Allowance.

your partner is working for 24 hours or more a week, on average.

you have savings of more than £16,000. If you have a partner, this figure will include their savings.

we cannot take contributions you made into a foreign social security system.

you or your partner have claimed another benefit.

you have told us that you do not want to claim Employment and Support Allowance any more.

you are in legal custody.

you are on a training course.

you are in full time education.

you are aged under 16.

you have reached State Pension age.

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We use 'partner' to mean

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

What you should do now

Even though you do not qualify for Employment and Support Allowance, we may be able to credit your National Insurance account with contributions while you are sick.

These credits may help you get Employment and Support Allowance or other social security benefits in the future. You can get credits for the period you are sick if you continue to comply with entitlement rules and keep sending us medical certificates until we tell you otherwise.

You will normally get credits of National Insurance contributions for each full week that you are sick. A week starts on a Sunday.

While claiming Employment and Support Allowance for credits only you may be medically assessed. This is to make sure that you are still entitled to National Insurance credits. This may mean that you will be asked to go to a medical examination.

You may still be able to get Employment and Support Allowance. Income-related Employment and Support Allowance may be payable if you have a low household income. This may be affected by income or capital you receive and is not usually payable if:

- You have a partner working 24 hours or more a week; or
- You or your partner have savings and investments over £16,000.

If you want to be assessed for income-related Employment and Support Allowance please contact us on the number at the top of this letter and ask about income-related Employment and Support Allowance.

If you would like to know more about other benefits please read page 3 of this letter called **Claiming other benefits**.

What to do if you think this decision is wrong

If you think the decision is wrong, please get in touch with us by telephone or in writing, **within one month** of the date of this letter. If you do not contact us within one month of the date of this letter we may not be able to change the decision from the date you contact us. Our telephone number and address are on the front page of this letter.

You can appeal against this decision, but you cannot appeal until we have looked at the decision again. We call this a **Mandatory Reconsideration**.

You, or someone who has authority to act for you, can

- ask for an explanation of the decision
- ask for a written statement of reasons for the decision, if we have not already sent one
- ask us to look at the decision again to see if it can be changed.

There may be some facts you think we have overlooked or you may have more information which affects the decision.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a **Mandatory Reconsideration Notice**. This will include the information you need to be able to appeal.

Claiming other benefits

Pension Credit

You may be able to get Pension Credit. The minimum age you can get Pension Credit is rising, linked to the changes to women's State Pension age. For more information visit www.gov.uk/calculate-state-pension. You can apply by contacting The Pension Service on **0800 99 1234**. People with speech or hearing problems using a textphone can dial **0800 16 90 133**.

Lines are open 8am to 6pm Monday to Friday (except Bank Holidays). You can also apply on the internet at www.gov.uk/pension-credit

Housing Benefit and Council Tax reduction

If you pay rent or Council Tax, you could qualify for Housing Benefit or a reduction in your Council Tax. For more information about Housing Benefit or if you wish to apply for a reduction in your Council Tax please contact your Local Authority.

Other help you may be entitled to

You may be able to get help with paying for things like prescriptions, glasses and dental treatment. If you want to know more about this contact Jobcentre Plus.

You can also get information from www.gov.uk or by contacting the Department of Health customer contact centre on **0845 850 1166**.

About National Insurance contributions

At the moment you do not have enough National Insurance contributions or credits to get Employment and Support Allowance. If you pay National Insurance contributions or get National Insurance credits in a later tax year, you may become entitled to Employment and Support Allowance.

If you think you may be entitled to benefit in the future because of additional National Insurance contributions or credits, you can claim again at the start of the next benefit year. A benefit year starts on the first Sunday in January.

If you

- work and pay National Insurance contributions, or
- claim Carer's Allowance

at any time from 6 April , you must get in touch with us in January of next year.

More information

If you want to ask us anything about this letter, please get in touch with us. Our phone number and address are on the front of this letter.

You can also get further advice from your local welfare rights service, such as Citizens Advice Bureau.

Our service standards

At Jobcentre Plus we aim to provide a high standard of customer service at all times. Details of the standard of service you can expect from us can be found on our website at www.gov.uk/browse/benefits

You can access our website from many libraries.

For more information please contact Jobcentre Plus.

Please keep this letter for your information.