

DWP Policy Group Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2019/28995

12 August 2019

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 2 August. You asked:

Please could i have a copy of the Agent Led Process for requests to switch from a Digital claim to a non digital claim. After the first assessment period or second assessment periods and so on and so forth. In which they have received payments. Providing the instructions for agents to follow in such a scenario.

DWP Response:

I can confirm that the Department holds some of the requested information.

Please find attached information about Universal Credit claims by phone and Universal Credit assisted digital overview.

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Policy Group Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745