

09 Closing the Customer Compliance case

Closing the Case

1. The case must not be closed on FRAIMS until a decision on all benefits have been returned.
2. To [close](#) the case the CCSO must take the following action as per 'Closing a Fraud/Customer Compliance Case' instructions in the FRAIMS guidance:

Step	Action
1	Ensure all activities on FRAIMS have been set to done and note that the case has been returned including any paperwork or files.
2	check that the outcome, the outcome result and the Date of Outcome have been recorded on FRAIMS;
3	retain the relevant documents and file as per local filing arrangements. If your office does not retain Customer Compliance documents, send the Customer Compliance documents as Non Associated Post (NAP) to the relevant benefit parent file at Heywood DMC.

Update the IT systems

3. Update Notepad on the relevant benefit payment system to record that compliance activity is complete. Record the following:

Step	Action
1	replace 'case selected' with 'Customer Compliance interview completed on (insert date).
2	in cases where a benefit decrease and/or increase and overpayment occurs record 'Customer Compliance interview completed on (insert date), benefit decrease and/or overpayment occurred'.
3	amend the deletion date on 'Notepad' to 14 months from the date the Customer Compliance case was closed.

Document retention

4. Customer Compliance documents should be treated as supporting documents and retained for the same period as benefit documentation. Documents should be destroyed 14 months after benefit entitlement ends (subject to the claim being an exception case). See the [DWP Benefits Document & Data Retention Guide](#).

Post closure action for non Jobcentre Plus benefits

5. The following action should be taken once Customer Compliance activity has been completed:

Post closure action for Pension, Disability and Carers Service only cases

6. For Pensions cases only do not file the documents locally. Send the Customer Compliance file to the Programme Protection Team at the appropriate Pension Centre via a single point of contact (SPOC) to store.

More than one benefit is in payment

7. Additional action is required if there is more than one benefit in payment.

Post closure action for Jobcentre Plus and Pension, Disability and Carers Service benefits in payment

8. If both a Jobcentre Plus benefit and DLA or CA are in payment, take the following action:

Step	Action
1	issue a copy of the MF47 statement to the PDCS Operational Intelligence Unit (OIU) (this is not required if an allegation of L/T &/or capital is received); and
2	following all action file the original documents as per local filing arrangements. If your office does not retain Customer Compliance documents, send the Customer Compliance documents as Non Associated Post (NAP) to the relevant benefit parent file at Heywood DMC.

Post closure action for Jobcentre Plus and all Pension, Disability and Carers Service benefits in payment

9. If Jobcentre Plus and Pension, Disability and Carers Service benefits are all in payment, take the following action:

Step	Action
1	issue a copy of the MF47 statement to the PDCS OIU;
2	on completion of all activity, update the closure sheet; and
3	file the original documents as per local filing arrangements. If your office does not retain Customer Compliance documents, send the Customer Compliance documents as Non Associated Post (NAP) to the relevant benefit parent file at Heywood DMC.