

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

jobcentreplus

Department for
Work and Pensions

<<ClientTitle>> [[AutoCase(Mc,Mac)||<<ClientInitials>>
<<ClientSurname>>]]
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www.gov.uk

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YYYY)||<<SystemDate>>]]

Your Jobseeker's Allowance has been temporarily stopped

Dear <<ClientTitle>> <<ClientSurname>>

When we met, we said you might not be doing everything required to get Jobseeker's Allowance and National Insurance credits.

We're now reviewing your claim because from <<DateRange>>
<<ES48Text>>.

We're looking at all the information we have, to decide how this will affect your claim.

While we make our decision

- You need to take part in all meetings we've asked you to go to including signing on as usual. If you don't, you could risk your

You won't get any
Jobseeker's Allowance
until we make a decision
on your claim.

Most people get the
decision within 1 week.

You don't need to contact
us.

claim being closed.

- If you don't have enough money to live on while we're making our decision, you might be able to get a hardship payment. Call the number at the top of this letter to find out more.

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What will happen when we've made our decision?

We will write to you again as soon as we've looked at all the information we have, to tell you our decision.

If we decide you've done what's required, we will pay any Jobseeker's Allowance you are due for the time it was stopped.

If we decide you haven't done what's required, we won't pay Jobseeker's Allowance for the time it was stopped, and your claim will close.

If you made a joint claim for Jobseeker's Allowance, you must share this information with your partner.

Getting help and support

Tell us if you don't understand this letter. We can give you information in a different way, or in a different format such as large print. Please talk to your work coach at your next meeting if you have any questions.

Yours sincerely,
Office manager

If your claim is closed

This will affect your Housing Benefit and Council Tax reduction so contact your local council straight away. They'll tell you what you need to do next.

You can make a new claim for Jobseeker's Allowance but you must be available for work and ready to do all you can to find work.

Jobseeker's Allowance might not be paid at the start of a new claim for up to 4 weeks. This could increase to 13 weeks if your benefit has already been stopped in the last 52 weeks. We call this a sanction.

A claimant commitment is a Jobseeker's Agreement for the purpose of section 1(2)(b) of the Jobseekers Act 1995.

Where can I find more information?



Visit our website at **www.gov.uk/jobseekers-allowance** to find out more about sanctions, hardship payments and what to do if you think our decision is wrong.



For free advice about managing money, visit **moneyadvice.service.org.uk/uc**

You might also get help from your local council through the local welfare assistance scheme.

About QR codes



These square barcodes open a specific website, saving you typing in long web addresses.

You can get a free app to scan QR codes on most smartphones.

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.

Call charges

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.
