

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

<Title> <Initial> <Surname>  
<Address1>  
<Address2>  
<Address3>  
<Address4>  
<Postcode>

**www.gov.uk**

Telephone: 0800 328 9344  
Textphone: 0800 328 1344

19 March 2015

## Keep your joint Universal Credit payment

Your partner needs to accept their claimant commitment

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Dear <Title> <Surname>

On <Date> we talked to your partner about your joint Universal Credit claim. We also talked to them about how they can have the best chance of finding work or earning more. We added the things they can do to their claimant commitment.

### Your commitment, our support

In return for you and your partner accepting and doing the things in your claimant commitments, we help you both find and get on in work. This help includes your Universal Credit payment.

Your partner hasn't yet accepted their claimant commitment. To accept it, they just need to call us by <Date>. That way we can keep giving you both our full support.

### Changing the claimant commitment

If your partner disagrees with what the claimant commitment asks them to do, they should still call us by this date. We could change the claimant commitment if we agree with what they tell us.

Yours sincerely

Office manager

**To keep getting our support, including your joint Universal Credit, your partner should call us on the number above to accept their claimant commitment.**

If they don't do this by <Date> we can no longer give you this support and your Universal Credit payments will end.

In rare cases, such as emergencies, we may be able to give you more time.

## **Equality and diversity**

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

## **Call charges**

Calls to 0800 numbers are free from landlines and mobiles.