

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



Department for
Work and Pensions

<<ClientTitle>> [[Autocase(Mc)|<<ClientInitials>>
<<ClientSurname>>]]
[[TidyList|<<ClientAddressLine1>>
<<ClientAddressLine2>>
<<ClientAddressLine3>>
<<ClientAddressLine4>>
<<ClientAddressPostcode>>]]

<<AppointmentOfficeName>>
[[TidyList|<<AppointmentOfficeAd
dressLine1>>
<<AppointmentOfficeAddressLine
2>>
<<AppointmentOfficeAddressLine
3>>
<<AppointmentOfficeAddressLine
4>>
<<AppointmentOfficeAddressPost
code>>]]

www.gov.uk

Telephone:
[[StartsWith(0)|<<AppointmentOffi
ceSTDCode>>]]
<<AppointmentOfficeTelephone>>

Textphone:
[[StartsWith(0)|<<AppointmentOffi
ceSTDCodeTextPhone>>]]
<<AppointmentOfficeTextphone>>

This is a Jobseeker's Direction
You need to take action

[[Format(DTH MMMM
YYYY)|<<SystemDate>>]]

Please turn over for important information

Dear <<ClientTitle>> [[AutoCase(Mc)||<<ClientSurname>>]]

1. To help you get a job we have arranged for you to

<<DirDetails>>

If you're not sure how to do this, or need help, contact your work coach straightaway.

If you don't take this action

You need to tell us why you didn't do what we asked. You can tell us at your meeting or contact your work coach at any time. Your payments will stop for 4 or 13 weeks if we decide you didn't have a good reason. We call this a sanction.

2. You must come and talk to your work coach about the action you've taken. That's why we've set up a meeting.

You'll talk with your work coach about the activity you've done and together you'll agree your next steps towards work.

Your meeting is with:

On this date: [[Format(DTH MMMM YYYY)||<<DirDeadline>>]]

At this time: [[Format(HH:MM)||<<lvwTime>>]]

Location: <<AppointmentOfficeName>>,
[[TidyList||<<AppointmentOfficeAddressLine1>>,<<AppointmentOfficeAddressLine2>>,<<AppointmentOfficeAddressLine3>>,<<AppointmentOfficeAddressLine4>>]]

Postcode: <<AppointmentOfficeAddressPostcode>>

If it's your signing day you don't need to visit us for signing at a different time. You'll sign on at the meeting.

Before your meeting, call or email your work coach using the details they have given you if:

- you can't get to your meeting, we may be able to change it if you have a good reason
- you need help with costs, like registered childcare, replacement registered adult care or travel if it's not your usual signing day
- you need help to arrange an interpreter or need support in another way to communicate

At your meeting

You need to:

1. Take the action shown
2. Go to the meeting with your work coach

If you don't do both, and you don't have good reasons, your Jobseeker's Allowance payment will stop.

If you have any questions about this letter or you need it in a different format such as large print, please call us using the phone number at the top of this letter.

You can bring someone to your meeting if you want their support. For example, you can bring a friend, relative or support worker. They can help you talk to your work coach and check you understand what you've agreed in your meeting.

If you don't attend and take part in your meeting and you don't contact us

You have 5 working days from the date of your meeting to contact us and tell us your reason for not attending or taking part. Your claim will end if we don't hear from you. If you want to carry on getting Jobseeker's Allowance and National Insurance credits you will need to make a new claim.

If you don't take part in your meeting but you do tell us your reason within 5 working days of your meeting

If we decide you have a good reason we will re-book your meeting and your payment will continue as long as you are available for work and still doing everything you reasonably can to find a job.

If we decide you don't have a good reason your Jobseeker's Allowance payment and National Insurance credits will stop. We call this a sanction.

If this happens, you will either lose your Jobseeker's Allowance payment and National Insurance credits for 4 weeks

Or

You will lose your Jobseeker's Allowance payment and National Insurance credits for 13 weeks if you've already failed to attend or take part in a meeting without good reason. Or, if you've already done at least one of the other things listed in your My Work Plan booklet leading to a lower level sanction (in the 'My Responsibilities' section) in the last 52 weeks **and**

- you had a sanction for this **and**
- there is a gap of at least 2 weeks between the date of the earlier failure and the date of the current failure.

Your claimant commitment and your My Work Plan booklet tell you more about this.

It's important that you check with your work coach if you're not sure how a sanction could affect you.

What else you need to do

You need to attend and take part in meetings, and do all you can to look for work even if you already have a sanction. If you don't, your payment could stop for longer.

We look forward to seeing you.

Yours sincerely,

Office manager

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.

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 on your landline or mobile phone contact.

Housing Benefit and Council Tax Reduction

If you get Housing Benefit or Council Tax Reduction, keep in touch with your local council. Tell them about any changes to your circumstances including if you get a sanction. They'll tell you if you need to do anything else.
