

## **Claimant Due to Attend immediate WFI**

### **Claimant attends on time for the Financial Assessment Interview**

1. When the claimant attends on time for the Financial Assessment interview ahead of their immediate WFI, their claim to benefit is checked. See
  - Verification of Identity; and
  - Checking the Claim.

### **Claimant attends too late for the Financial Assessment Interview**

2. If the claimant attends late for the Financial Assessment interview, but attends in time to be seen by the Personal Advisor (PA) for the New Jobseekers Interview (NJI), the action to take will depend on the time left available.
3. If the claimant is claiming Jobseekers Allowance (JSA) or Income Support (IS) as a lone parent, a customer statement will not have been posted to them. If there is time, you must through the identity checks and the customer statement check their benefit claim. Take any supporting evidence and any secondary claim forms from the claimant.
4. If there is not enough time, the claimant must be asked to come back at the end of the NJI/WFI to complete all activities not taken earlier.

### **Non-JSA Claimant fails to attend the Financial Assessment Interview, And the Work Focused Interview**

5. Where a non-JSA claimant does not attend either the Financial Assessment Interview or the Work Focused Interview (WFI book them a second appointment).
6. If a non-JSA claimant fails to attend the WFI for the first time they do not have to show good cause but will in their subsequent WFI.

### **JSA claimant fails to attend the Financial Assessor Interview and the New Jobseeker Interview**

7. If the claimant fails to attend the Financial Assessment Interview and NJI, see
  - Claimant fails to attend a Rapid Reclaim interview; and
  - Claimant fails to attend the New Jobseeker's Interview

### **Claimant does not wish to continue with their claim**

8. During the Financial Assessor meeting the claimant may decide that they no longer wish to claim any Jobcentre Plus benefits.
9. For both JSA and non-JSA claimants:
  - A signed statement will be needed from the claimant stating that they no longer wish to claim.
  - The claim should be withdrawn on CMS.

This is in case of any future misdirection cases.

- The CMS/LMS interface will automatically update the JP marker in LMS to "Exit", and will update the destination option to 'First Contact Claim not

Made' and the reason for withdrawing the claim will be automatically updated in 'Conversations'.

- See Evidence Requirements for more information on withdrawing claims.

### **Claimant wishes to withdraw their Claim(s)**

10. If the claimant decides to withdraw their claim(s) to Primary benefits but wishes to continue with their HB/CTB claim **a JSA460 must be completed and sent to the Local Authority with any supporting evidence.**