

Information for the claimant and Interviewer

Terry did not attend his Work Search Review, which was booked for 16.00 yesterday. He received a To-do which said:

**You need to contact us to explain why you missed this appointment and to book another one. Attending your appointments is something you committed to do in return for receiving Universal Credit. If you do not attend your appointments, without what we believe is a good reason, your payment could be affected.**

Terry has now contacted you as directed.