

Jobseeker's Allowance

Your reference is [REDACTED]
Please tell us this number
if you get in touch with us

04589 [REDACTED]

Phone 0845 6003115
TEXTPHONE for the deaf/hard of
hearing ONLY 0845 6088551

Date 29 October 2013

Dear [REDACTED]

YOUR CLAIM FOR JOBSEEKER'S ALLOWANCE

A CHANGE IN YOUR JOBSEEKER'S ALLOWANCE

We have looked at your claim again following a recent change.

We cannot pay you Jobseeker's Allowance from 18 October 2013.

This is because we recently told you that a decision would be made about a doubt:

- on your efforts to find work. We have now decided that from 18 October 2013 to 24 October 2013 you did not actively seek work.

As a result of this decision your benefit may be sanctioned if you reclaim Jobseekers Allowance.

If you are looking for work, and you intend to dispute or appeal against this decision, or to apply for hardship payments, you should continue to provide signed declarations as instructed on your ES40.

We cannot award National Insurance contribution credits for this period.

If you want a full explanation of why your Jobseeker's Allowance has changed, please get in touch with us. Our phone number and address are at the top of this letter.

OTHER HELP YOU MAY BE ENTITLED TO

You may be entitled to other help. To find out more about this ask us for leaflet INF2 "Other help you may be entitled to".

HOUSING BENEFIT AND COUNCIL TAX REDUCTION

You could get Housing Benefit or a reduction in your Council Tax. Get in touch with your local

council as soon as possible. If you are already getting Housing Benefit or a reduction in your Council Tax you should show them this letter.

WHAT TO DO IF YOU THINK THIS DECISION IS WRONG

If you think the decision is wrong, please get in touch with us by telephone or in writing, **within one month of the date of this letter.** If you do not contact us within one month of the date of this letter we may only be able to change the decision from the date you contact us. Our telephone number and address are on the front page of this letter.

You can appeal against this decision, but you cannot appeal until we have looked at the decision again. We call this a **Mandatory Reconsideration**.

You, or someone who has the authority to act for you, can:

- ask us for an explanation of the decision, or
- ask for a written statement of reasons for the decision, if we have not already sent one
- ask us to look at the decision again, to see if it can be changed. There may be some facts you think we have overlooked, or you may have further information that affects the decision.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a **Mandatory Reconsideration Notice**. This will include the information you need to be able to appeal.

If you disagree with our record of your contributions, please tell us at once. We will check your records and tell you the result. If you still disagree you can ask for a formal decision.

Jobcentre Plus staff work to offer a complete service through your Jobcentre. If you have an enquiry about your claim for Jobseeker's Allowance you will be referred to the most appropriate officer.

To claim milk tokens, from November 2004, the pregnant member of the household must obtain and complete a claim form from your local Jobcentre Plus office.

If you want to know more about how we worked out your income-based Jobseeker's Allowance, please get in touch with us. Our address and phone number are at the top of this letter.

You should keep this letter, as you must show it if you are getting help with things like free prescriptions and other National Health Service charges.

PLEASE KEEP THIS LETTER FOR YOUR INFORMATION

It will help us if you have this letter when you make any enquiries or need an explanation about the decision.

Yours sincerely


Manager

Leaflet(s) included with this notice:

Leaflet JSA9 (Hardship Leaflet)

