

Customer Service Centre
Cosham
Post Handling Site B
Wolverhampton
WV99 2FJ

www.gov.uk

Telephone: 0800 085 7133
Textphone: 0800 085 7146

Our opening hours are 8am to
6pm, Monday to Friday

04 January 2016

Please change your payment account
Call us to say where we should send future payments

Dear Mr

Currently we pay your benefits or tax credits into a Post Office card account. But we now expect you to use a bank, building society or credit union account. Most people already do this.

Using a bank account won't change when or how much you're paid - just which account your payments go into. And most bank accounts are accessible at post offices, so you shouldn't need to change how or where you collect your money.

Please call us now to switch to another account

If you already have a bank account, you should call us on **0800 085 7133** (textphone 0800 085 7146) as soon as possible. Calls are free, and we can sort everything out quickly on the phone. We will also give you a date for the change.

Or, if you can't call us, fill in the form we've sent with this letter. You can post it back to us free using the envelope provided.

Not got another account?

If you don't already have a bank account please talk to a local branch about setting one up. It's easy to do, and we can help if you call us on **0800 085 7133** (textphone 0800 085 7146).

Yours sincerely,

Office manager

More than 8 out of 10 people already have their benefits or tax credits paid into bank, building society or credit union accounts.

We're making this the standard for everyone, so please call us now on 0800 085 7133 (textphone 0800 085 7146) to join them.