

YOUR CLAIM FOR EMPLOYMENT AND SUPPORT ALLOWANCE

We cannot pay you Employment and Support Allowance from 22 September 2015.

We cannot pay you because you have not paid, or been credited with, enough National Insurance Contributions and;

You are not getting an income-related amount because;

We have used the tax years ending 5 April 2013 and 5 April 2014 to assess your claim.

We may still credit you with National Insurance contributions while claiming Employment and Support Allowance

To continue to receive Employment and Support Allowance you may need to attend a Work Focus Interview with a Personal Advisor. You will be notified of this separately if you are required to attend.

It has been confirmed you have limited capability for work. The extra money you will get is shown on the Employment and Support Allowance Award page.

You are required to immediately report any change in your circumstances to us, or the circumstances of your partner if you have one.

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.

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.