

Website: www.gov.uk

Owen Stevens
Owen.Stevens@royalgreenwich.gov.uk

Our Ref: Fol 3667

Date: 26th September 2017

Dear Mr Stevens,

Thank you for your Freedom of Information request of 5 September 2017. You asked:

This story refers to recent internal guidance confirming UC can be paid into a PO account: <http://www.homeless.org.uk/connect/blogs/2017/sep/04/how-will-universal-credit-claimants-experiencing-homelessness-be-paid> . Please send me a copy of this guidance.

DWP Response

The guidance relating to payment of Universal Credit into a Post office account can be found in the following guidance (the applicable extracts have been attached for ease of reference):

- **New Claims Payment account details** - from the 'New Claims Payment account details' guidance.
- **How payments are made** - from the 'All about the UC full service' guidance.
- **Universal Credit Advances payment (new claim or change of circumstance)** – from the 'Complex Needs' guidance under the heading 'Advances'.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk