

www.gov.uk/universalcredit

Telephone: 08003285644

06/12/2017

Dear

You've been paid too much Universal Credit

This is because on your circumstances changed **as you claimed Universal Credit**.

You were overpaid £1,507.64 from 11th October to 10th November.

You were overpaid £30.85 from 2nd November to 1st December for housing.

Which makes a overpayment of £1,538.49

You were underpaid £318.76 from 2nd Sept to 1st October for LCWRA award however

You were also overpaid £30.85 for housing which makes underpayment £287.91 for 2nd sept to 1st October.

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taking into account the amounts you have been underpaid £575.82 this has been deducted from your overpayment which means you have been overpaid £962.67

You need to repay

If you already have an amount to pay back, this overpayment will be added to it. We'll contact you if we need to review how much you're currently paying back.

How to pay

By Direct Debit or debit card

Telephone: 0345 850 0293
Textphone: 0345 604 6697
Monday to Friday 8am to 7:30pm
Saturday 9am to 4pm

You can pay monthly by Direct Debit or pay in full by debit card (Visa Debit, Debit MasterCard, and Maestro).

You'll need your bank, building society or card details along with this letter when you call.

It may take a few days for our records to be updated, please allow two days from the date of this letter before contacting us.

By telephone/internet banking

You'll need to use the following bank account details to make a payment:

Sort code: 60-70-80
Account number: 10025634
Reference: (National Insurance Number)

Deductions from benefits (if you receive any)

If you haven't contacted us about repaying the overpayment within **one month of the date of this letter**, money will be taken from your benefit to start repaying the amount you owe.

There's no right of appeal against these deductions.

More information

If you'd like more information about how this overpayment was worked out please contact us.

If you live in England you can get free, independent and confidential advice about benefits. You can get more information at www.gov.uk

From

Universal Credit

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

What you can do if you disagree with this decision

If you disagree with this decision, you (or the person who has the authority to act for you) can use your journal to request a written explanation. You'll need to do this **within 1 month** of the date on this letter.

If you have new information that might affect the decision or you think some information has been overlooked, you can request a mandatory reconsideration. You'll also need to do this **within 1 month** of the date on this letter. We'll look at the decision again and you'll receive a mandatory reconsideration notice telling you the outcome.

You can only appeal a decision after a mandatory reconsideration. Your mandatory reconsideration notice includes details on how to appeal.
