

If you call us, please have
the answers to your security
questions ready.

www.gov.uk/universalcredit

Telephone: 0800 328 5644
Textphone: 0800 328 1344

Your Universal Credit will not be paid from an earlier date

We have not backdated your claim

Dear 

You asked us to backdate your Universal Credit claim to 24
September 2019.

We've carefully considered your request but we cannot backdate
your claim. We only backdate claims if one of the following
reasons stopped you from claiming earlier:

- you're disabled
- you have an illness or medical condition
- the Universal Credit online service was unavailable
- your claim with your ex-partner was not allowed or ended
because they didn't accept their commitment
- you were told late that your previous benefit award was
ending

If you do not agree with this decision

You can ask us to reconsider this decision if you think we've
overlooked something. You need to do this within 1 month of this
letter.

Please read page 3 of this letter to find out what to do if you
disagree with this decision.

Yours sincerely,

How to contact us

You do not need to
contact us about this
letter but if you need to
contact us about
something else please
use your journal.

UCD300



If you disagree with a decision

You can ask us to explain why

You, or someone who has the authority to act for you, can phone us or use your journal to request a written explanation. You'll need to do this within **one month** of the date of this letter.

You can also ask us to reconsider a decision

Tell us if you think we've overlooked, or you've more, information that affects the decision. Do this within **one month** of the date on this letter.

When we've looked at what you've told us, we'll send you a letter to tell you what we've decided and why. We call this letter a 'Mandatory Reconsideration Notice'.

When you've done this you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the 'Mandatory Reconsideration Notice' before you start an appeal.

Call charges

Calls to 0800 numbers are free from landlines and mobiles.

Equality and Diversity

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.

How DWP collects and uses information

We will treat your personal information carefully. We may use it for any of our purposes. To learn about your information rights and how we use information, please see our Personal Information Charter at GOV.UK.

