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## **We have many different ways we can communicate with you.**

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

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### **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.

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### **Call charges**

Calls to 0800 numbers are free from landlines and mobiles.

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### **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.

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### **Taking part in research**

Take part in research to help us improve this service. If you're selected you will get a £40 Love to Shop voucher. Taking part in research will not affect your benefits in any way. To sign up, type [getinvolved.dwp.gov.uk/digital/6f0bc415/](https://getinvolved.dwp.gov.uk/digital/6f0bc415/) into your browser and enter your details.

Entering your details to this research website is in no way linked to your Universal Credit claim.

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