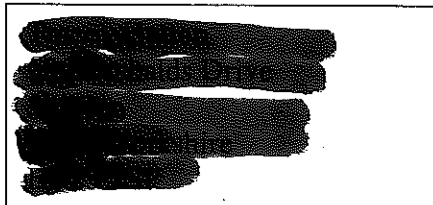




Part of the Department
for Work and Pensions

www.jobcentreplus.gov.uk



Sunderland BC
MAIL HANDLING SITE A
WOLVERHAMPTON
WV98 1PF

CITIZENS ADVICE
CRAVEN OFFICE
RECEIVED ON

22 JUL 2016

RECEIVED BY

Our Phone number is
0345 6088545

If you have a textphone, you can call
us on
0345 6088551

If you get in touch with us, tell us this
reference number [REDACTED]
Date 14/7/16

Dear [REDACTED]

Regarding your mandatory reconsideration request. I am unable to change the decision to take into account your holiday pay in May. Benefit entitlement is calculated using all income into your household at that time. It would have been unfair to take money into account in the months you hadn't received it and this would have penalised your benefit more.

I hope this clarifies the situation for you

Yours sincerely

[REDACTED]
Benefit Processor
Sunderland BDC