

If you call or write to us, please use this reference:



Department
for Work &
Pensions

www.gov.uk

Telephone: 0345 608 8545
Textphone: 0345 608 8551

Important: You have been paid more benefit than you're entitled to. You now need to pay this back

02 March 2017

Dear Miss [REDACTED]

Opening hours
Mon to Fri 8am to 6pm

We wrote to you on 02 March 2017 about a change to your Employment and Support Allowance (ESA). As a result of this change you have been overpaid and now need to repay this money.

Overpayment of
Employment and
Support Allowance (ESA)

Total to pay:
£487.79

We have also applied a Civil Penalty of £50.00 to the money you owe us, see page 3 for more details.

Amount overpaid:
£437.79

You are now in a minority of people who have received money they are not entitled to.

Period of overpayment:
[REDACTED]

Civil Penalty amount:
£50.00

You were overpaid because on [REDACTED] your circumstances changed and you didn't tell the office that paid your benefit straightaway that you had worked.

Action
Act now to set up your repayment

Social Security law requires DWP to recover this money from you. Most people have already made arrangements to pay back their overpayment. You have a number of options available to you to repay this overpayment and your civil penalty.

☒ Please choose your preferred option)

☐ **Pay the money you owe us**

You can do this quickly and conveniently by contacting the Debt Management team directly on **0345 850 0293** or using your internet banking (see page 4 for details).

☐ **Pay the overpayment through an affordable regular payment**

If you are not able to pay the full amount now, we can agree for you to pay weekly or monthly payments. To do this, contact us now on **0345 850 0293**.