

47 Isabel Grove
Liverpool
L13 8dh

FREEPOST DWP
Universal Credit Full Service

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

We owe you some money

Dear Daniel Ryan

We've decided you're entitled to Universal Credit of £394.36 from 11 June 2021 to 10 July 2021. This is because a change to your overall award.

We've already paid you Universal Credit of £271.10 from 11 June 2021 to 10 July 2021.

We owe you £123.26. This is the amount left after taking away the Universal Credit we've already paid you.

We'll pay £123.26 into your bank account.

You must tell us about changes

Reporting changes in your circumstances is something you committed to do in return for receiving Universal Credit. You need to tell us promptly about any changes in your circumstances that might affect your payments.

Help and advice

Contact us if you have any questions about this.

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

10 November 2021

**Use your journal to
contact us if you have
any questions.**

You can also call us on the number above. To speak to an agent in Welsh, please call: 0800 328 1744.

**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.

Please turn over

Yours sincerely,

Universal Credit

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 will 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 have more information, or if you think we have overlooked something which might change the decision. Do this within one month of the date on this letter.

We will look at what you tell us and send you a letter to tell you what we have decided, and why. We call this letter a Mandatory Reconsideration Notice.

When you have 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.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on **www.gov.uk**

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at **www.gov.uk/dwp/personal-information-charter**