

Birkenhead

Office Queue

Filters

Benefit type

- ☒ ESA
- ☐ IS

Handover type

- ☒ Maintenance
- ☐ New claims
- ☐ STBA - New claims

Handover reasons

- ☐ New claims
- ☐ New claims ncb
- ☒ WCA
- ☒ WCA DM'S
- ☒ WCA None callbacks
- ☐ None WCA DM's

Status

- ☐ Allocated
- ☐ Unallocated
- ☐ Call back required
- ☐ None call back

Escalation

- ☐ Escalated

Apply filters

Items

24

Applied filters

ESA Maintenance WCA WCA DM'S WCA None call backs

<div>EXPIRED</div> <div>20/06/2018 9:05am</div> <div>Allocated / Callum Dalton(1)</div> <div>Agent unavailable</div> <div>Escalated enquiry</div>	<div>Christine Dixon ZZ123456B - ESA / New claims / WCA</div> <div>Customer went abroad on the 12/03/18 - 09/04/18 customer's claim suspended mother states rec'd a call and filled out the form over the telephone, please can this be looked into as the customer now getting desperate for money, call the number 0745 000 0000</div>
<div>EXPIRED</div> <div>20/06/2018 9:15am</div> <div>In-progress / Grant Hopper(2)</div> <div>Escalated enquiry</div>	<div>Adam Brown AA123456B ESA / New claims / Payment</div> <div>SSQCCJS 13:54 A H/O WAS SENT TODAY BUT NOT HAD C/B SO NOW DOING AS A 1HR CB CLTS WANTS HIS PAYT EARLY DUE TO CIRCUMSTANCES SAYS HAS BEEN ATTACKED AND PUT IN EMERGENCY ACCOM, HAS TRIED TO GO THROUGH WELFARE AND CRIS BUT THEY WONT PAY ADV, WE DONT DO....</div>
<div>EXPIRED</div> <div>20/06/2018 9:15am</div> <div>In progress / Imogen thomas(1)</div> <div>Escalated enquiry</div>	<div>Grace Haris AA123456B ESA / New claims / WCA DM's</div> <div>Please treat as urgent ESC was sent on the 14th, cust yet to recv a call Bck, He is struggling financially, pleasr call cust as a matter of urgency</div>
<div>EXPIRED</div> <div>20/06/2018 9:05am</div> <div>Allocated / Alex Black(1)</div>	<div>Eddie Frost ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 10:05am</div> <div>Allocated / Ellie Fuller(1)</div>	<div>Grace Harris ZZ123456C - ESA / New claims / WCA</div> <div>Med 3 attached 22/02/18 – 22/03/18 – change of GP</div>
<div>EXPIRED</div> <div>20/06/2018 10:08am</div> <div>In progress / Grant Hopper(2)</div>	<div>Ian Jackson ZZ123456C - ESA / New claims / WCA DM's</div> <div>Change in bank details / change of address</div>
<div>EXPIRED</div> <div>20/06/2018 11:05am</div> <div>Allocated / Kevin Lambeth(1)</div>	<div>Eddie Frost ZZ123456C - ESA / New claims / WCA</div> <div>FE attached 20 pages as listed below : Hospital report pages 1 – 9, GP letter 10-11, 12 – 20 customer statement.</div>
<div>EXPIRED</div> <div>20/06/2018 11:15am</div> <div>Allocated / Mabel Newton(1)</div>	<div>Simon Twigg ZZ123456C - ESA / New claims / WCA none call backs</div> <div>Information attached as requested by Hyde BC: Mortgage details</div>
<div>EXPIRED</div> <div>20/06/2018 12:35pm</div> <div>Allocated / Olive Potter(1)</div>	<div>Dean Derby ZZ123456C - ESA / New claims / WCA</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 12:40pm</div> <div>Unallocated</div>	<div>Jack Ogdan ZZ123456C - ESA / New claims / NONE WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 12:45pm</div> <div>Unallocated</div>	<div>Mary Decar ZZ123456C - ESA / New claims / WCA</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 12:54pm</div> <div>Unallocated</div>	<div>Nicola Bolan ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 1:05pm</div> <div>Unallocated</div>	<div>Paul Smith ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 1:25pm</div> <div>Unallocated</div>	<div>Gary Darcy ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 1:35pm</div> <div>Unallocated</div>	<div>Mo Farah ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 2:25pm</div> <div>Unallocated</div>	<div>Peter Jones ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 3:25pm</div> <div>Unallocated</div>	<div>Helen Sullivan ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 9:05am</div> <div>Unallocated</div>	<div>Claire White ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 4:25pm</div> <div>Unallocated</div>	<div>Troy Spillman ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>EXPIRED</div> <div>20/06/2018 4:45pm</div> <div>Unallocated</div>	<div>Tracy Spencer ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>1 hour 10 mins</div> <div>21/06/2018 9:05am</div> <div>Unallocated</div>	<div>Taylor Renolds ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>1 hour 40 mins</div> <div>21/06/2018 9:35am</div> <div>Unallocated</div>	<div>Guy Martin ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>1 hour 50 mins</div> <div>21/06/2018 9:45am</div> <div>Unallocated</div>	<div>Jackie Parker ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>
<div>2 hours 10 mins</div> <div>21/06/2018 9:55am</div> <div>Unallocated</div>	<div>Gavin Eldar ZZ123456C - ESA / New claims / WCA DM's</div> <div>Payment due last week, customer checked account and payment is still outstanding</div>

