

Disability and Carers Service

Website: www.direct.gov.uk/disability

Dr Cora Vials Moore
2 Coronation Dr
Crosby
Liverpool
L23 3BN

Disability Living Allowance

Your reference is PT543274C
Please tell us this number
if you get in touch with us

Disability Benefit Centre 4
Post Handling Site B
Wolverhampton
WV99 1BY

Phone 0345 7123456
TEXTPHONE for the deaf/hard of
hearing ONLY 08457 224433

Helpline Opening Hours
07:30 - 18:30 Monday - Friday

Date 13 Nov 2017

Dear Dr Vials Moore

ABOUT YOUR PAYMENT

You are dealing with a claim for Gwendolyn Vials Moore.
Remember that the information in this letter is about them.

How you will get your money

We will pay £574.40 into your account.

This is for the Disability Living Allowance that we owe you
from 25/10/2017 to 21/11/2017.

This includes a Christmas Bonus for 2017 of £10.00.

We have sent you another letter to tell you more about
entitlement to Disability Living Allowance.

We will pay the money into the account that you have told us
about by 21/11/2017.

If you do not receive your payment by the expected date
please contact us on the number at the top of this letter.

We will continue paying your Disability Living Allowance
into your account.

Changes you must tell us about

The changes that you must tell us about are shown on a
separate page.

Please note - We may look at your award again from time
to time to make sure that you are getting the right amount
of DLA. This means that if the amount of help you need has
changed, your award may increase, decrease or stop
altogether. If there has been no change in the amount of
help you need then your award will stay the same.



Department
for Work &
Pensions

If you get in touch with us tell us this
reference number **PT543274G**

Website: www.gov.uk

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2 Coronation Dr
Crosby
Liverpool
L23 3BN

Disability Benefit Centre 4
Post Handling Site B
Wolverhampton
WV99 1BY

Our phone number **03457 123456**
 08457 123456

If you have a
textphone **08457 224433**

08:00 - 18:00 Monday - Friday

Date 13 November 2017

About Disability Living Allowance

Dear Dr Vials Moore

I am writing to you about Miss Gwendolyn Joy Vials Moore.

In the rest of this letter we use the word 'you' as if we were writing to the person who has an illness or disability.

You contacted us on 10/07/2017 about a change in your circumstances for Disability Living Allowance.

We have looked at the facts, evidence and the points you raised. As a result we have changed the decision.

You are now entitled to Disability Living Allowance.

Help with getting around

From 22/08/2017 to 21/08/2021 (both dates included):

You are entitled to the higher rate because you are virtually unable to walk considering the distance, speed, manner and time you are able to walk without severe discomfort.

Help with personal care

From 22/08/2017 to 21/08/2021 (both dates included):

You are entitled to the highest rate because you need attention with bodily functions several times at short intervals right through the day. And you also need attention with bodily functions more than once a night or once for a prolonged period.

For children under the age of 16, any attention, guidance, supervision or watching over they require must be substantially greater than that required by children of the same age and without disabilities.

We are sending you another letter about how you will get your money and how much it will be.



You, or someone who has the authority to act for you, can:

- ask us for an explanation of the decision, or
- ask for a written statement of reasons for the decision, if we have not already sent one.
- ask us to look at the decision again, to see if it can be changed. There may be some facts you think we have overlooked, or you may have further information that affects the decision.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a **Mandatory Reconsideration Notice**. This will include the information you need to be able to appeal.



**CERTIFICATE OF ENTITLEMENT TO
DLA.**

Serial Number 0543274

This certificate confirms that Miss Gwendolyn Joy Vials Moore is in receipt of the Higher Rate Mobility Component of Disability Living Allowance (DLA) from 22/08/2017 to 21/08/2021 (both dates included) and is eligible to apply for a free vehicle tax disc.

**IMPORTANT. Please keep this certificate safe. You will need it to
renew your free vehicle tax disc each year.**

What to do next

Please read the enclosed Driver and Vehicle Licensing

Agency (DVLA) leaflet. It explains how to use this certificate to
apply for your free vehicle tax disc and how to renew the tax disc
each year.

**IMPORTANT. Do not return this certificate to the
Department for Work and Pensions.**

**IMPORTANT. If your entitlement to the Higher Rate Mobility Component of
Disability Living Allowance stops you must return your free vehicle tax
disc and this certificate to DVLA at Swansea, SA99 1AL.**