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HOUSE
ROAD
STREET
TOWN
M33 8LL



The Pension Service 8
Post Handling Site B
Wolverhampton
WV99 1AN

Telephone: 0800 092 9999
Textphone: 0800 169 0133

Letter reference: PC32

30 March 2023

Your Pension Credit application was not successful SAMPLE LETTER

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else, please telephone 0800 99 1234 or textphone 0800 169 0133.

Dear Mrs Benson

You are not currently entitled to Pension Credit.

You asked us to consider your application from 23 November 2022.

On this date your weekly State Pension amount of £188 was more than the minimum guaranteed income of £182.60 that Pension Credit provides. This guaranteed income is set for you by the government.

Yours sincerely

The Pension Credit team

If anything changes

You can apply for Pension Credit again if your circumstances change. The minimum income that is set for you will change if anyone moves into your home, or if you start getting any of the following:

- Attendance Allowance

- Carer's Allowance
- the middle or highest rate from the care component of Disability Living Allowance (DLA)
- the daily living component of Personal Independence Payment (PIP)
- Armed Forces Independence Payment

About Pension Credit

You can find out more about Pension Credit at **www.gov.uk/pension-credit**

Other help you could get

There is other help that you could get if you:

- have a disability
- need help with your living costs such as paying rent or Council Tax
- need help heating your home

To find out what other help you could get, visit **www.gov.uk/benefits-calculators**

You could also get free bus travel.
www.gov.uk/apply-for-elderly-person-bus-pass

Automated decision making

This decision is based solely on automated processing.

You, or someone who has the authority to act for you, can phone or write to us within one month of the date you receive this letter to ask a Decision Maker to reconsider our decision, or to take a new decision not based solely on automated processing.

If you disagree with a decision

You, or someone who has the authority to act for you, can phone or write to us within one month of the date on this letter to ask us to explain our decision.

If you think this decision is wrong you can ask us to reconsider it. Tell us if you have more information, or you think we have overlooked something which might change the decision. Do this within one month of the date on this letter. A Decision Maker will look at what you tell us

and send you a letter to tell you what they have decided, and why. We call this letter a Mandatory Reconsideration Notice.

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.

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 visit [**www.gov.uk/dwp/personal-information-charter**](https://www.gov.uk/dwp/personal-information-charter)