



Department
for Work &
Pensions



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HOUSE
ROAD
STREET
TOWN
M33 8LL



21 August 2023

Your Pension Credit application was not successful

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio, or something else, please telephone 0800 092 9999 or textphone 0800 169 0133

Dear Jane Smith,

Unfortunately, you are not currently entitled to Pension Credit.

You asked us to consider your application from 1 August 2023.

You get a State Pension and pensions from Tesco and Morrisons.

We have worked out that these pensions give you a weekly income of £215.42.

This is more than the guaranteed income of £201.05 that Pension Credit provides. This guaranteed income is set for you by the government.

If something changes

You can apply for Pension Credit again if certain things change. The guaranteed income that is set for you could 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)
- the daily living component of Adult Disability Payment (ADP)
- Armed Forces Independence Payment

Yours sincerely,

The Pension Credit team

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**

If you disagree with our 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.

Automated decision making

We have made this decision using an automated system that is programmed to process the information you have given to DWP.

If you would like us to look at this decision not using an automated system, you, or someone who has the authority to act for you, can contact us within one month of the date on this letter.

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, visit **www.gov.uk/dwp/personal-information-charter**

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, visit **www.gov.uk/guidance/equality-act-2010-guidance**

Call Charges

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