

PAC team book an
appointment for the
claimant at the jobcentre

Application: Digital

Team: Jobcentre

Role: PAC

Appointments to book

Name	Status	Application submitted	
Donald Duck	NEW CLAIM	4 July, 9:05am	 Special rules
Minnie Mouse	NEW CLAIM	4 July, 9:05am	 Special rules
Fred Flintstone	NEW CLAIM	4 July, 9:05am	
Sponge Bob	NEW APPOINTMENT NEEDED	3 July, 9:05am	
Top Cat	NEW CLAIM	3 July, 11:09am	
Micky Mouse	NEW CLAIM	3 July, 11:10am	
Barney Rubble	NEW CLAIM	3 July, 12:50pm	
Daffy Duck	NEW APPOINTMENT NEEDED	3 July, 12:40pm	
Lois Lane	NEW CLAIM	3 July, 9:30pm	
Clark Kent	NEW CLAIM	3 July, 9:50pm	
Clark Kent	NEW CLAIM	4 July, 7:00am	

PAC team look at a list of claims that need booking.

[◀ Back](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

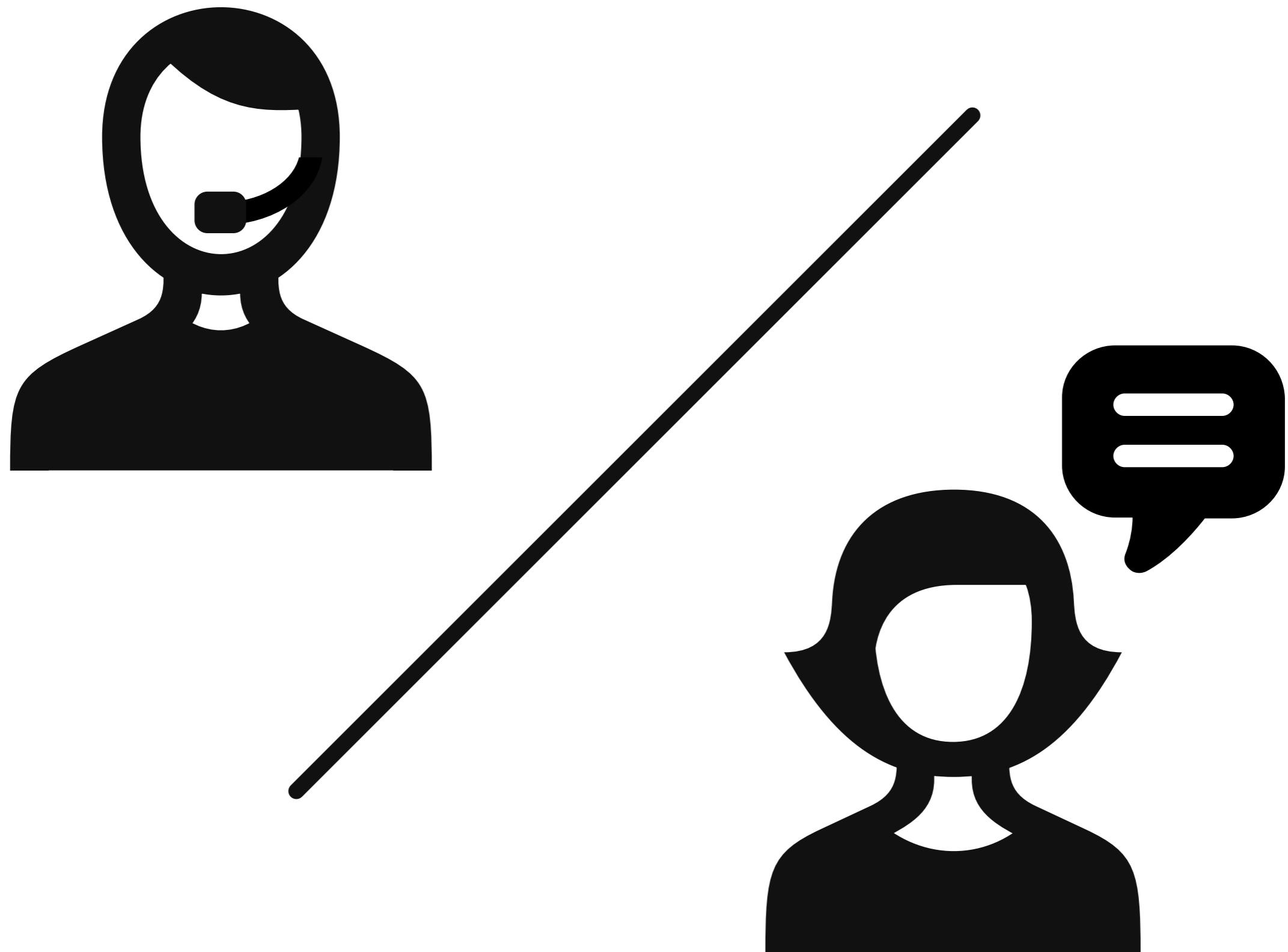
Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

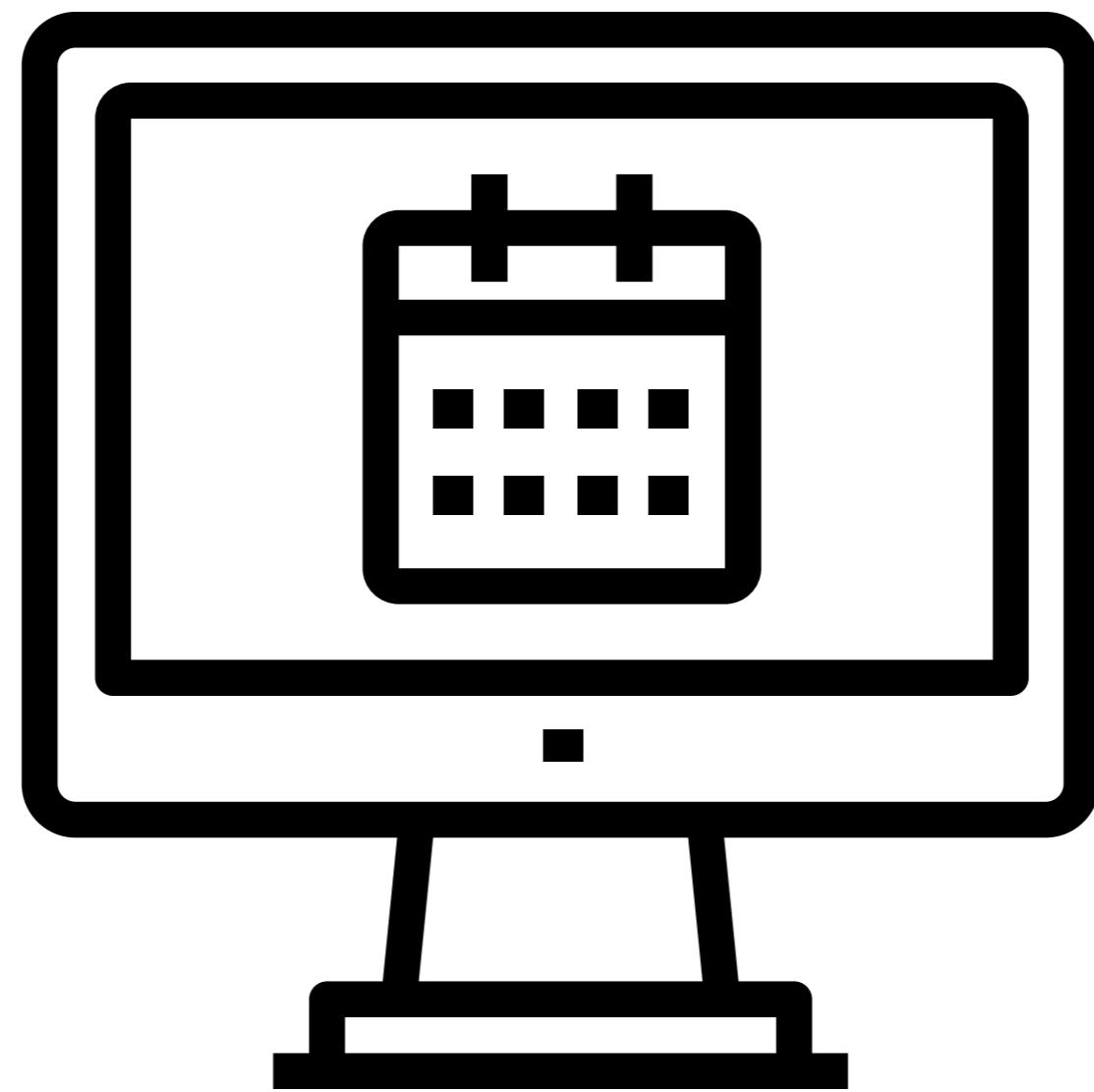
Claim submitted

22 August 2019 at 10:30pm

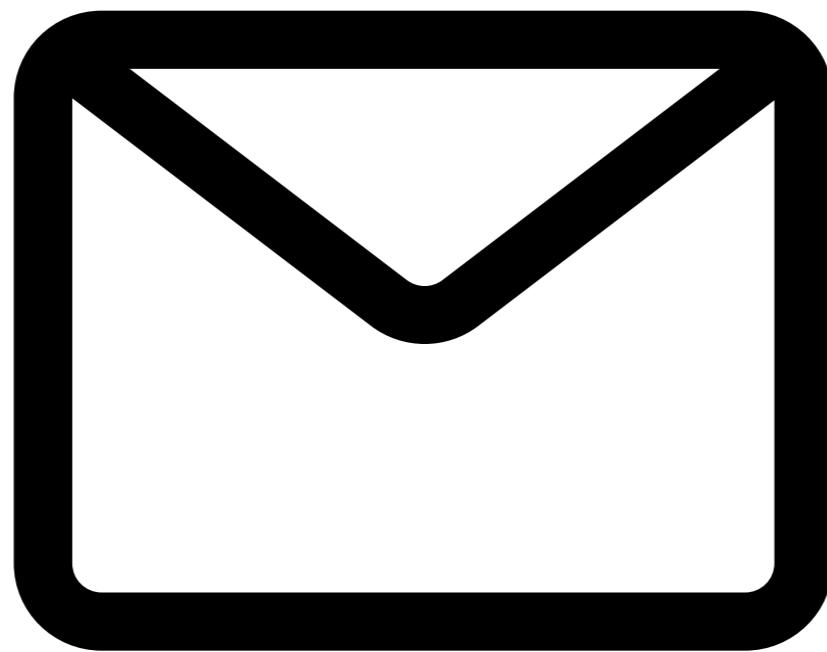
They go into a claim to see information the claimant needs to bring and finds contact details.



They call the claimant to make an appointment.



They record details of this appointment in the system they use.



claimants@email.com

An auto-generated email is sent to the claimant with the appointment details and what to bring

[◀ Back](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Claim submitted

22 August 2019 at 10:30pm

The PAC team member updates the status of the claim.

[◀ Back](#)

Change the status of this claim



New appointment booked

An appointment has been added to the calendar.

Continue

They then change the status of the claim to ‘appointment booked’.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

Appointment booked

[Find another claim](#)

[Back to their claim](#)

The status is now ‘appointment booked’.

**Work coach sees the
claimant and verifies
their claim**

Application: Digital

Team: Jobcentre

Role: PAC

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

Work coach searches the agent UI for the claimant.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

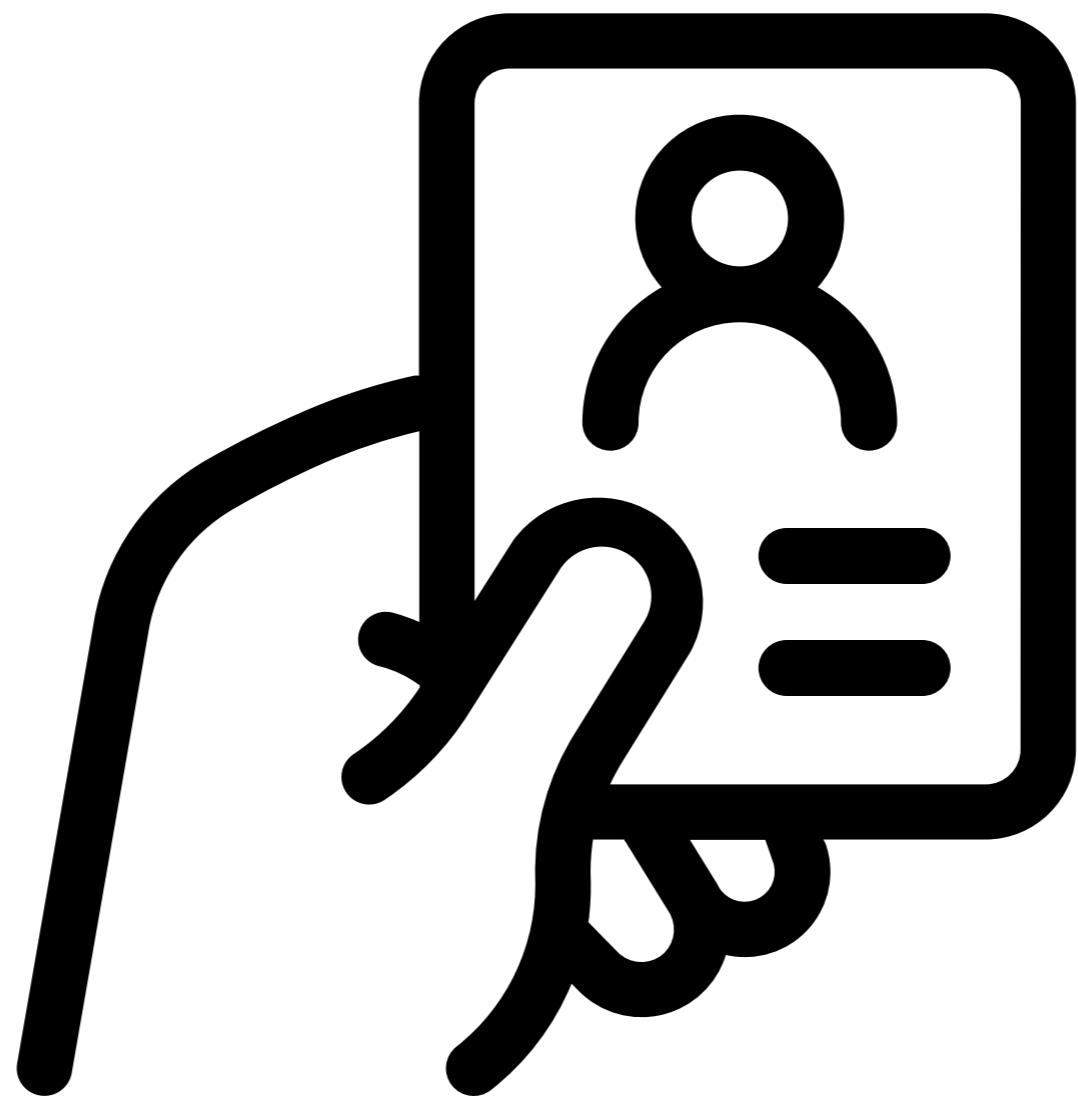
Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

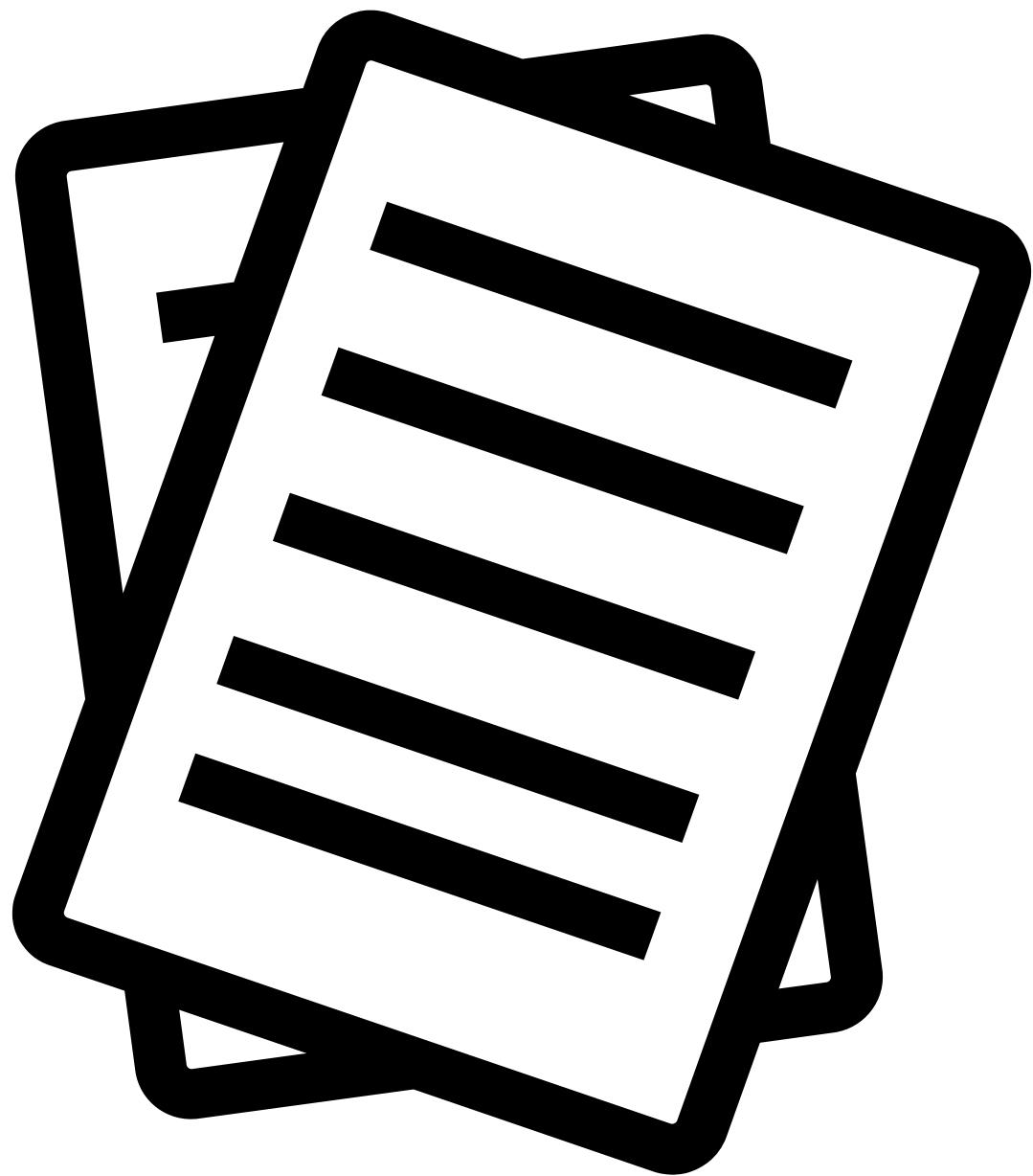
Claim submitted

22 August 2019 at 10:30pm

They find the claim.



The work coach checks the claimant's identity documents.



The work coach checks the claimant's identity and the evidence they've brought with them.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

The work coach can view the information the claimant has entered.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Full claim

Dates

Claim submitted	22/08/2019, 10:30pm	
Claim start date	22/08/2019	Change

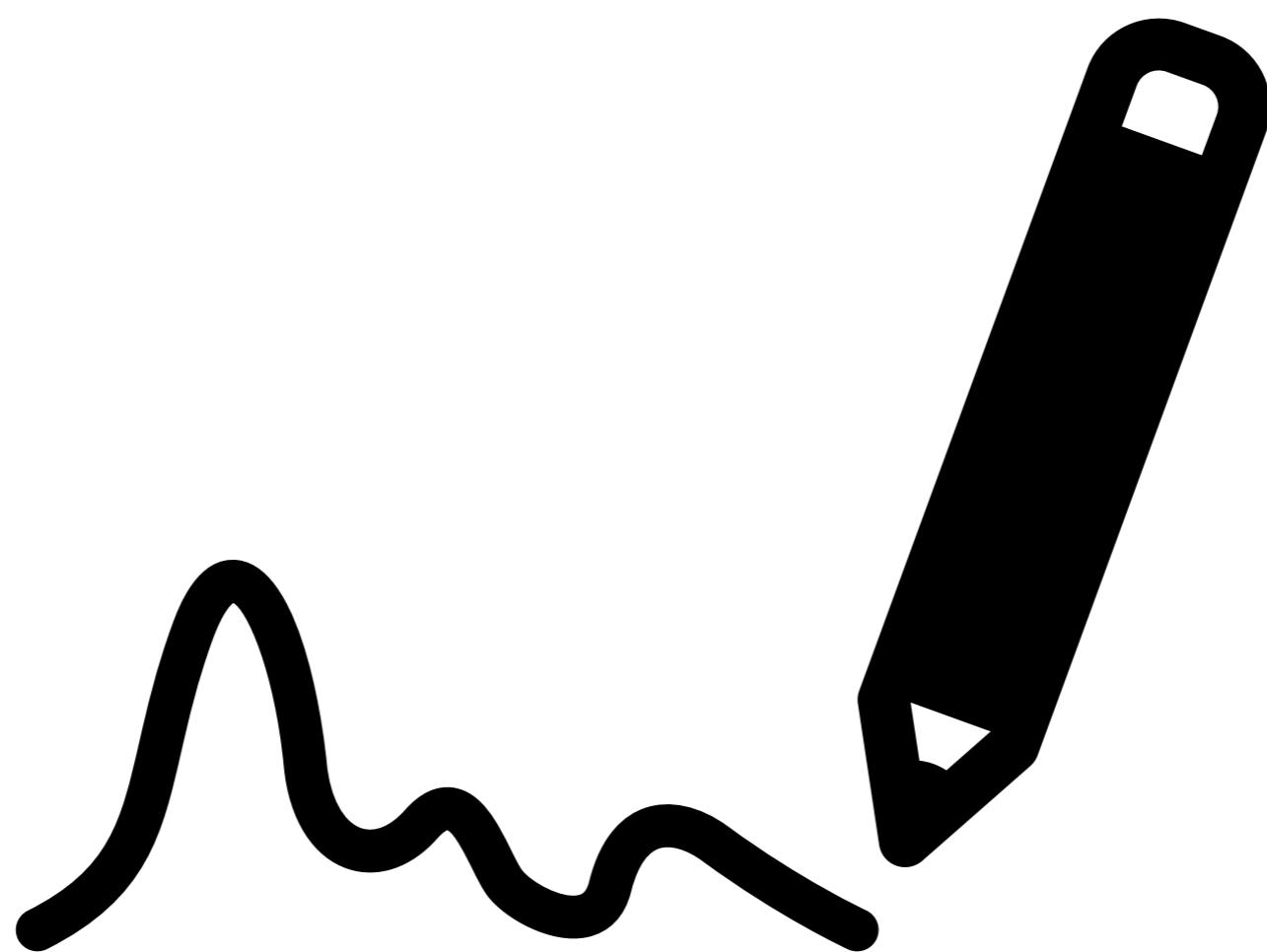
Personal details

First name	Fred	Change
Last name	Flintstone	Change
Date of birth	05/01/1978	Change
National Insurance number	QQ123456C	Change
Home address	72 Guild Street Leeds	Change
Home postcode	LS14 6UB	Change
Mobile number	07700900457	Change

Paid work (1 of 1)

Employment status	Employee	Change
Employer	Boots	Change

They're able to edit the form if any information needs changing.



The work coach asks the claimant to sign the claimant commitment.



They then scan the supplied evidence.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Full claim

Dates

Claim submitted	22/08/2019, 10:30pm	
Claim start date	22/08/2019	Change

Personal details

First name	Fred	Change
Last name	Flintstone	Change
Date of birth	05/01/1978	Change
National Insurance number	QQ123456C	Change
Home address	72 Guild Street Leeds	Change
Home postcode	LS14 6UB	Change
Mobile number	07700900457	Change

Paid work (1 of 1)

Employment status	Employee	Change
Employer	Boots	Change

The work coach changes the claim status.

[◀ Back](#)

Has the claimant attended their appointment?

Yes

No

[Continue](#)

The work coach confirms the claimant has attended their appointment.

[◀ Back](#)

Have they proved their identity?

Yes

No

► [Help with identity checks](#)

Continue

They confirm they have proved their identity.

[◀ Back](#)

Have they signed their claimant commitment?

Yes

No

[Continue](#)

They check the boxes to confirm what has happened at the appointment.

[◀ Back](#)

Upload the supporting evidence

Do not upload their claimant commitment or identity documents.

Choose file No file chosen

Upload file

Continue

They then upload the supporting evidence documents.

[◀ Back](#)

Upload the supporting evidence

Do not upload their claimant commitment or identity documents.

File name	Size	Status	Action
ssp1.pdf	0.57MB	UPLOADED	Delete
fitnote_1.pdf	0.1MB	UPLOADED	Delete
Choose file <input type="file"/>			No file chosen
Upload file			

[Continue](#)

They can continue to upload multiple files.

[◀ Back](#)

Check the documents before you verify their claim

Links will open in a new window.

- [ssp1.pdf](#)
- [fitnote_1.pdf](#)
- [claimant_commitment.pdf](#)

Verify their claim

They can then check the documents they've uploaded.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Verify their claim

They have the option to record notes.

Claim verified

This claim will now be picked up by the processing team.

Find or add another claim

[Back to their claim](#)

The claim has now beeen marked as 'verified' and the work coach can update LMS.

Work coach sees the
claimant, but they
are unable to prove
their identity

Application: **Digital**

Team: **Jobcentre**

Role: **PAC**

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

Work coach searches the agent UI for the claimant.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

They find the claim.



The work coach is unable to prove their identity.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
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Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

The work coach can view the information the claimant has entered.

[◀ Back](#)

Has the claimant attended their appointment?

Yes

No

[Continue](#)

The work coach confirms the claimant has attended their appointment.

[◀ Back](#)

Have they proved their identity?

Yes

No

► [Help with identity checks](#)

Continue

Something here.

[◀ Back](#)

We cannot take their claim if:

- they have not proved their identity
- they have not signed their claimant commitment

Have they arranged another appointment?

- Yes, I have booked another appointment for them myself
- No, someone else will book an appointment for them
- No, they do not want another appointment

[Continue](#)

Something here.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Verify their claim

They have the option to record notes.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

You are about to change the status of this claim to 'New appointment needed'

The people who book your appointments will see this in their queue.

Confirm



They're told what will happen next.

Fred Flintstone QQ123456C

NEW APPOINTMENT NEEDED

New appointment needed

[Find or add another claim](#)

[Back to their claim](#)

The claim status is now ‘New appointment needed’.

**Work coach sees the
claimant, but they
don't sign their claimant
commitment**

Application: Digital

Team: Jobcentre

Role: Work coach

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

Work coach searches the agent UI for the claimant.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
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Timeline

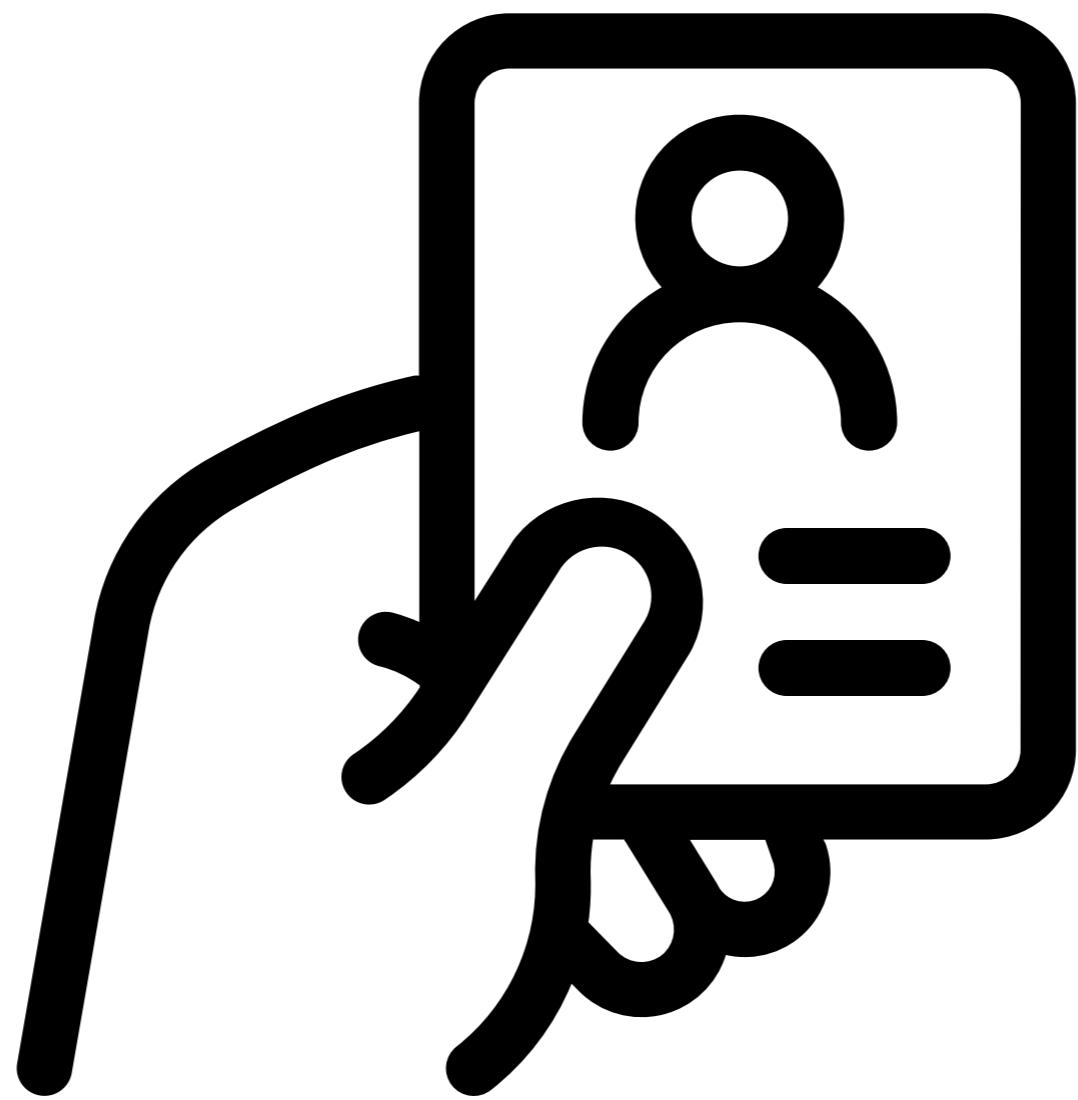
Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

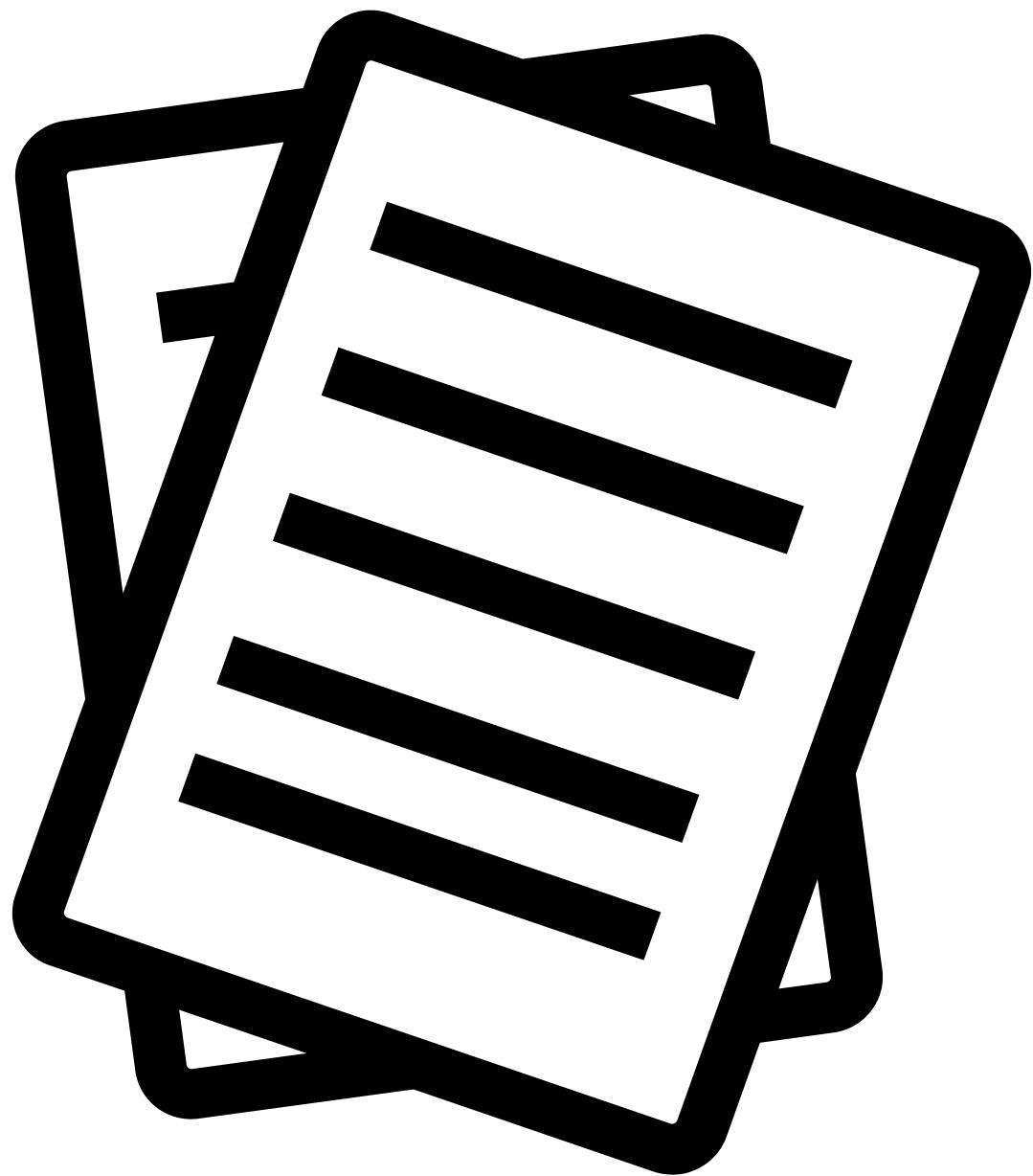
Claim submitted

22 August 2019 at 10:30pm

They find the claim.



The work coach checks the claimant's identity documents.



The work coach checks the claimant's identity and the evidence they've brought with them.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
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Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

The work coach can view the information the claimant has entered.



The work coach asks the claimant to sign the claimant commitment, but they refuse.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

The work coach changes the claim status.

[◀ Back](#)

Has the claimant attended their appointment?

Yes

No

[Continue](#)

The work coach confirms the claimant has attended their appointment.

[◀ Back](#)

Have they proved their identity?

Yes

No

► [Help with identity checks](#)

[Continue](#)

The work coach confirms the claimant has attended their appointment.

[◀ Back](#)

Have they signed their claimant commitment?

Yes

No

[Continue](#)

The work coach confirms the claimant has attended their appointment.

[◀ Back](#)

Why did they not sign the claimant commitment?

- They want to take it away and think about it
- They do not want to sign it

[Continue](#)

They choose the reason that Fred didn't sign his claimant commitment (in this case he decided to think about it).

[◀ Back](#)

We cannot take their claim if they do not sign their claimant commitment.

Have they arranged another appointment?

- Yes, I have booked another appointment for them myself
- No, someone else will book an appointment for them
- No, they do not want another appointment

[Continue](#)

They're then asked if the claimant has arranged another appointment (in this case they haven't).

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Verify their claim

They have the option to record notes.

[◀ Back](#)

You are about to change the status of this claim to 'No claimant commitment'

If they do not sign their claimant commitment within the next 7 days we will remove their claim and send them a letter.

Continue

They're told what will happen next.

Fred Flintstone QQ123456C

NO CLAIMANT COMMITMENT

No claimant commitment

[Find another claim](#)

[Back to their claim](#)

The claim status is now ‘No claimant commitment’.



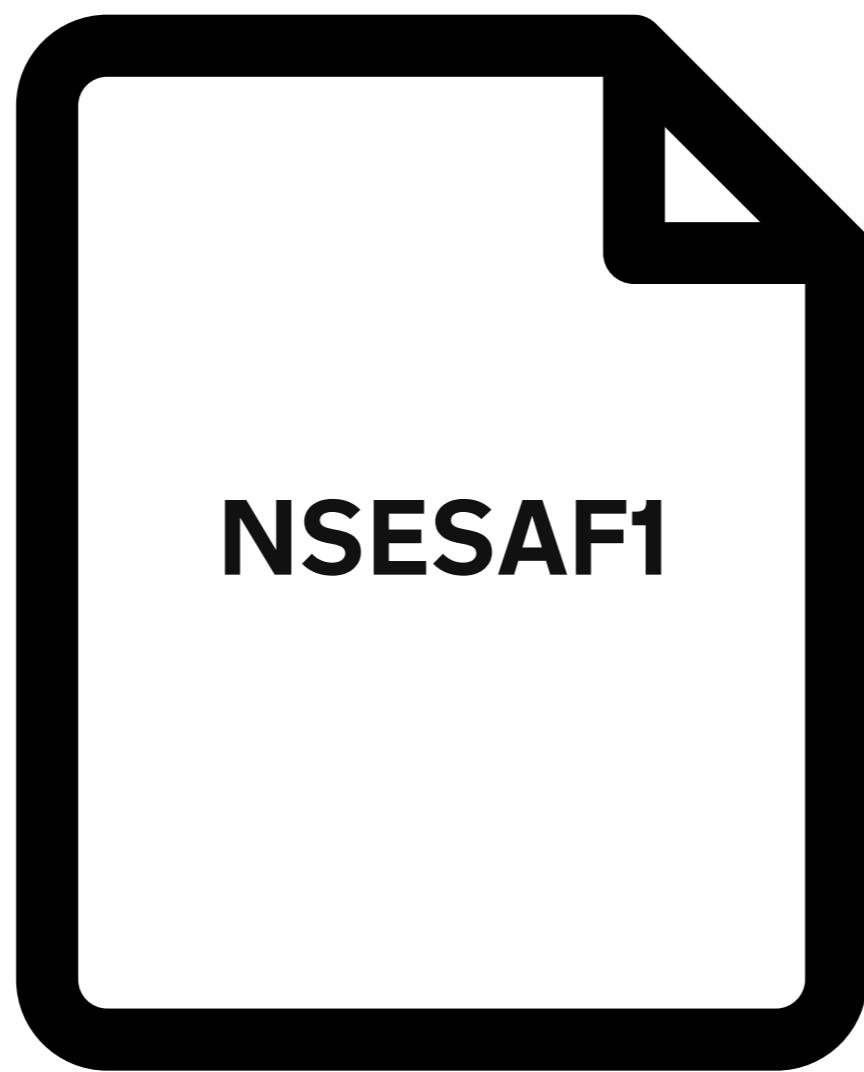
Jobcentre sends a letter if nothing changes after 7 month (unsuccessful as no claimant commitment).

**Work coach sees the
claimant and verifies
their claim (paper form)**

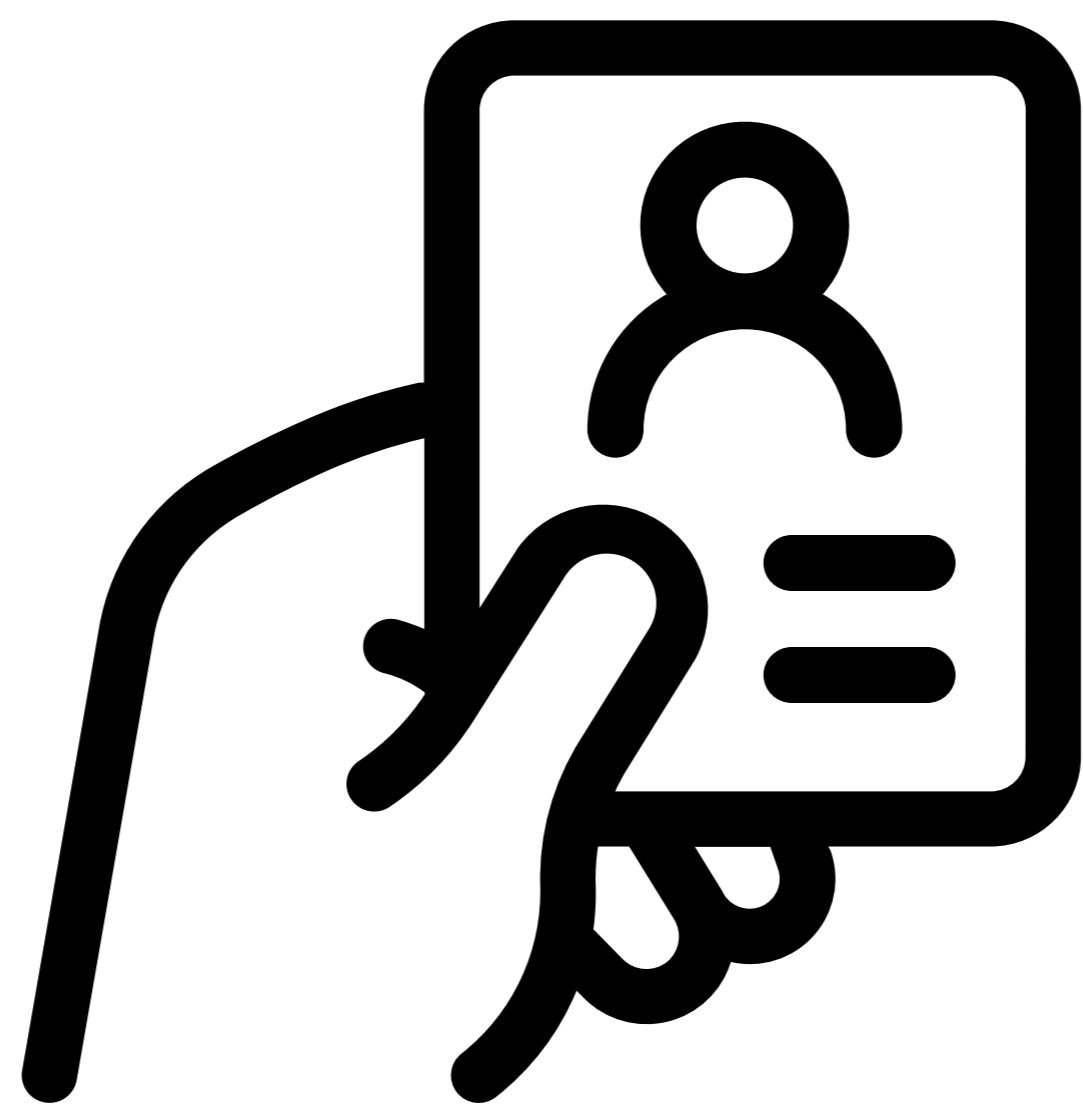
Application: Digital

Team: Jobcentre

Role: Work coach



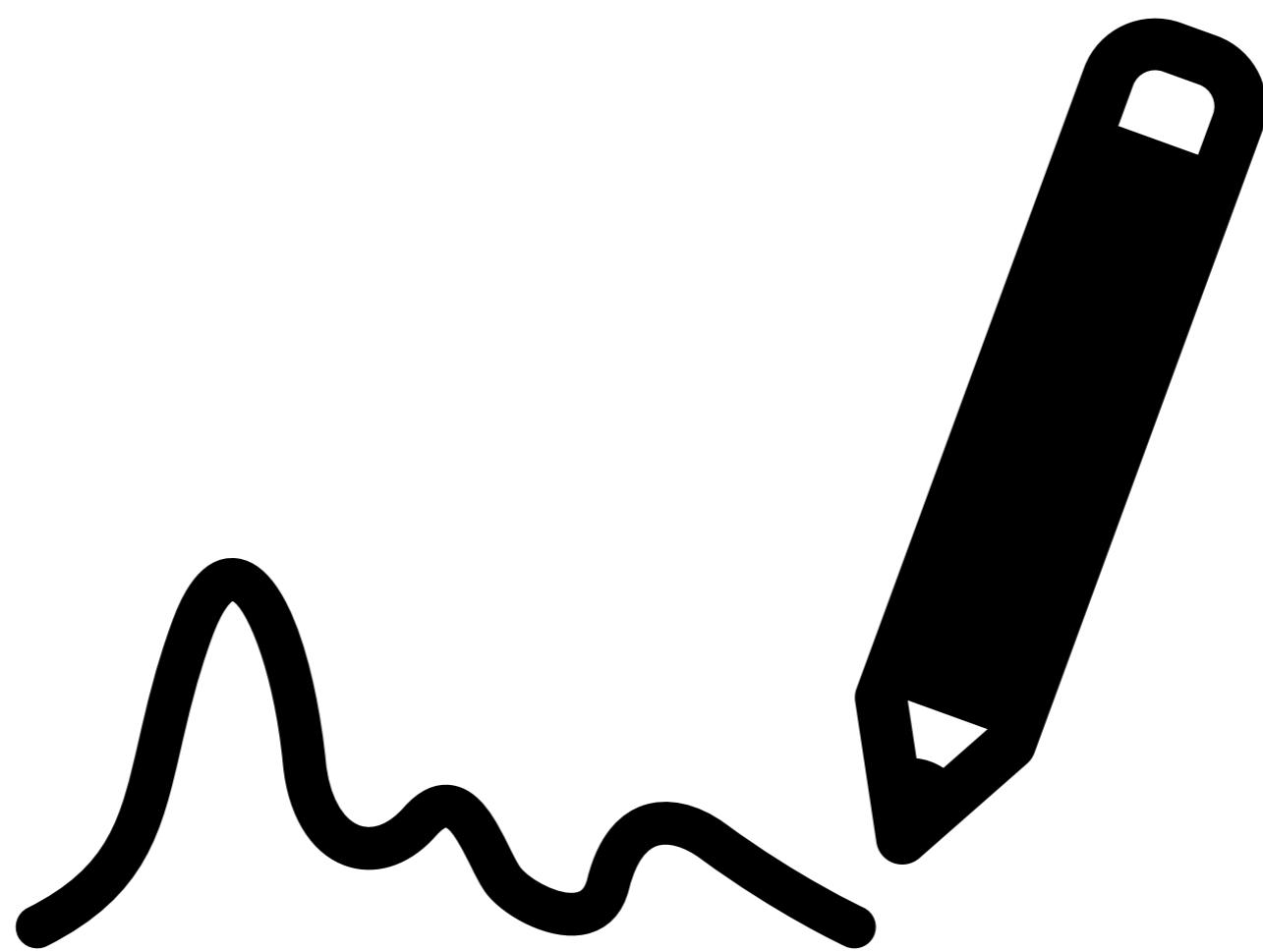
Work coach looks through the form. They can check if info is missing or any changes are needed.



The work coach checks the claimant's identity documents.



The work coach checks the evidence the claimant has brought with them.



The work coach asks the claimant to sign the claimant commitment.



They then scan the supplied evidence.

Claims

Find a claim

Claimant's name or National Insurance number

New clerical claims

[Add a new clerical claim](#)



They then click the ‘add a new clerical claim’ link.

[◀ Back](#)

Claimant's personal details

First name

Fred

Last name

Flintstone

National Insurance number

123456789

Continue

Work coach adds basic information about the claimant.

[◀ Back](#)

Do special rules apply for this claimant?

Yes

No

[Continue](#)

They refer to the form to answer whether special rules apply.

[◀ Back](#)

Upload their claim form

Upload a file

Choose file No file chosen

Continue

Work coach uploads their claim form.

[◀ Back](#)

Upload the supporting evidence

Do not include their claimant commitment or identity documents.

File name	Size	Status	Action
ssp1.pdf	0.57MB	UPLOADED	Delete
fitnote_1.pdf	0.1MB	UPLOADED	Delete
Choose file No file chosen			
Upload file			

[Continue](#)

They then upload the supporting evidence.

[◀ Back](#)

Notes

Add a note if there is something the processing team should know. For example, if anything is missing or you are waiting for more evidence.

Continue

They have the opportunity to add notes.

[◀ Back](#)

Check your answers

Links to documents open in a new window.

Personal details	Fred Flintstone 123456789	Change
Special rules	No	Change
Claim form	claim_form.pdf	Change
Evidence	ssp1.pdf fitnote_1.pdf	Change
Notes		Change

Add this claimant

They check what they've entered and have the opportunity to change it.

Claim added and verified

This claim will now be picked up by the processing team.

Finish

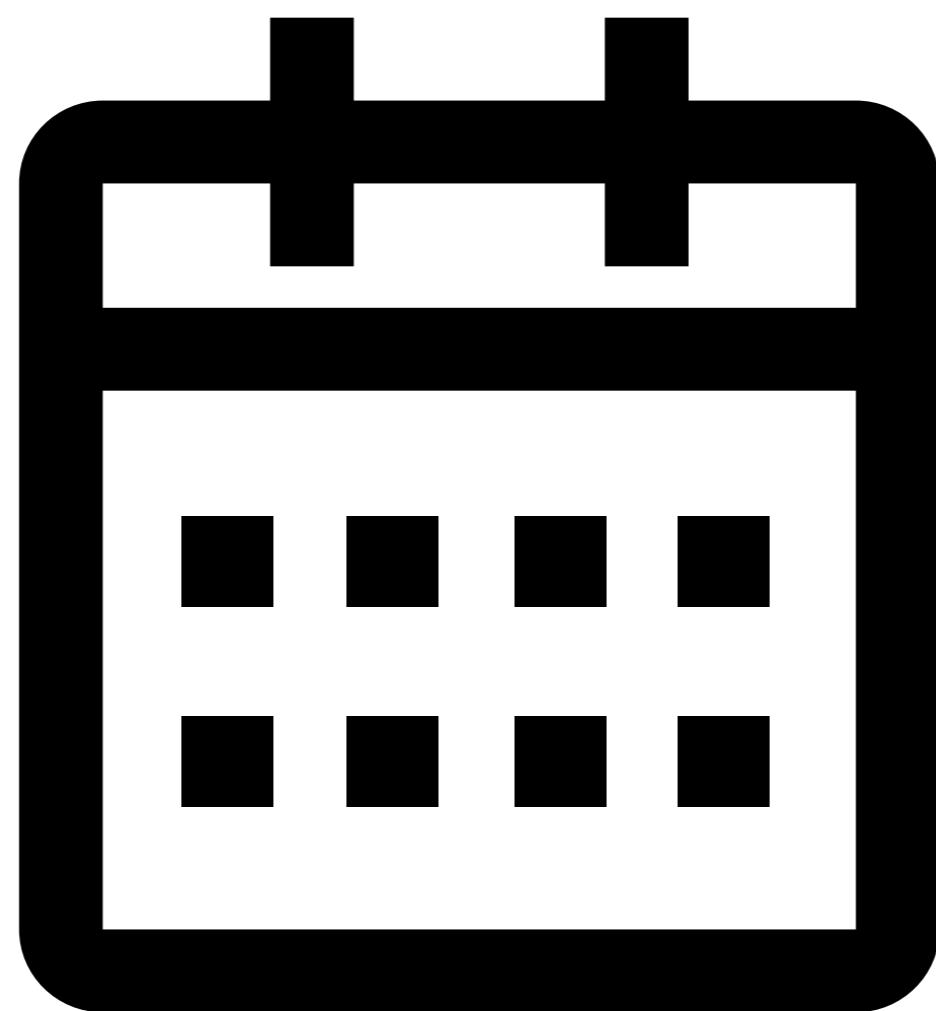
The claim has now been added to the system and its status is ‘verified’.

Claimant doesn't show up to their jobcentre appointment

Application: Digital

Team: Jobcentre

Role: Work coach



Work coach has the appointment in their calendar and are expecting the claimant to show up.



The claimant doesn't show up.

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

The work coach opens the agent UI and searches for the claimant.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

They find the claim and change the status.

[◀ Back](#)

Has the claimant attended their appointment?

Yes

No

[Continue](#)

The claimant hasn't attended their appointment.

[◀ Back](#)

Have they arranged another appointment?

- Yes
 No

[Continue](#)

They haven't arranged another appointment.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Continue

They have the opportunity to add notes.

[◀ Back](#)

You are about to change the status of this claim to 'Failed to attend'

If the claimant does not arrange another appointment within 1 month, we will disallow their claim and send them a letter.

Confirm

They're told what will happen next.

Fred Flintstone QQ123456C

FAILED TO ATTEND

Failed to attend

Find or add another claim

[Back to their claim](#)

The claim status is changed to 'failed to attend'.



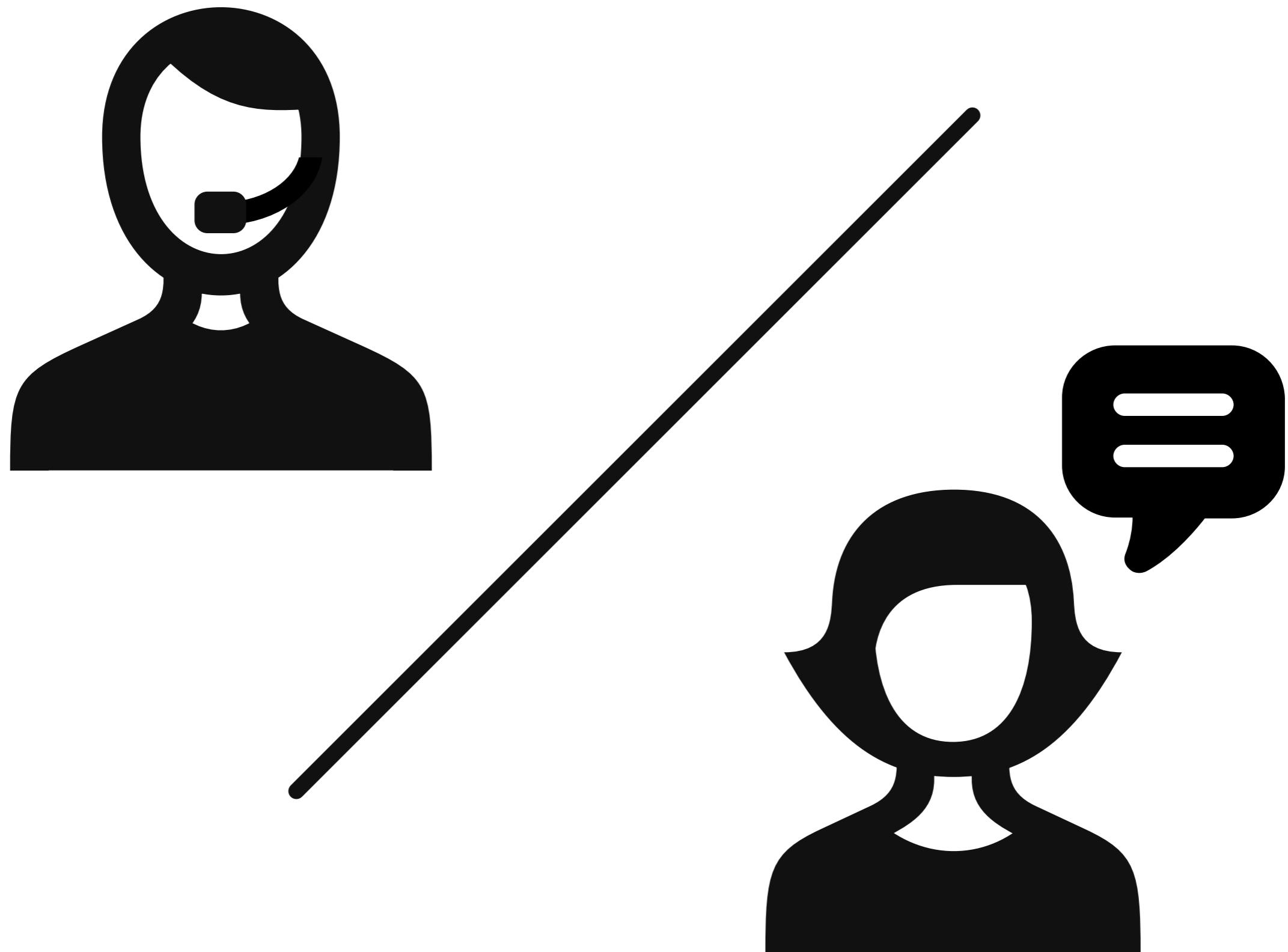
Letter is sent from jobcentre if nothing changes after 1 month (unsuccessful as they didn't attend appointment).

Claimant withdraws their claim before their appointment

Application: Digital

Team: Jobcentre or call centre

Role: PAC or telephony



Claimant contacts telephony or jobcentre

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

Staff member searches the agent UI for the claimant.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
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Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to ‘appointment booked’

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

They click ‘withdraw this claim’.

[◀ Back](#)

**Are you sure you want to withdraw
this claim?**



Yes



No

Confirm

The confirm they want to withdraw the claim.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Withdraw their claim

They have the opportunity to add notes.

Withdrawn

[Find or add another claim](#)

[Back to their claim](#)

The claim status has been changed to ‘withdrawn’. The claimant won’t get a letter sent to them.

Member of staff notices a duplicate claim

Application: Digital

Team: Jobcentre or processing centre

Role: Various

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

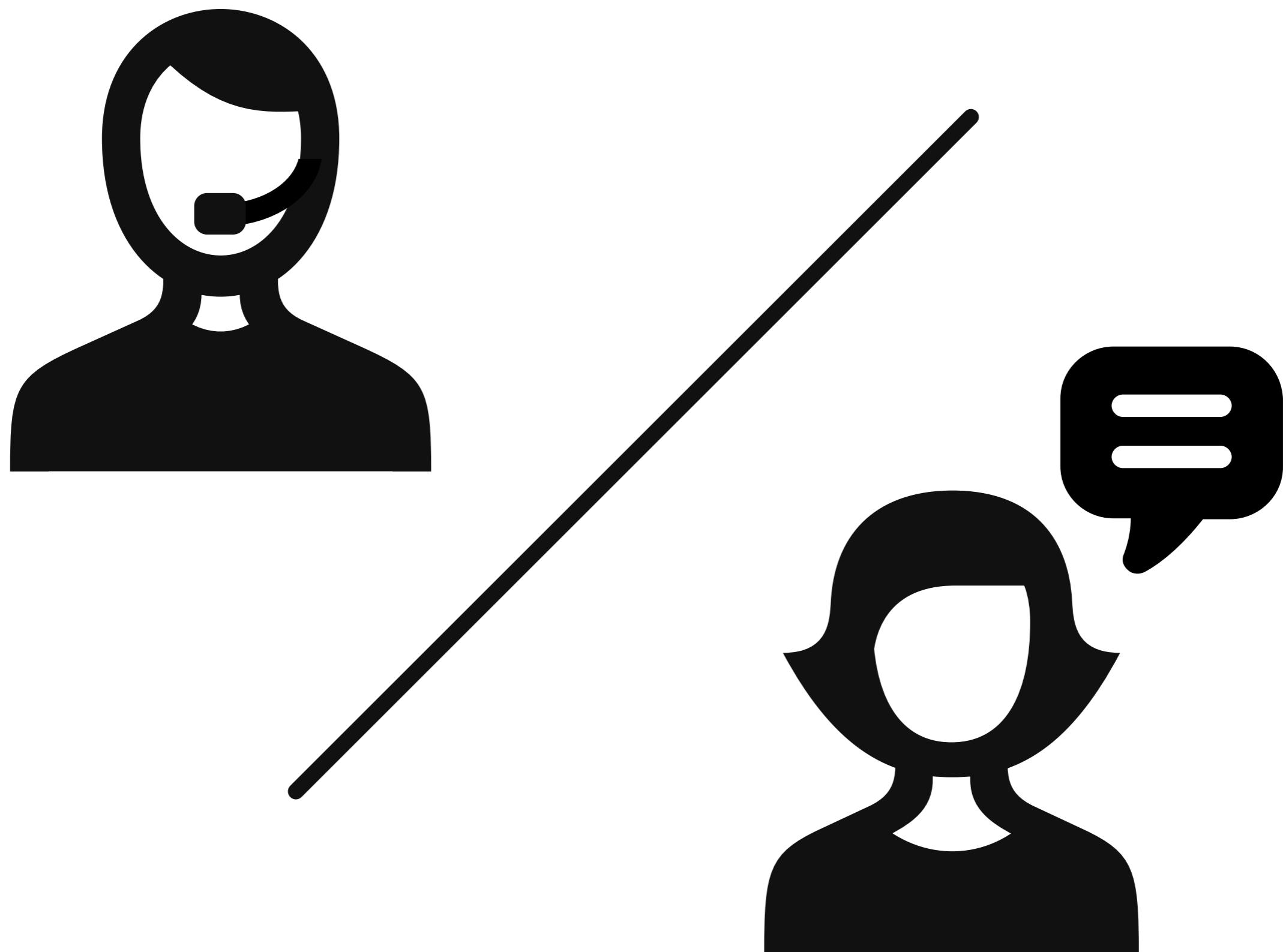
Staff member searches the agent UI for the claimant.

[◀ Back](#)

Search results for QQ123456C

Name	Status	Special rules	Application submitted
Fred Flintstone QQ123456C	APPOINTMENT BOOKED	No	22 August 2019, 10:30pm
Fred Flintstone QQ123456C	APPOINTMENT BOOKED	No	22 August 2019, 11:12pm

They notice multiple claims for the same claimant.



They speak to the claimant to work out which claim they want to proceed with.

[◀ Back to search results](#)[Overview](#)[Full claim form](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

22 August 2019 at 10:30pm

They click 'withdraw this claim'.

[◀ Back](#)

**Are you sure you want to withdraw
this claim?**



Yes



No

Confirm

The confirm they want to withdraw the claim.

Fred Flintstone QQ123456C

APPOINTMENT BOOKED

[◀ Back](#)

Notes

Withdraw their claim

They have the opportunity to add notes.

Withdrawn

[Find or add another claim](#)

[Back to their claim](#)

The claim status has been changed to ‘withdrawn’. The claimant won’t get a letter sent to them.

Claimant brings more documents into the jobcentre after their claim has been verified

Application: Digital

Team: Jobcentre

Role: Work coach

Claims

Find a claim

Claimant's name or National Insurance number



New clerical claims

[Add a new clerical claim](#)

Staff member searches the agent UI for the verified claim.

[◀ Find or add another claim](#)[Overview](#)[Full claim form](#)[Documents \(2\)](#)[Change claim status](#)[Withdraw this claim](#)

Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Status changed to 'verified'

by John Smith, Work Coach at Rotherham Jobcentre Plus
4 minutes ago

Status changed to 'appointment booked'

by John Smith, PAC Team member at Seacroft Jobcentre Plus
24 August 2019 at 5pm

Claim submitted

They click the 'documents' link.

[◀ Find or add another claim](#)

[Overview](#)

[Full claim form](#)

Documents (2)

Change claim status

[Withdraw this claim](#)

Documents

Uploaded evidence

Links to documents open in a new tab:

- [ESANS_SSP1_FRED_FLINTSTONE.pdf](#)
- [ESANS_FITNOTE_FRED_FLINTSTONE.pdf](#)

Upload documents

They click the ‘upload documents’ button.

[◀ Back](#)

Upload supporting evidence for this claimant

Do not upload their claimant commitment or identity documents.

Choose file No file chosen

Upload file

Finish

They click the ‘upload documents’ button.

[◀ Back](#)

Upload supporting evidence for this claimant

Do not upload their claimant commitment or identity documents.

File name	Size	Status	Action
ESANS_PENSION_STATEMENT_FRED_FLINTSTONE.pdf	0.57MB	UPLOADED	Delete
<input type="button" value="Choose file"/> No file chosen			
<input type="button" value="Upload file"/>			

They click the ‘upload documents’ button.

[◀ Back](#)

Notes

Finish



They have the opportunity to add notes.

[◀ Find or add another claim](#)



[Full claim form](#)

Documents (3)

Change claim status

[Withdraw this claim](#)

Documents

Uploaded evidence

Links to documents open in a new tab:

- [ESANS_SSP1_FRED_FLINTSTONE.pdf](#)
- [ESANS_FITNOTE_FRED_FLINTSTONE.pdf](#)
- [ESANS_PENSION_STATEMENT_FRED_FLINTSTONE.pdf](#)

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The list of uploaded documents has now been updated.

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Claim overview

Claim submitted	22/08/2019, 10:30pm
Claim start date	22/08/2019
National Insurance number	QQ123456C
Date of birth	05/01/1978
Postcode	LS14 6UB
Evidence required	<ul style="list-style-type: none">fit notesSSP1 formtheir most recent pension statement from Prudentialtheir 2 most recent monthly pay slips from Boots

Timeline

Document uploaded
'ESANS_PENSION_STATEMENT_FRED_FLINTSTONE.pdf'
by John Smith, Work Coach at Rotherham Jobcentre Plus
4 minutes ago

Status changed to 'verified'
by John Smith, Work Coach at Rotherham Jobcentre Plus
26 August at 3:34pm

The timeline has been updated on the claim overview screen.