

Mr J Smith
21 The Street
Newcastle-upon-Tyne
NE11 1AA

Carer's Allowance
Mail Handling Site A
Wolverhampton
WV98 2AB

www.gov.uk

Telephone: 0800 731 0297
Textphone: 0800 731 0317

Your reference:
AA123456A

Review of your Carer's Allowance overpayment

Dear John Smith

DWP have identified that you received an overpayment of Carer's Allowance between 10 April 2015 and 2 September 2025.

Why you are getting this letter

The Carer's Allowance Independent Review recommended we review all Carer's Allowance overpayments relating to employed earnings between 10 April 2015 and 2 September 2025. We need to make sure carers got the correct decisions.

What does this mean for you

The review of your overpayment will not result in you owing DWP more money.

Once your case has been reviewed, we may refund you.

If you are currently paying back a Carer's Allowance overpayment to DWP, you must continue to pay.

What happens next

You do not need to contact Carer's Allowance or do anything.

We will:

- review your overpayment
- contact you if we need further information
- contact you to let you know the outcome

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

We may write to you for more information or send you an SMS message before calling you. This number may show as withheld or start with 0800.

A DWP message will never ask for your bank or personal details. If you think you have received a scam SMS message, you should:

- report the scam to “Action Fraud” by forwarding the text message to 7726 (it is free of charge)
- block the telephone number
- delete the message without clicking on any links

If you are struggling to afford your payment plan

We can help you manage the money you are paying back to us. To talk about your options, including what you can afford to pay, call us on 0800 916 0647.

Yours sincerely,

Office manager – VICKY who should be signatory?

Include standard paragraphs – check with Jane if she knows what these are?

Current active standard paragraphs – check with Tom Pilkington?