

FAO John Smith  
21 High Street  
Birmingham  
B1 4GN

Department for Work and Pensions

Debt Centre Trafford  
Debt Management (C)  
Mail Handling Site A  
Wolverhampton  
WV98 2DF

Telephone: 0800 916 0647  
Textphone: 0800 916 0651

Opening times:  
Mon to Fri, 8am to 7:30pm

29 October 2024

## About the money you owe

Work with us to repay it

Dear John Smith

**You need to arrange to pay back the money you owe the Department for Work and Pensions (DWP).**

The total amount you owe is: **£3,300.00**

You can use the 'Repay and manage benefit money you owe' online service to check what you owe, set up a payment plan, manage your repayments or pay by card.

Go to [www.gov.uk/repay-manage-benefit-owed](https://www.gov.uk/repay-manage-benefit-owed) and sign in either using GOV.UK One Login or your security code below.

GOV.UK One Login is the new way to sign in to some government services. In the future, you'll be able to use it to access all services on GOV.UK.

### Choose a way to sign in

Use GOV.UK One Login:

1. Sign in with or create a GOV.UK One Login.
2. You'll be told when you sign in if you need to prove your identity – if you do, we'll tell you how to do this, including any ID you may need.
3. Set up a payment plan or make a card payment.

Use your security code:

1. Enter security code 10000000008 – keep it safe as you will need to enter it every time you sign in.
2. Enter your date of birth.
3. Set up a payment plan or make a card payment.

### **To talk about your payment options**

If you would prefer to talk to us about paying this money back, the number you need to call is 0800 916 0647.

### **If you do not do anything**

We may take further action if you do not do anything by 4 October 2024, including:

- asking your employer to deduct money from your pay. This could be up to 40%, depending on how much you earn
- asking a debt collection agency to collect this money on our behalf
- taking civil enforcement action through HM Courts and Tribunals Service. This could include applying for a County Court Judgement

If you do not pay the money you owe, we may recover it from future benefits and State Pension that you get.

Yours sincerely,

Office manager

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### **Help and advice**

For further information, call us on the number at the top of this letter.

If you would like independent advice, you can contact:

- MoneyHelper: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)
  - a local Citizens Advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
  - Civil Legal Advice: [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)
  - StepChange Debt Charity: [www.stepchange.org](http://www.stepchange.org)
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## **Treating people fairly**

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on **[www.gov.uk](http://www.gov.uk)**

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## **Call charges**

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

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## **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 our DWP Personal Information Charter at **[www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)**