

16 October 2013

MR S P CORDELL

REF: JH653811D

We also hold an account number/sort code but for security reasons they have not been included in this letter.

We will pay your Employment and Support Allowance into your account. (Your account details are known to us but have not been stated in this letter for security reasons. Any payments made to you will be paid into this account. Tell us straightaway if your account details change.)

PAYMENT TO YOUR BANK/BUILDING SOCIETY

These notes are about allowance payments into a bank or building society account. Please make sure you read them.

You must tell us straight away if any details about the account change. Otherwise you may not be able to get your money.

You should check the account to see how much is paid in. We will tell you if your Employment and Support allowance is going to change.

If you think the payment is wrong, you should get in touch with us straight away. We will check your payment and tell you what will happen.

If your money is due on a Bank Holiday we will pay it into the account on the last weekday before the Bank Holiday.

If the account goes overdrawn, the bank or building society may not let you take any money out of the account. Talk to the bank or building society if this happens. You should also tell us as we can change how we pay you.

WHAT HAPPENS AFTER THE DECISION IS LOOKED AT AGAIN

If the decision can be changed we will send you a new decision. If we cannot change the decision we will tell you why. You will still have the right of appeal against the decision.

HOW TO APPEAL

To appeal, fill in the form in leaflet GL24 "If you think our decision is wrong". Please send it to us within one month of the date of this letter. You can get this leaflet from your Jobcentre Plus Office. Your appeal will be heard by an Independent appeal tribunal.

If the decision is wrong, the independent appeal tribunal can change it. But the Independent appeal tribunal cannot:

- change the law that the decision is based on;
- pay more money than the law allows;
- check or change your contribution record.

If you disagree with our record of your contributions, please tell us at once. We will check your records and tell you the result. If you still disagree you can ask for a formal decision.

Jobcentre Plus staff work to offer a complete service through your Jobcentre. If you have an enquiry about your claim for Employment and Support Allowance you will be referred to the Decision Maker or appeals section.