

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website www.appeals-service.gov.uk

Change in your circumstances

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include: