

www.gov.uk

Telephone: 0345 600 0723

Textphone: 0345 600 0743

If you contact us,
use this reference:

23 October 2016

Your payment has been suspended

Please call now to tell us how much you earned

Dear [REDACTED]

We want to make sure you get the right amount of Universal Credit, so you can focus on finding work or earning more.

Unfortunately, we don't know what you've earned between 24 September 2016 and 23 October 2016, so we can't calculate how much to pay you.

Suspending your payment

From 24 September 2016, and until you tell us how much you earned, we can't pay any more money to you.

If you don't tell us how much you've earned by 24 November 2016, your claim will be closed. You'd then have to start a new claim and provide all your information again, if you still wanted our support.

Restarting your payment and keeping your claim open

You can restart your payment and keep your claim open by telling us how much you earned between 24 September 2016 and 23 October 2016. Even if you're working, you may still get a payment.

To see if you can restart your payment, and avoid your claim being closed, please call 0345 600 0723 now and tell us how much you earned.

Please work out how much you earned between 24 September 2016 and 23 October 2016 before you call.

If you're unsure how to work it out, we can help you when you call.

Universal Credit is operated by the Department for Work and Pensions.

www.gov.uk

001240/000009/000840

1984008400020021

Pa