

Re: Phone interview with fraud officer from DWP 10/02/21

Od: ELZBIETA KWAST elzbietakwast@hotmail.com

Do: Edith Chukwuemeka Edith.Chukwuemeka@hestia.org, Reginald Asamoah
Reginald.Asamoah@hestia.org

DW: Piotr Kwast piotrkwast@hotmail.com

Data: środa, 10 lutego, 17:36

CCT1 UC_ELZBIETA_KWAST.pdf 102 KB
Image.jpeg 349 KB
Image.jpeg 352 KB
image0.png 250 KB
image1.jpeg 2 MB

Hello Edith And Reginald

I am writing to both of you because the situation today applies to the same extent and to me and to Piotr as well.

Yesterday for almost half a day I was in touch with you Edith regarding my telephone interview , which was scheduled for me by DWP fraud department on 10/02/2021 at 9:00 am - 10 am.

Due to the fact that I got the information on 08/02/21, that is, one day before the planned interview, we agreed that I would write the information in the journal of my UC account online, that firstly there is an error in my telephone number and also that, as before, there was a question about Polish interpreter because the English is not my first language.

And if, within a maximum of two hours, no one confirms that my request from the journey has been accepted, you will call the officer named in the letter on my behalf and ask for an interpreter as well as inform about the error in the telephone number.

Edith, you talked to this officer yesterday and presented him with my entire health situation and this officer told you that he was sending me his e-mail address so that I would provide the necessary information about my bank accounts and savings and you informed me that today's telephone consultation is cancel and I have to answer an e-mail from an officer from DWP fraud department.

Edith because, you know, I am very stressed by such matters and institutions, I stayed up all night because I wondered how to meet the requirements of this officer, because he write me to send all the steatment bank in PDF formations from 3 years back.

The whole night was full of anxiety and panic attacks because I didn't know how to meet these exorbitant demands.

However, around 9:30 am today this officer rang my phone and from the beginning he screamed and not the conversation asked if my support worker had provided me with information about today's telephone intetwiev, when I tried to speak in English and explain what exactly Edith you told me, this officer interrupted me and tried to convince me that I had £ 2000 in savings, when I asked for an Polish interpreter because I asked for him in the journey as well as you asked on my behalf, this officer replied that he is from a fraud department and here he does not give anyone an interpreter because it is my duty is able to speak in English since I came to this country

Edith believe me many acts of discrimination Piotr and I have experienced here since we are sick, but I

have never experienced such a lack of humanity before

.....

the next question, or actually this officer's statement, was that my husband had £ 3000 in savings, right? or not? This officer shouted to the phone and here Piotr could not stand it and asked why he was behaving this way and caused me anxiety and panic knowing that if my support worker was calling on my behalf, it means that I am sick, otherwise I would not have support, then the officer said that if we did not answer the questions, the UC payment would be suspended

Edith I am writing only now because I had to calm down and reduce my very high blood pressure as well as calm down enough that I could describe it to you because I am not able to speak out so much ... and writing about this situation makes me faster heartbeat and stressed souls forgetting to breathe

Edith, tell me now, how should I not stress to call an institution even in such a simple matter as asking for a Polish interpreter when we are ignored every time, Piotr does not understand because he stutters and I stop talking because of stress because it clogs my chest and I forget why am I calling ... believe me, I know that you want good for me and you want to give me strength so that I can be stronger and independent ...

Unfortunately, these institutions destroy all our work, mine and yours, because they do not take seriously ill people, especially those with mental problems.

Why did this officer call today if he told you yesterday that he would not call because he sent an e-mail?

What should we do in this situation, because now I have two different e-mail addresses and two different end dates for the delivery of the documents in PDF format requested by the fraud officer

At the mere sight of his e-mail address, I get panic attacks and choke me in a cage and I can't breathe, and today I received a mail to fill in the PIP questionnaire and send it back to 25/02/21, which is the same date as the PDF documentation for fraud officer .. .

Edith, please help me because I'm already at the limit of my strength and endurance ..

this officer disconnected suddenly after Piotr informed him that due to the lack of an interpreter as well as the medical conditions caused by the officer with his extortion and shouting I am not able to continue this conversation, after which I got information from this officer in my UC journal online account that I attach to you with this email.

I am begging you, help us because they will withhold all our payments in a moment and we will not have money for food and fees ...

We wonder why we are treated like criminals before we send the requested documents proving our innocence ???

What is the meaning of living in this hell on earth if nowhere do they treat us like people ???

We lack the strength to live and believe in a better future

📶 O2-UK 📶

11:08

📶 99% 🔋

🔒 universal-credit.service.gov.uk

Send reply

9 Feb
2021 at
1:02pm

Good afternoon , Thank you very much for the information. I would just like to ask for a Polish translator for this assessment because English is not my first language. I would also like to point out that my phone number is incorrect in the list. My phone number is 07928817154 . Can I ask about confirmation polish interpreter and correct phone number please?
Thank you very much. Kind
Regards Elzbieta Kwast

ELZBIETA
KWAST

[Show less](#)

8 Feb
2021 at
12:42pm

We have arranged a Compliance telephone interview for you Elzbieta on 10/2/21 between 09:00 and 10:00 You must take part in this interview to make sure

Sanjay

you are receiving the correct amount of Universal Credit. If you cannot take part, contact S Nanda on

[Show more](#)

Read the attached file. If the

📶 O2-UK 📶

13:34

📶 46% 🔋

🔒 universal-credit.service.gov.uk

[Expand all entries](#)

**Date
and
time**

Message

Added by

10 Feb
2021 at
9:36am

I had requested you all your bank statements and savings statement's including all ISA from Lloyds bank from 30/12/17 to 9/2/21 by 25/2/21 to be sent to me in PDF format on the e mail address - twickenhamjobcentre.twickenhamcfcd@dwp.gov.uk. I have explained the same to you support worker and also sent you an e mail. when sending the

Sanjay

statements to my e mail
address please mark for my
attention -Sanjay-
I would like to advice you I
do not work for the Job
centre I work for CFCD -
Counter fraud and
compliance directorate.

Regards
Sanjay

[Show less](#)

9 Feb
2021 at
2:32pm

Hi Sarah , thank you very
much for your help . Regards
Elzbieta

ELZBIETA
KWA

02-UK

11:07

99%

universal-credit.service.gov.uk

Regards
Sanjay

[Show less](#)

9 Feb
2021 at
2:32pm

Hi Sarah , thank you very
much for your help . Regards
Elzbieta

ELZBIETA
KWA

9 Feb

Hi Elzbieta

9 FEB
2021 at
2:27pm

ELZBIETA,

Saran

I have added this request to
your account for you.

St Austell
Service
Centre

Many thanks
Sarah

▼ [Send reply](#)

Reply

Send reply

9 Feb
2021 at

Good afternoon , Thank you
very much for the

ELZBIETA
KWAST

C9 10001

If you call or write to us,
please use this reference:
SN184642C




Department
for Work &
Pensions

Mrs Elzbieta Kwast
76 Cottington Rd
Feltham
Middx
TW13 6YJ

Personal Independence
Payment 4
Post Handling Site B
Wolverhampton
WV99 1AA
www.gov.uk
Telephone: 0800 121 4433
Textphone: 0800 121 4493
25 January 2021

Personal Independence Payment

It is time to review your award

Dear Mrs Kwast

When we awarded you Personal Independence Payment (PIP) on 9 October 2018, we told you we would write to you before your award ends to see if your needs have changed and to make sure your award is still right.

We need you to complete the attached **Award Review - How your disability affects you** form and return it to us by **25 February 2021**.

What you need to do

- remove this letter and the information sheet from the front of the form
- read the form and information sheet before you start to fill it in
- answer all the questions and sign the declaration
- return your completed form and copies of supporting information by **25 February 2021** in the envelope provided

The information sheet gives examples of the types of supporting information you should send. This is to help us understand how your health condition or disability affects you now and may mean you do not have to attend a face-to-face consultation with a health professional.

You need to complete the attached **Award Review - How your disability affects you** form and return it in the envelope provided. Remember to include your supporting information.

Your PIP may stop if we do not get this or you do not contact us by **25 February 2021**.

000729/000003/000363
25275-00363-001-001-1

PIP.1043
Page 1 of 24

Od: Edith Chukwuemeka Edith.Chukwuemeka@hestia.org

Do: ELZBIETA KWAST elzbietakwast@hotmail.com, Reginald Asamoah
Reginald.Asamoah@hestia.org

DW: Piotr Kwast piotrkwast@hotmail.com

Data: czwartek, 11 lutego, 09:46

Good Morning Elizbieta & Piotr,

I am very sorry to hear that the Officer called you yesterday despite cancelling the appointment He categorically stated that he would give you two weeks to present the bank statements from 30/12/2017 to 9th of February 2021 the day I spoke to him on your behalf. The officer also said he would give you two weeks to provide the statements otherwise you benefits would stop. I asked what if you had savings over the threshold unaware of the limit allowed? he responded that they would reduce the difference until it is paid off.

Pleased forward his email address to me so, I could email him with regards to the above treatment you received from the fraud officer.

As previously stated, I am sorry that this happened to you and your husband.

I wait to receive his email details.

Warm Regards,

Edith Chukwuemeka

Support Worker

Hestia Housing & Support

CAN Mezzanine, Level 2 Treaty Centre

TW3 1ES

Landline: 02085687881

Mobile: 07772906130

Edith Chukwuemeka

Floating Support Worker

Hestia

Domestic Abuse Service

Domestic Abuse Floating Support Worker, 1D Westbourne Terrace Road

London, W2 6NG

T: 020 7289 6026

M: 077 7290 6130



EMERGENCY WINTER APPEAL

Help keep our emergency domestic abuse
refuge open over Christmas



Registered Charity No. 294555. Company Limited by Guarantee, Registration No. 2020165.
Registered Office: Maya House. 134-138 Borough High Street. LONDON. SE1 1LB
Data Protection Registration No. Z6546569.
You can view our Privacy Policy [here](#).

This message and any attachments are confidential. They are intended for the addressee only. Access to this e-mail by anyone else is not authorised. Unauthorised recipients may not copy this message or its attachments. If you have received this e-mail in error please notify us immediately, destroy any copies and delete it from your computer system. Whilst this message and any attachments have been scanned for known viruses prior to leaving the Hestia network, the recipient should check this email for viruses as Hestia cannot guarantee the security of this message.

Od: elzbietakwast@hotmail.com

Do: Edith Chukwuemeka Edith.Chukwuemeka@hestia.org

DW: Reginald Asamoah Reginald.Asamoah@hestia.org, Piotr Kwast piotrkwast@hotmail.com,
boots.customer_care_team@boots.co.uk , Hub_Hub@hounslow.gov.uk

Data: czwartek, 11 lutego, 16:59

 Outlook 15.pdf 115 KB

Hi Edith and Reginald

I received two different e-mail adress from this oficer .
In 09..02.2021 afternoon after conversation with you Edith :
this is finish date by 23.02.21

SANJAY.NANDA@dwp.gov.uk

And after phone interviw 10.02.21 the same oficer send me information to my UC jurnal And provide
different e-mail adres And different finish date .

So now I have mix in my head And problem with anxiety And panic attack .

Edith can you Please joine Reginald me And Piotr to any e-mail from you to oficer .

Thank you very much for your both .

And support in this case Becouse this was realy under any humanity yesterday in this oficer intervew

Piotr all the time tell me that we must go to police And tell police oficer about yesterday interviw but I

have No power go outside Because I afraid COVID infection And the same my panic attack go outside are today stronger like Always Because I really No feel like human after this interview .

Piotr say that never forgot about this yesterday situation And mean time will be report this .

I Don't know exactly that police station is correct place to report this situation but Maybe you Edith or you Reginald know information about this ?

Again Thank you very much for big heart from you both Because we have only you but we stop believe with any chance for us for normal life forever .

Reginald we call you with Piotr And Piotr leave you voice message .

Problem are with delivery medication from Boots Because we got SMS information about prescription ready to collect .

So unfortunately this isn't automaticaly And problem still the same Because Ela No have letter from goverment about health condition extremaly risk Covid So Ela No have free delivery medicament So this us really without any sense for us Because in our situation we are must go to Boots together .

I join Hounslow Hub to this e-mail Because last month very Nice Lady from Hounslow Hub try help Piotr And me in this problem .

So Reginald Or you Edith can you Please call the Boots pharmacy Please And explain again our case Maybe you will be have power And problem with delivery medication will be finish forever . Maybe problem is Because nobody from Boots staff No copy Piotr goverment letter to confirmation And open account from Piotr . This is only my opinion but I'm not sure

Because we No have power explain no one but you treats us as people with respect and no one listens to us and experiencing such behavior as often as we experience has taken our faith and hopes for a moment and we ourselves believe that we are not human, we are so often ignored and discriminated against. Forgive me for writing so much about it, but it does not apply absultantly to you, because you only see people in us, so we feel the need to explain the networks of wan. exactly our feelings because we do not know how long we will be in this world, everything changes so quickly ,,, the most important thing is that they did not take our dignity and if we knew that this would be the behavior of all institutions towards us, we would never come here, because they did not it is our fault that we are sick, and if it wasn't, Piotr worked here for 13 years and I was for 7 years, so we didn't expect this behavior.

Reginal you ask about our financial statements So Because today I No have power but tommorow I will try send you all documents about payment plan £1 .

Thank you again. you both

[Expand all entries](#)

Date and time	Message	Added by
10 Feb 2021 at 9:36am	<p>I had requested you all your bank statements and savings statement's including all ISA from Lloyds bank from 30/12/17 to 9/2/21 by 25/2/21 to be sent to me in PDF format on the e mail address - twickenhamjobcentre.twickenhamcfcd@dwp.gov.uk. I have explained the same to you support worker and also sent you an e mail. when sending the statements to my e mail address please mark for my attention -Sanjay- I would like to advice you I do not work for the Job centre I work for CFCD - Counter fraud and</p>	Sanjay

compliance directorate.

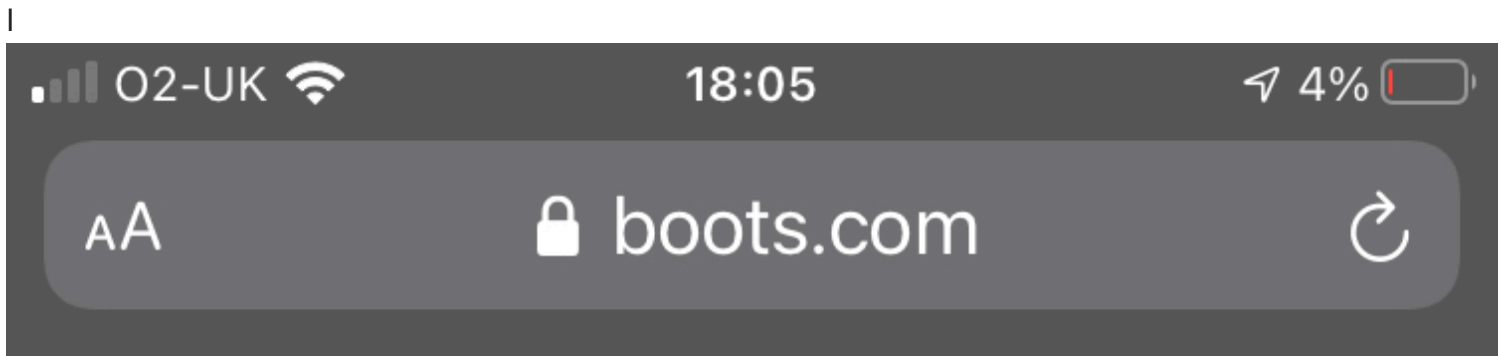
Regards
Sanjay

[Show less](#)

9 Feb
2021 at
2:32pm

Hi Sarah , thank you very
much for your help . Regards
Elzbieta

ELZBIETA
KWAST



< Back to store results

Hanworth Bear Road

Address:

107 Bear Rd

Feltham

Greater London



Greater London
TW13 6SA

Store manager:
J B

Contact number:
02088980327

Store:

Mon: 09:00 - 18:00
Tues: 09:00 - 18:00
Wed: 09:00 - 18:00
Thurs: 09:00 - 18:00
Fri: 09:00 - 18:00
Sat: 09:00 - 18:00



Feedback



Regards
Elzbieta And Piotr

Wiadomość napisana przez Edith Chukwuemeka <Edith.Chukwuemeka@hestia.org> w dniu 11/02/2021, o godz. 09:46:

Good Morning Elzbieta & Piotr,
I am very sorry to hear that the Officer called you yesterday despite cancelling the appointment He categorically stated that he would give you two weeks to present the bank statements from 30/12/2017 to 9th

of February 2021 the day I spoke to him on your behalf. The officer also said he would give you two weeks to provide the statements otherwise you benefits would stop. I asked what if you had savings over the threshold unaware of the limit allowed? he responded that they would reduce the difference until it is paid off. Pleased forward his email address to me so, I could email him with regards to the above treatment you received from the fraud officer.

As previously stated, I am sorry that this happened to you and your husband.

I wait to receive his email details.

Warm Regards,

Edith Chukwuemeka

Support Worker

Hestia Housing & Support

CAN Mezzanine, Level 2 Treaty Centre

TW3 1ES

Landline: 02085687881

Mobile: 07772906130

Edith Chukwuemeka

Floating Support Worker

Hestia

Domestic Abuse Service

Domestic Abuse Floating Support Worker, 1D Westbourne Terrace Road
London, W2 6NG

T: 020 7289 6026

M: 077 7290 6130



www.hestia.org

EMERGENCY WINTER APPEAL

Help keep our emergency domestic abuse
refuge open over Christmas



Registered Charity No. 294555. Company Limited by Guarantee, Registration No. 2020165.

Registered Office: Maya House. 134-138 Borough High Street. LONDON. SE1 1LB

Data Protection Registration No. Z6546569.

You can view our Privacy Policy [here](#).

.....
This message and any attachments are confidential. They are intended for the addressee only. Access to this e-mail by anyone else is not authorised. Unauthorised recipients may not copy this message or its attachments. If you have received this e-mail in error please notify us immediately, destroy any copies and delete it from your computer system. Whilst this message and any attachments have been scanned for known viruses prior to leaving the Hestia network, the recipient should check this email for viruses as Hestia cannot guarantee the security of this message.

3 wiadomości e-mail