



Department
for Work &
Pensions

ELZBIETA KWAST

Compliance Wandsworth
Mail handling site A
Wolverhampton
WV98 1SS

www.gov.uk

Telephone: 0208 511 5171
Textphone: 0800 328 1344

Your reference:
1-1865653547

Compliance Telephone Interview

We need to discuss your Universal Credit claim

Dear Ms Kwast

A Compliance Officer will call you on **079288171154** on 10 February 2021 at 9:30 AM to conduct a telephone interview.

If you have not told us that you are unavailable at this time and then do not answer when we call, it may affect your Universal Credit – see page 2.

What to do if you cannot keep this appointment

Call us straightaway on **0208 511 5171** if;

- you cannot be available on this date or time
- you want us to call you on a different number or
- you want to tell us about a change in your circumstances

Please see page 2 of this letter for a list of information you will need to refer to during this interview.

Yours sincerely

S NANDA
Compliance Officer
Direct line: **0208 511 5171**

Please take part in the compliance interview.

If you cannot be available on the date and time shown in this letter please call us straightaway on **0208 511 5171**.

We have many different ways we can communicate with you.

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Please turn over

Why should I be available for this telephone interview?

When you claimed Universal Credit you agreed to tell us straightaway about any changes to your circumstances. We need to speak to you to make sure your payments are correct.

What happens if we do not hear from you?

If you are not available for this telephone interview and do not **tell** us, your entitlement to Universal Credit **will be put** in doubt **and** your payment of UC may be suspended.

If you claim another benefit alongside Universal Credit you will also need to report the changes to their office. Contact details can be found at **www.gov.uk**

If you do not tell us about changes in your circumstances any overpayment may have to be paid back. You may also be liable for financial penalties or you may face prosecution, which means you will get a criminal record.

The Department for Work and Pensions will check with external partners and other Government Departments, that the information you have given is correct.

Documents you may need for the call

If you and/or your partner have any of the following documents, please have them available during the telephone interview:

- **Bank Statements** - for any current accounts, deposit accounts, or any bank/building society or Post Office accounts
- **Savings and Investments** - information about Individual Savings Accounts (ISAS), Personal Equity Plans statements, Shares, National Savings Certificates, Premium Bonds, Income Bonds, or Capital Bonds you hold
- **Private Pension(s)** - your most recent statement from any pension provider(s) or other money from a place where you or your partner used to work
- **Earnings** - your most recent wage slips from all employers **and** any receipts or invoices for all other paid work
- **Property** - details of any property or land you own, other than where you live
- **Immigration status** - evidence of your Immigration Status and 'Right to Remain'
- **Students** – information regarding Student Loans, Bursaries and financial aid.

If you have speech or hearing problems, we can be contacted on textphone **0800 328 1344**.

Equality and Diversity

We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs.

Call charges

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

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