

PAYMENTS TO THIRD PARTIES

This bulletin describes what action should be taken when payments to third parties, such as utility companies, are suspended.

In the Suspension and Termination Guide, please remove page 2550 - 2999 and insert the attached page to this bulletin.

Contacts

If you have any queries about this memo, please write to ACI Division, Room GS36, Quarry House, Leeds.

Distribution: All Holders of S&T guide

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Deductions to third parties

2550 | A third party to which benefit is being paid on the claimant's behalf should be notified of any suspension that affects the payments to it.

2551 | Third parties may include:

- utilities such as the gas, electricity, and water companies **or**
- LAs for rent and council tax.

2552 | Where

- payment of benefit is suspended only in part **and**
- the suspension does not affect a payment to a third party

the third party should not be informed of the suspension.

2553 | Where

- payment of benefit to a third party has been suspended **but**
- the matter that has led to the suspension may be resolved and the suspension lifted before the next payment is due to be paid to the third party

the third party should not be notified of the suspension for the time being. However, if the suspension is not lifted before the next payment is due to be paid, the third party should be notified at that stage that payments have been suspended.

2554 | To notify the suspension of payment, including details of the benefit involved, send form:

- A79D to the customer **and**
- A79E to the third party.

| 2555 - 2599

Local Authority liaison

2600 You must inform the relevant LA if:

- the customer has claimed HB/CTB **and**
- the customer's income related benefit is suspended in whole or in part **or**
- benefit suspension has been lifted.

Step	Action
1	send DL/SUSTERM 4 or 5 to the LA
2	keep a copy of DL/SUSTERM 4 or 5 with the customer's records

2601 - 2999