



Part of the Department  
for Work and Pensions

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

**Office address**

**Our phone number is**

Code                      Number

**Textphone users with speech or hearing difficulties call**

Code                      Number

**If you get in touch with us, tell us this reference number:**

**The decision about your claim to Incapacity Benefit**

We have decided that you are entitled to Incapacity Benefit from                      to                      .  
The amounts and periods are set out below.

If we have ticked this box the amounts below may

- have been reduced or
- not be due

This is because you have received Severe Disablement Allowance during these periods.  
The reduction for Severe Disablement Allowance is explained overleaf.

- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .
- at the weekly rate of £                      from                      to                      .

at the weekly rate of £                      from and including                      .

**Please turn over**

## The decision about your claim to Incapacity Benefit – cont.

The reason Incapacity Benefit has been awarded is because there has been an error in the recording of National Insurance Credits to which you were entitled. This has now been rectified. We are sorry for the delay in payment and any inconvenience this may have caused.

If you are currently in receipt of Housing Benefit or Council Tax Benefit you must inform your Local Authority of this change as it may affect the amount of those benefits you receive in the future. We have included a second copy of the details of your Incapacity Benefit award which you can give to your Local Authority.

The reduction for Severe Disablement Allowance is explained below.

We have decided that you are entitled to Incapacity Benefit of £            from            to            .

Because we have already paid you Severe Disablement Allowance of £            from            to            we have taken that amount of money away from the money we owe you.

We have ticked the boxes that apply to you.

We do not owe you any benefit from            to            because we have already paid you Severe Disablement Allowance of £            .

We owe you £            . This is the amount of benefit left after taking away the Severe Disablement Allowance we have already paid you.

We are sending a payment to your account for £            .

## **The decision about your claim to Incapacity Benefit – cont.**

### **About your Incapacity Benefit**

#### **If you are claiming for a spouse, civil partner or someone looking after children or qualifying young persons for you**

If you are claiming for an increase of Incapacity Benefit for an adult, they may need to go to a work focused interview with a personal adviser.

They will not have to go to a work focused interview unless you have been claiming Incapacity Benefit for 26 weeks or more. We will let them know if they have to go.

If they do not take part in the work focused interview without a good reason your benefit may be affected.

#### **Income tax**

Incapacity benefit is taxable. You should tell your Tax Office the amount of your benefit and the date you will start getting it. We will send you a statement once a year. Keep the statement as the details will help you if you have to fill in a tax form.

#### **Changes you must tell us about**

There are certain changes that you must tell us about because they might affect the amount of money you can get. We have sent you form *IB40 Notes about Incapacity Benefit*. It tells you about the changes you must tell us about.

#### **If you are claiming for your spouse, civil partner or a person looking after your children or qualifying young persons, please tell us straight away if their earnings go up or down. It could affect the amount of money you get.**

If you enter or leave hospital, please tell us as soon as you can.

If you or anyone you are claiming for goes into prison or goes abroad, please

tell us as soon as you can.

#### **Telling us about changes**

If something changes you can write to us or phone us. The phone number and address are at the top of this letter.

### **Questions you might have about our decision**

#### **If you want to know more about this decision or if you think the decision is wrong**

Please get in touch with us, by phone or in writing, within one month of the date of this letter. If you contact us later we may not be able to help you. Our address and phone number are on the front page of this letter.

You, or someone else who has authority to act on your behalf, can

- ask for an explanation
- ask for a written statement of reasons for our decision
- ask us to look again at the decision to see if it can be changed. There may be some facts you think we have overlooked or you may have more information which affects the decision.
- appeal against the decision. Please see below for more information.

You can do any of the actions listed above, or you can do all of them.

You can find more information about decision making and appeals in leaflet

**GL24** *If you think our decision is wrong.*

## Questions you might have about our decision -continued

### What happens if you ask us to look at the decision again?

If we can change the decision, we will send you a new decision.

If we cannot change the decision, we will send you a letter telling you why.

You will have **one month** from the date of that letter to appeal if you still disagree with the decision.

### How to appeal

Your appeal must be in writing. You can fill in the form in leaflet **GL24** *If you think our decision is wrong* or you can write to us. You must tell us which decision your appeal is against and give your reasons for the appeal.

You can get a copy of leaflet **GL24** *If you think our decision is wrong* from

- Jobcentre Plus,
- our website at [www.dwp.gov.uk/advisers/cat1/all-products.asp](http://www.dwp.gov.uk/advisers/cat1/all-products.asp)
- an advice centre, like the Citizens Advice Bureau.

Please send your appeal to the address on the front page of this letter.

Your appeal will be heard by an independent appeal tribunal.

### More information

#### For information about your own claim

Contact Jobcentre Plus. Our phone number and address are on the front of this letter.

#### For general information about this benefit

Ring the Benefit Enquiry Line for people with disabilities. The phone call is free. The number is **0800 882 200**. The person you speak to will be able to give you general advice about the benefit and tell you about the forms completion service. They can also tell you about other organisations that may be able to help you.

Textphone users with speech or hearing difficulties call **0800 243 355**.

The phone call is free. If you do not have your own textphone system, you may be able to find one in your local library or Citizens Advice Bureau.

If you live in England or Wales you can get free, independent and confidential advice about Incapacity Benefit and other benefits. Call Community Legal Services Direct on **0845 345 4 345**. You can visit their website at [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

For more information about benefits and services available visit our website at [www.dwp.gov.uk](http://www.dwp.gov.uk)