



# Ask DWP to review their decision on your Universal Credit hardship repayment

## We have many ways we can communicate with you

If you would like braille, British Sign Language, email, a hearing loop, translations, large print, audio or something else please call us on **0800 169 0310** or textphone **0800 169 0314** and tell us which you need.

Calls to 0800 numbers are free from landlines and mobiles.

## Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on **www.gov.uk**

## About this form

This application is a reconsideration request for hardship repayments made between 1 January 2014 and 11 January 2021.

## About you

<b>01</b>	<b>Name</b>
<b>02</b>	<b>Surname or family name in full</b>
<b>03</b>	<b>Address</b>
	Postcode
<b>04</b>	<b>Telephone number</b>
<b>05</b>	<b>National Insurance number</b>

## About your claim

<b>06</b>	<b>When did you contact Universal Credit or DWP Debt Management to ask them to stop the repayments?</b>
	If you are not sure, give an approximate date, or select 'I do not remember the date' DD/MM/YYYY
	I do not remember the date
<b>07</b>	<b>Why did you ask them to stop the hardship repayments?</b>

## If the repayments affected your health or the health of a family member

Please send medical evidence showing how it made your health or a family member's health worse. This must be from the time you were repaying your hardship payment.

You need to provide evidence from a medical professional. It needs to say that, in their opinion, repayments caused a health condition or made a health condition worse.

## If repaying the hardship payment caused you financial problems at the time, please provide evidence of this

Evidence of financial problems could include:

- bank statements
- information about loans you had to take out
- letters showing you got into debt for utilities (gas and electricity), rent or council tax
- letters from creditors
- letters showing that you asked for other debt repayments to be stopped.

These are just some examples. You do not have to provide everything on this list, and you might have other evidence.

## Information about your finances at the time

Fill in the Financial Information section of this form. This will show your income and living costs at the time.

You can still apply if you cannot find or remember all the information. However, it is best to give as much information as you can.

### Financial Information

Per month

#### 08 Income each month

Benefits

£

Wages

£

Savings

£

Other income (please specify)

£

#### 09 Outgoings each month

Food

£

Gas (fuel bill)

£

Electric (fuel bill)

£

Water (utility bill)

£

#### 10 If you bought any items from a catalogue or online

What did you buy?

Monthly repayments

£

Date of final repayment

DD/MM/YYYY

#### 11 If you got a loan to buy items

What did you buy?

Loan repayments

£

Date of final repayment

DD/MM/YYYY

**12 Other outgoings**

Credit card and store card repayments

£

Rent or mortgage (if not claiming from Housing Benefit or Universal Credit)

£

Home contents and building insurance

£

Car insurance

£

Life insurance

£

Other insurance

£

Clothes for you

£

Clothes for dependants

£

Travel for you

£

Travel for dependants

£

TV Licence

£

Please list other outgoings you had at this time.

**Your partner's financial information at that time**

Please list your partner's income and savings

**13 Your partner's income each month at that time**

Wages

£

Savings

£

Other income (please specify)

£

**14 More information**

If you need to give more information or tell us how your health was affected, please use this sheet

Please put your name and National Insurance number on any extra pieces of paper you send us. Remember to provide evidence of your outgoings or health issues at the time you asked DWP to stop your repayments.

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## Declaration

**Your signature**

**Date of signature**

DD/MM/YYYY

### Send your application

Post the application forms and any other supporting evidence documents to:

Debt Management (C)  
Mail Handling Site A  
Wolverhampton  
WV98 2DF

**You must apply by 19 June 2023.  
Late applications will not be accepted.**

### What happens next

We will contact you within 6 weeks to confirm that we have received your application.

We aim to make a decision within 13 weeks of your application.

If we need any further information, we will write to you.

A dedicated team deals with these applications. You do not need to contact the team - they will contact you. The Universal Credit telephone helplines cannot answer any queries about your application or provide you with progress updates.

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## How the DWP collects and uses information

When we collect information about you we may use it for any of our purposes.

These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy, and
- retirement planning.

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, go to [www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)