Dear customer name

**Important changes for people receiving the following benefits from Jobcentre Plus:**

<table>
<thead>
<tr>
<th>Income Support</th>
<th>Jobseekers Allowance</th>
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<td>Incapacity Benefits</td>
<td>Bereavement Benefit</td>
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Jobcentre Plus is making the way it pays benefits and allowances simpler.

**Between April and October this year, the day on which Jobcentre Plus pays your benefit or allowance will change.** If you are still receiving payments at that time, this will mean that your payments will:

- be paid a minimum of fortnightly and continue to be paid in arrears.
- be paid up to the same day for all of the above Jobcentre Plus benefits you may receive.

**Four weeks before these changes take place,** we will write to you again. In that letter we will give you all the details you will need. We will also tell you about the help available from Jobcentre Plus if you think that you are going to find it difficult to manage your money when the change takes place.

As your benefit payment day will change, you may need to consider the date you make any regular payments, such as loans, direct debits or standing orders. You will need to make sure that you have enough money in your account on the day that these are paid.

**Please note that you do not need to do anything now** but if you would like some further information now, you can visit our website [www.jobcentreplus.gov.uk/paydaychanges](http://www.jobcentreplus.gov.uk/paydaychanges) or call us on **0845 *** ******. If you are a Welsh speaker requiring further information, a Welsh language information line is available on **0800 *** ******.

If you have hearing or speech difficulties, please textphone **0845 *** ******. If you do not have a textphone, your local library or Citizens Advice may have one you can use. Information is also available in other formats. Please contact your local Jobcentre Plus office or go to [www.jobcentreplus.gov.uk/paydaychanges](http://www.jobcentreplus.gov.uk/paydaychanges).

Jobcentre Plus

* As at September 2008, calls to 0845 numbers from BT land lines should cost no more than 4p a minute with a 7p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you call from abroad. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.