



Department  
for Work &  
Pensions

Title, Initial, Surname  
Address Line 1  
Address line 2  
Address line 3  
Address line 4  
Postcode

Building or Office location  
Office type  
Street  
Town  
Postcode

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

Telephone: 0000 000 0000  
Textphone: 0000 000 0000

Your reference:

## About your [Select benefit] Your payments have been suspended

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Dear

Home Office records show that your EU Settlement Scheme application has been refused.

To get UK benefits, access free healthcare and have the right to work in the UK, European Economic Area (EEA) and Swiss nationals and their family members need a valid UK immigration status.

### What this means for you

As you do not have a valid UK immigration status, your [Select benefit] payments are suspended from . This means that your payments have stopped.

You cannot get benefit payments for any period of time you do not have a valid UK immigration status.

### What you need to do

Please contact us within one calendar month of the date of this letter if you:

- have reapplied to the EU Settlement Scheme and you are waiting for a decision

**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.

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Please turn over

- are applying for an administrative review or appealing against an EU Settlement Scheme decision
- have Indefinite Leave to Remain or any other UK immigration status
- are a British or Irish citizen

You will need to provide us with evidence so we can update our records, such as your share code, or your British or Irish passport.

### **What happens next**

If you do not contact us within one calendar month of the date of this letter to let us know that any of the above applies, your [Select benefit] award will end.

### **Applying for children**

If you have children who are not British or Irish citizens, they will also need a valid UK immigration status.

For more information about applying to the EU Settlement Scheme for children, visit [www.gov.uk/settled-status-eu-citizens-families/apply-settled-status-for-child](https://www.gov.uk/settled-status-eu-citizens-families/apply-settled-status-for-child)

If you are unsure if your children are British citizens, please visit [www.gov.uk/check-british-citizenship](https://www.gov.uk/check-british-citizenship)

### **More information**

If you have any questions about your [Select benefit], please contact us on the telephone number at the top of this letter. We will not be able to provide information on your EU Settlement Scheme application or status.

If you have any questions about your EU Settlement Scheme application or status, please visit [www.gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme) or contact the Home Office Resolution Centre on **0300 123 7379**. The Home Office will not be able to provide information on benefits.

Yours sincerely,

Office manager

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## **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](http://www.gov.uk)

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## **Call charges**

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

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## **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)