

Example of a Universal Credit Overpayment letter



FREEPOST DWP
Universal Credit Full
Service

If you call us, please have
the answers to your
security questions ready

www.gov.uk/universalcredit

Telephone: 0800 328 5644
Textphone: 0800 328 1344

You have been paid more Universal
Credit than you are entitled to.
This will now be taken back.

Dear

You were overpaid

This is because of

**You do not need to do anything if you are claiming
Universal Credit.**

We will take this money back from your monthly
payment in instalments. Check your next statement to
see what the repayment amount is. If you struggle to
make this repayment, call Debt Management on 0800
916 0647.

You can pay this money back now in full if you do not
want us to take it from your monthly payment. You can
also make a part payment. Ways to pay:

Online banking

Account name: DWP Debt Management

Sort code: 60-70-80

Account number: 10025634

Reference: Your National Insurance number

17 December 2022

**Use your journal to
contact us if you
have any questions.**

You can also call us on
the number above. To
speak to an agent in
Welsh, please call: 0800
328 1744.

**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.