

If you cannot supply the information we have asked for, then you must tell us **in writing** why it is not available.

**How to get the information to us**

You can post information to us in the prepaid envelope, but if they are personal documents, it is better to bring them to us. You can bring the proof we need to one of our offices between 9-4.30. These are:

Civic Centre, Silver Street, Enfield.

John Wilkes House, 79 High Street, Ponders End.

If you need help, please come and see one of our advisors, or phone our helpline on 020 8379 3798

If your circumstances change, you must tell us in writing immediately. If the change means you get more benefit, you must tell us about it within one month. If you do not, the increase will start from the date you tell us of the change. If the change means you get less benefit, it will start from the date of the change. If we pay you too much benefit because you did not tell us about a change, or you told us afterwards, you must pay the money back.

Yours sincerely

Colin Bullworthy  
Benefits Manager

**Warning: To knowingly give false information may result in court action (Social Security Administration Act 1992 / Theft Act 1968).**