

**A message will shortly appear on this template to give guidance as to when this document should be used!**

**For now, please continue to use the blank space below!**

**Claimant has made contact with us stating that he should be exempt from the 19.5% in CTS due to him receiving sickness benefit, however claim shows he is on income support?**

**Please check if claimant is exempt or is still liable to pay 19.5% shortfall**

**thank you**