

Compensation Recovery Unit Reference Numbers

For the attention of: Compensators and Representatives

When a claim to compensation is registered with the DWP Compensation Recovery Unit (CRU) a CRU reference number is allocated. The CRU reference number consists of 3 alphabetic characters, between the ranges of AAA and UZZ for CRU GB and VAA and ZZZ for CRU NI, followed by 3 numbers (eg. ABC123).

CRU GB are currently allocating CRU reference numbers starting with the letter T, and are nearing the end of the range of available reference numbers. In order to reduce the impact on our customers, we propose to keep the CRU reference number in the same format and to re-start allocating unused CRU reference numbers starting with AAA onwards. Any live cases will keep their CRU reference number and new cases will be allocated around these existing cases.

We are planning this approach to take place from Monday 28 February 2013; therefore any new cases taken on by CRU GB after this date will start with the AAA prefix.

There will be no change to the reference numbers allocated by CRU NI.

If you have any queries relating to this contact:

CRU System Development Team

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