

	Office Name:	
	Office Address:	
	Telephone: <b>XXXX XXX XXXX</b>	
	www.gov.uk	
	Your ID No.	<i>[Insert Claimant ID No.]</i>
	Your ref:	<b>Remote Signing</b>
Our ref:	<i>[Insert claimant NINO]</i>	
Date:	<i>[Insert date]</i>	
Signing Day	<i>[Insert first signing day]</i>	

## Jobseeker's Allowance – changes to your attendance arrangements

Dear *[Insert Claimant Name]*

You have been randomly selected to take part in a trial that will change how we need you to declare that you have been available for work and supply evidence of what you have done to look for work. The trial aims to improve our service and take advantage of digital communication channels.

The trial could last until spring 2015, but may be stopped earlier than that. If you are still claiming Jobseeker's Allowance when the trial has ended, we will write asking you to start attending the Jobcentre again.

If you change your address, you may no longer live in an area which is running this trial. If this is the case, you will have to attend the appropriate Jobcentre, to see a member of staff to make this declaration and provide evidence of the actions you have taken to find work. You will be told if this applies to you.

### Being part of this trial means that:

- instead of seeing a member of staff to declare your availability for work and show us what you have done to find work, you will provide us with a template via e-mail and receive a telephone call from the Jobcentre to discuss the evidence you have provided
- we will send a blank Remote Signing Template to your nominated email address, we suggest that you keep a blank copy for use each fortnight
- we will provide you with an email address to submit your template to
- you will submit an email containing a completed template to the prescribed Jobcentre email address each fortnight from your nominated e-mail address
- each time you submit an e-mail containing your template you will receive an auto-response confirming receipt, if you do not receive an e-mail auto-response please contact us on *[insert telephone number]*;
- we will call you on your nominated telephone number within an agreed 'time window' to discuss the evidence that you have provided to support your Jobseekers Allowance claim

**What you need to do:**

- save an electronic copy of the blank Remote Signing Template we send you so that you can use it to submit your declaration and evidence in the future – we will **not** send you a blank template each fortnight
- complete a Remote Signing template each fortnight starting from **[insert day and date]** and save a copy for your own records
- send your completed template to **[insert email address]** each fortnight between **[xx:xx – xx:xx]** on your ‘signing’ day
- use your ID No. in the subject line for your e-mail, this will help us identify you
- enable your phone to receive calls from the Jobcentre and be available during your time window, **[xx:xx – xx:xx]** each fortnight to receive a call to discuss the evidence to support your Jobseekers Allowance claim – this is the day, date and ‘time window’ for your **first** call, **[insert day, date and ‘time window’]**
- please do NOT include your National Insurance No., name, address or Bank Account details within the Remote Signing Template that you submit to DWP;
- you must notify the Jobcentre immediately if any of your circumstances change. You are liable for any overpayments that occur if you do not notify us of such a change
- you must continue to meet your responsibilities as set out in your Jobseeker’s Agreement\* / Claimant Commitment\* **[delete as appropriate]**
- if you have a ‘My Work Plan’ continue to complete this each week – if this applies to you a member of staff will tell you what you have to do to supply evidence of what you have been doing to look for work
- keep this letter in a safe place

**What happens if I do not want to take part in the trial:**

Whilst participation in this trial is voluntary we strongly encourage you to take part. Only by including a wide variety of people can we know whether the new way of doing things works. In the future we will be using digital solutions for an increasing number of purposes and this trial is part of that change. We need people like you to take part in these trials to ensure that the way we do things works for as many people as possible, so your participation is important.

**If you are invited to attend a Jobsearch Review at the Jobcentre you must bring with you:**

- evidence of what you have been doing to look for work since your last appointment
- your Jobseeker’s Allowance responsibilities booklet (ES40JP)
- any other documentation advised at that time.

If you have any questions please call us on the number at the top of this letter.

Yours sincerely

On behalf of Manager

Claimants Signature .....

Date .....