



How to reduce your overpayment (Underlying Entitlement)

Underlying Entitlement could help reduce the amount that you need to pay back.

If you did not inform us of a change in your circumstances and an overpayment is created, we can look back over the period you have been overpaid and review your entitlement.

To do this you will need to provide evidence of all your income and savings for the period of the overpayment, and we can then assess the amount of benefit that you would have been entitled to if we had known your correct circumstances at the time.

For example, if you started work but didn't tell us we would cancel your benefit back to when you started work and an overpayment would be created. If you then provided evidence of your wages and are still entitled to benefit, the amount you qualify for will be deducted from your overpayment. We can only use Underlying Entitlement to reduce an overpayment, but we cannot use it to pay you any extra benefit. You will then be notified of the remaining overpayment balance that you will need to pay back.

Please note that without sufficient evidence of income and savings, it will not be possible to assess a claim for Underlying Entitlement and your overpayment will remain recoverable. You normally need to provide evidence of your income and savings within 1 month of the overpayment being notified to you.

If you have an overpayment and would like us to see if we can reduce it based on your circumstances at the time then please contact the Benefits Service on 01344 352010 or email benefits@bracknell-forest.gov.uk