

Contents

Terminating entitlement

Circumstances when entitlement to benefit can be terminated.....	3000
What date should benefit be terminated from?	3050
Sending notification when entitlement to benefit has been terminated	3100
Notifying the customer	3100
Notifying third parties and Local Authorities	3110
Recording the decision.....	3150

Terminating entitlement

Circumstances when entitlement to benefit can be terminated

3000 The termination of entitlement must be considered and can be done when;

- a customer has been required to provide information (either in prescribed circumstances or following failure to satisfy information requirements) **and**
- the customer has failed to provide the relevant information within one calendar month, or such longer period as has been allowed **and**
- payment of benefit has been suspended in full **or**
- benefit has been suspended because the customer failed to attend a medical on at least two consecutive occasions, without good cause, and following the suspension the customer continues to fail to have a medical **and**
- at least one month has passed since benefit was suspended.

Note: This does not apply to incapacity for work cases

See IIDB guides and the STB guides

Note: A customer has the right of appeal against a decision to terminate benefit.

3001 Benefit that is suspended partially cannot be terminated. In these cases, suspension remains in place indefinitely.

3002 Taking into account the above, if the customer fails to provide the requested information or fails to attend a medical within one calendar month or other period, action to terminate benefit must be taken.

3003 - 3049

3050-3099

What date should benefit be terminated from?

3050 Entitlement to benefit must be terminated from a date not earlier than the date the suspension was imposed.

Note: if you later find that benefit entitlement should have terminated from an earlier date for a different reason, normal revision rules should be applied.

See DMG Chapters 03 and 04

3051 - 3099

Sending notification when entitlement to benefit has been terminated

Notifying the customer

3100 If you decide to terminate payment of benefit:

Step	Action
1	send DL/SUSTERM 2 to the customer
2	keep a copy with the customer's records.

3101 - 3109

Notifying third parties and Local Authorities

3110 You must notify any third parties and the relevant LA if a customer's payment is terminated.

3111 - 3149

Recording the decision

3150 Record each decision to terminate payment on form SUSP1 and keep a copy of the decision with the customer's records.

3151 - 3999