

Financial Assistance Scheme Overpayment Questionnaire



Please complete the questions below with as much detail as possible.

Some of the questions may not be relevant, or you may not know the answer, so please mark these with "not applicable" or "not known".

Please continue onto a separate page if there isn't enough space for your response to any of the questions.

1. Did you question the amount you were receiving during the period of overpayment? If so, please provide as much information as you can, such as when (approximately) you questioned this and who you questioned this with.

2. Did you incur any particular expenses in reliance on what we told you your assistance payments would be? Please give details about the expenses, the dates, the amount or value, why you incurred the expense, etc. We'll consider all types of expenses, both big and small. Please provide copies of receipts if you have them.

3. Did you make any lifestyle improvements in reliance on what we told you your assistance payments would be? Please give details of the lifestyle improvements, the dates, costs, why you made the lifestyle improvement, etc. We'll consider all types of lifestyle improvements, both big and small. Please provide copies of receipts if you have them.

4. Can you explain how your decision or expenditure referred to above was made in reliance on the assistance payments you expected to continue to receive? In other words how would you have acted differently if you had known that your assistance payments should have been lower?

5. Please confirm if any of the following applies to your answers to the questions above:

a. You would have made the decision and/or incurred the expenditure even if you had received lower assistance payments.

'YES' or 'NO'?

If your answer is "NO" please give details to explain your answer.

b. The only reason you made the purchases and/or incurred the expenditure was because you thought that the assistance payment amounts were correct and were yours to spend and that you didn't expect the amount to reduce or have to be repaid.

'YES' or 'NO'?

If "YES", please explain your answer and provide evidence of any statements from the Financial Assistance Scheme that you relied on.

6. Did you save any of the assistance payments you received? If you did, please let us know how much (£).

7. Can you explain how repayment of the overpayment will cause you hardship? When answering this we'll need examples and documentary evidence to support what you say.

If you think that repayment will cause you financial hardship, please also complete and return the Statement of income and expenditure form.

If you wish to use post, please sign and date this questionnaire and return to the following address:

Financial Assistance Scheme, PO Box 287, Wymondham, NR18 8EZ

Alternatively, you can send us scans of this form and documentary evidence via our 'Send us a document' facility which is available in the 'Communications' menu when logged in to the Financial Assistance Scheme member website.

I certify that the information I have provided is correct and complete to the best of my knowledge.

Signature:

Date:

Name:

Address:

Date of birth:

National Insurance number:

For more information on how we use your data, please visit:
www.fasmembers.org.uk/en/PrivacyPolicy