Dear Mrs Bxxxxx,

We are writing to let you know that you have been selected for a full case review of your benefit claim.

As we already hold your details on our system, we want you to review this information and tell us of all changes. You can do this using our online form.

To log in to your on-line form and access your details you will need to enter your last name, national insurance number, date of birth as well as your postcode.

You will also be asked for your benefit claim reference and an access key. These are detailed below.

You can access the council’s on-line form by going directly to

www.towerhamlets.gov.uk/FCRForm

Your benefit claim reference is 100xxx5.

Your access key is 10000000ySVFjq.

This key, with upper- and lower-case letters must be entered as it appears. Please also take care to make sure you enter all the zeros (0); you may have to count these if necessary.

It is important that you complete and submit this review within 30 days of the date of this letter.

If you do not complete this review in time, we will suspend your claim, and this may result in the cancellation of you benefit claim.

If there are any queries, please contact us -xxxxxxxx