

110a Sylvan Avenue
Green
Haringey
London
07725 586 509
dmcmmorrow@mage-net.net

Hello,

I wish to make a **formal complaint**.

I wrote to you **twice** informing you of my change of address.
On **31st August 2016** and **27th September 2016**

On **1st September 2016** I moved address from
65 Rosing Apartments, Bromley, BR2 9FN
To
Flat 110a Sylvan Avenue, Wood Green, N22 5HY

I included a copy of the first page on the tenancy agreement as proof of my new address.
My NI Number is JG 999 784 A I'm getting ESA and DLA. If you need anything from me ring
me on 07725586509

I include the benefits i'm getting, my NI number and contact phone number. However
yesterday I looked at my bank account and was amazed to find no ESA Payments. A call to
my bank confirmed this.

I phone you. After a **45 minute** wait my call was answered. I reconfirmed the address
change and this morning had a phone call confirming backdated ESA will be paid in three
day.

The only change was moving address, I'm still a single male living on his own. I don't work

I'd like a full explanation of what happened. And despite have the correct address on file why
my ESA was stopped.

On **24th May 2017** I was called to confirm how much would be paid and to answer questions
on how I'd been dealing without this money. This is **one** of the benefits I get, because I get
this I have to contribute to my care charges. It was paying this invoice that brought your
mistake to my attention.

I do not feel justifying myself is necessary.

During this phone call I was informed the payment would take **three days**, this would have
been **Friday 26th**.

Yet no money, as you are closed over the weekend and **Monday 29th** is a bank holiday I'm
being forced to Wait till **Tuesday 30th May 2017**.

This is unacceptable

I expect a full apology and back dated payment.

Daniel McMorrow