

## PAUL'S STORY

Paul is a 65-year-old customer who became ill and was worried that he couldn't claim additional benefits because of his current pension. He is now £606 better off each month thanks to our Better Off Calculator.

When Paul became ill it affected his mobility and stopped him from working. He thought that because his pension was so good, he wouldn't qualify for any additional benefit support. Paul was directed to Kirsty in our Benefits and Income Maximisation team. Kirsty was able to sit down with Paul, learn more about his situation and shine a light on what other benefits he could be claiming.

Using our Better Off Calculator, Kirsty was able to support Paul by identifying two additional benefits he was eligible for - Universal Credit, which he could claim due to still being of working age, and Limited Capability for Work Related Activities (LCWRA). Paul said: "She found me another two benefits which I wasn't getting before. I now am, and that totalled around £600 a month. That made a lot of difference."

One of the things Paul valued about our service was that Kirsty regularly checked in with him and chased his claims with the Department of Work and Pensions - going above and beyond to support him. Paul explained: "I can't praise her enough. Not only did she get me what I needed, but she'd regularly ring me up and ask if I'd heard anything yet. The process is slow, but she made sure they were doing everything they needed on their end. It was exactly what you want and exactly what you need, particularly when you're older because you do forget things now and again."

Paul had been struggling with his mobility issues and illness, and Kirsty also supported him by referring him to adult social services. They made an initial assessment and Paul now has regular visits from carers to help.



“ I'd most certainly recommend Kirsty and her team and have already mentioned it to a couple of lads. I got more than what I expected. It was absolutely wonderful. ”

- Paul, Moat customer

Paul's  
**£606**  
a month  
better off

If you, or someone you know, needs help, please get in touch with our Benefits and Income Maximisation team.

You can call them on **0300 323 0011** or email **customer@moat.co.uk**.