



HEALTH ASSESSMENT ADVISORY SERVICE

01241 000584 0003 E 06900 H52

Mr Robert Alexander
13A
MONTGOMERIE STREET
ARDROSSAN
ARDROSSAN
KA22 8EG

Office address: GLASGOW BSC UC
MAIL HANDLING SITE A
WOLVERHAMPTON
WV98 2HG

www.gov.uk/universal-credit

Telephone: 0800 328 5644

Textphone: 0800 328 1344

If you contact us, use this reference: JK563786C

Date: 11th August 2026

Dear Mr Alexander,

Please fill in this questionnaire and send it to the Health Assessment Advisory Service by 11th September 2026.

We have sent you a questionnaire with this letter. This questionnaire lets you tell us about how your illness or disability affects you. The information you provide will tell us about your health problems, including any mental health problems. Your answers will help us to assess your capability for work, and helps a Department for Work and Pensions Decision Maker decide if you are receiving the right amount of Universal Credit.

What you need to do now

Please fill in the questionnaire. Use the envelope that came with this letter. Please return it by **11th September 2026**. You will need to allow a few days for the questionnaire to arrive. **Your Universal Credit payments may be affected if you don't return the questionnaire by this date.**

You can contact Universal Credit on **0800 328 5644** or via Textphone on **0800 328 1344** by using the journal in your Universal Credit online account if you need another copy of the questionnaire.

You can send **copies of medical documents** with the questionnaire to support what you say, for example: medical reports from your doctor, consultant or support worker. Make sure you only send copies of your medical documents to us, you will need to keep the originals. Don't pay for additional medical evidence, only send copies of what you already have.

Please do not send **medical statements** with your questionnaire. This includes medical certificates, doctor's statements or a Statement of Fitness for Work (also known as a sick note). Instead, send any medical statements to Universal Credit.

If you need help you can

- ask someone you know, for example a friend or relative, to help you fill in the questionnaire
- phone **0800 328 5644** or Textphone **0800 328 1344** to
- speak to an adviser on the phone. If an adviser can fill in the form for you on the phone, they will write down exactly what you tell them. Then they will send you the form to check, sign and send to our the Health Assessment Advisory Service. You will need to tell us that you agree if you want a friend or relative to speak to the adviser for you.
- use the journal in your Universal Credit online account to ask questions