

### **Payments after death**

1. How much cost is associated with overpayments made to due to the recipient being deceased and your service being unaware of this?

This can include:

- Overpayments made
- FTE cost on recovering overpayments
- Percentage of the money that is normally recovered

### **Multiple death notifications**

2. How many telephone notifications are received where your service is already aware of the death through TUO or receives TUO information after the citizen contact?
3. In addition to the call time, how long is spent processing this duplicate notification?

### **Unnecessary notifications**

4. How many TUO notifications are received for individuals not contained on your system?
5. How long do these notifications take to process?