

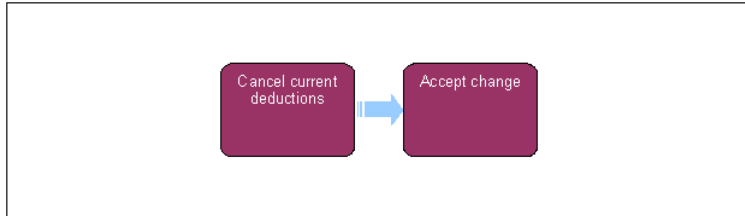
DFB - Change Type

Summary

When a paying parent's method of payment from (MOPF) is deduction from benefit (DFB) and you receive notification from either CIS or the paying parent that their benefit type has changed, you have to ensure that their MOPF is also changed, accordingly.

This procedure details how to change a DFB from one benefit to another, it also gives an overview of the automatic system action.


For more information refer to the Policy, Law and Decision Making Guidance: 



 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

1. End the deductions from the current benefit, by following the **Cancel DFB** procedure, for more information refer to related items.
2. From the dropdown lists select:
 - **Process = CofC**
 - **Area = Change employment/income**
 - **Sub area = Change benefit details**
3. Go to **Benefit Summary** view and under **NRP Benefit Details** tick the DFB Flag. Where there is more than one benefit in payment, income related benefits should take priority when deciding which benefit to request the deduction from. If TL approval is needed, update the **SR Status** to **Pending Approval** and the **Sub Status** to **Pending Approval TL**.

For more information on deductions from benefit, please refer to the Law and Policy handbook 

Accept Change

4. Accept the change by updating the **Resolution code** to **COC Accepted**.
5. The system will complete the DFB interface template and send it to the appropriate benefit system via the automated interface. This happens if the benefit is IS, PC, JSA (IB), ESA (IR), ESA (C) or JSA (C), where the paying parent is changing to one of these benefits go to **step 8** to complete this action.
6. Clerical deduction requests must be emailed when benefits are administered clerically and for the following benefits: Incapacity Benefit, Maternity Allowance, Retirement Pension, Retirement Allowance, Severe Disability Allowance, Industrial Injuries, War Widows Pension, Carer's Allowance, Bereavement Allowance (Widows benefit, Bereavement Benefit, Widows Mother's allowance, Widowed Parent Allowance).
7. Complete an electronic copy of CMSF2014 with the following paying parent details:
 - Paying parent's personal details
 - Benefit office ID
 - Deduction amount
 - Paying parent's benefit partner (if applicable).
8. Refer to [DFB - Set up](#) and follow instructions under the sub heading of 'Emailing clerical deductions', to complete this process.
9. The SR closes automatically and a Perform Calculation SR generates. For more information refer to [Calculation - Post Initial](#).



When changing the DFB to a deduction from Universal Credit, follow the section on setting up a deduction from UC in [DFB - set up](#).



Once the DFB has been set up the system automatically replaces the existing MOPF unless the previous MOPF was direct debit (DD) in which case it would place the DD on hold.



If War Widows Allowance is marked down on the 2012 system as having started after the 5 April 2005, it means that the Paying Parent is actually in receipt of Armed Forces Compensation Scheme Payments. Where this occurs caseworkers should cross out the benefit name on the deduction letter and write Armed Forces Compensation Scheme Payments in its place.



War pension and war disablement pension are paid out from the Service and Personnel Veterans Agency (SPVA). As such, changes to these benefits should not be sent to the benefit office ID number. Instead, send the change of deduction forms to the SPVA address found in the [Dfb - Set Up](#) procedure under 'emailing clerical deduction requests' and place them in the normal collection point for external post, do not use couriers.

Related Items

[Calculation - Post Initial](#)

[CIS - Receive Broadcast Updates](#)

[CIS - Receive Changes to Benefit Information](#)

[DFB - Cancel](#)

[DFB - Set up](#)

[Terminology Changes](#)