5 October 2020

Over the past two weeks, some Plan Approval and Copy of Plan letters have had information printed twice.

Who is affected?

This error only appears on letters sent to participants who selected ‘telephone’ as their preferred contact method.

Participants who chose another preferred contact method, such as email, do not have this printing error in their letter.

What was the error?

The participant’s ‘About me’ information is printed in the field that should list their home telephone number.

This means the participant’s ‘About me’ information appears twice on the same page and their home telephone number does not appear. The participant’s work and mobile numbers are listed correctly.

Please note, if you have received a letter with a misprint, your home telephone number is recorded correctly in our systems, and there is no need to contact us.

Will it be fixed?

Letters printed between 19 September and 6 October 2020 may have this error and will not be automatically reprinted.

If you would like to request a reprint of your Plan Approval letter or your Copy of Plan, please contact the National Contact Centre (NCC) via email, phone or webchat.

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