

Automated process for reminders and suspensions

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This guidance helps you to understand the automation for reminders.

It applies to clients going through:

- a scheduled review for all benefits
- an Adult Disability Payment (ADP) case transfer unscheduled review
- a Scottish Adult Disability Living Allowance (Scottish Adult DLA) case transfer unscheduled review (from February 2025)
- a Working Age Disability Living Allowance (WADLA) case transfer review

If we have the client's contact details, they may get reminders by:

- SMS
- email