

Call us for free

0800 144 8 444

Advisers are available 8am to 6pm,
Monday to Friday.

Chat to us online

citizensadvice.org.uk/helptoclaim

Chat is usually available 8am to 6pm,
Monday to Friday. If no advisers are
available, the chat box won't appear.

Chat lets you talk to a trained adviser
online about your Universal Credit
application process – in the same way as
you would over the phone or face to face.

Speak to us face to face

Help to Claim advice is available face
to face in local Citizens Advice offices,
and in other locations like libraries and
Jobcentres.

Find the details of your nearest
face to face service on our website:
citizensadvice.org.uk/helptoclaim

Read our online advice

citizensadvice.org.uk/helptoclaim

Visit our website to read more about
applying for Universal Credit. This
includes information on how to check
if you're eligible for Universal Credit
and explains what each stage of the
application process involves.

Good quality, independent advice. For everyone for 80 years.

We give people the knowledge and
confidence they need to find their way
forward - whoever they are, and whatever
their problem.

Our network of charities offers confidential
advice online, over the phone, and in person,
for free.

With the right evidence, we show companies
and the government how they can make
things better for people.

citizensadvice.org.uk

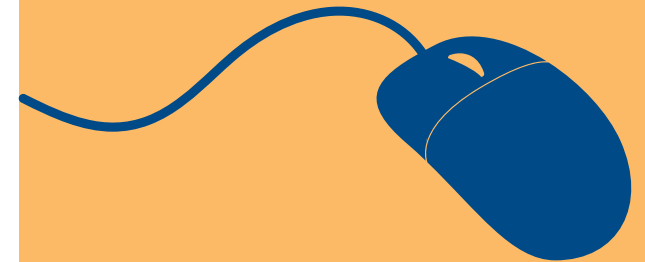


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**citizens
advice**

Get help applying for Universal Credit



Help to Claim is a dedicated
service from Citizens Advice.

It's free, independent,
confidential and impartial.

Help to Claim is a new dedicated service from Citizens Advice.

Our trained advisers can support you in the early stages of your Universal Credit claim, from the application, through to your first full payment.

It's free, independent, confidential and impartial.

You can get in touch with our advisers by phone, through online chat or face to face.



What is Universal Credit?

Universal Credit is a benefit that can help with your everyday living costs.

You might be able to get it if you're not working or you're on a low income.

It's gradually replacing 6 other benefits:

- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Child Tax Credits
- Working Tax Credits (WTC)
- Income Support

You can't usually claim Universal Credit and any of these benefits at the same time.

If you're claiming any of these benefits, you can stay on them for the moment – unless your circumstances have changed. For example, you've moved to a different council area.

You can find out more about Universal Credit and who is eligible on our website. This includes information on how to check if you're eligible for Universal Credit and explains what each stage of the application process involves.

Visit: citizensadvice.org.uk/universalcredit

Applying for Universal Credit

You can apply for Universal Credit online or – in some limited circumstances – by phone or at home. We can help you with any part of the application process.

If you need help with starting your Universal Credit application, it's best to gather all the details you'll need together in advance, if you can. This will save you time and make it easier to apply.

To start the application you'll need details of your:

- National Insurance number
- Housing
- Income and savings
- Childcare situation
- Other benefits, if you get any

You can find more information about what you'll need at each stage of your claim on our website citizensadvice.org.uk/startingyourclaim