

Universal Credit

HELP TO CLAIM

0800 144 8 444

Monday to Friday 8 am TO 6 pm

Free from a landline or mobile

We can

Help you to start your claim - this may include setting up personal emails or bank accounts, your **UC** (Universal Credit) account and working through claim 'to-dos'.

Help you to complete your application.

Check your evidence to make sure it is in the right type and format, that it contains the required information and that it is accurate.

Help you up to the point you receive your first UC payment

If you have already received a **UC** payment, telephone the **Generalist Advice Line** on: **0300 3309 062** or **03 444 111 444** for advice instead or visit **www.citizensadvice.org.uk** for information on how to access your local office.

Webchat

To speak to the **Citizens Advice Help to Claim advice** team

www.citizensadvice.org.uk/benefits/universal-credit/before-you-apply/Check-if-youre-eligible-for-Universal-Credit

Enter your postcode and follow the on-line instructions

**citizens
advice**