

Universal Credit

HELP TO CLAIM

Citizens Advice
HELP TO CLAIM
Service can

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

If you have already received a **UC** (Universal Credit) payment, telephone the **Generalist Advice Line** on: **03 444 111 444** for advice or visit **www.snsCab.org.uk/where-are-we** for information on how to access your local office.

How can we help you?

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

CALL
0800 144 8 444
Monday to Friday 8 am TO 6 pm
Free from a landline or mobile

We can talk you through your claim or may offer you a face-to-face appointment

citizens advice

Staffordshire North & Stoke-on-Trent

citizens advice

Universal Credit *Check List*

*Before you apply for UC you will need to provide a **LIST** of details about yourself*

and about your partner if you have one

See the Check List

- Email address.
- Bank account details.
- **Housing details** (Tenancy agreement, any service charges you pay).
- **How much rent or mortgage you pay.**
- **Type of accommodation** (private, council, housing association, etc.).
- **For private rented** - your landlord's address and phone number.
- **How much you earn from work** (payslips, or accounts / receipts if you are self-employed).
- **Any income from work from the last 12 months**
- **Any savings or other capital you have** (property, shares, etc.).
- **How much you pay for childcare.**
- **Details of any benefits you are getting.**
- **National Insurance Number.**
- **You also will need to verify your identity.** You will need some proof of your identity. If you have **any** of the following, you could do this **online**:
Passport, Debit card or Credit card

Webchat

To speak to a **Citizens Advice HELP TO CLAIM** adviser
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.

Universal Credit

HELP TO CLAIM

Citizens Advice
HELP TO CLAIM
Service can

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

If you have already received a **UC** (Universal Credit) payment, telephone the **Generalist Advice Line** on: **03 444 111 444** for advice or visit **www.snsCab.org.uk/where-are-we** for information on how to access your local office.

How can we help you?

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

CALL
0800 144 8 444
Monday to Friday 8 am TO 6 pm
Free from a landline or mobile

We can talk you through your claim or may offer you a face-to-face appointment

citizens advice

Staffordshire North & Stoke-on-Trent

citizens advice

Universal Credit *Check List*

*Before you apply for UC you will need to provide a **LIST** of details about yourself*

and about your partner if you have one

See the Check List

- Email address.
- Bank account details.
- **Housing details** (Tenancy agreement, any service charges you pay).
- **How much rent or mortgage you pay.**
- **Type of accommodation** (private, council, housing association, etc.).
- **For private rented** - your landlord's address and phone number.
- **How much you earn from work** (payslips, or accounts / receipts if you are self-employed).
- **Any income from work from the last 12 months**
- **Any savings or other capital you have** (property, shares, etc.).
- **How much you pay for childcare.**
- **Details of any benefits you are getting.**
- **National Insurance Number.**
- **You also will need to verify your identity.** You will need some proof of your identity. If you have **any** of the following, you could do this **online**:
Passport, Debit card or Credit card

Webchat

To speak to a **Citizens Advice HELP TO CLAIM** adviser
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.