

# Help to Claim

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a blue speech bubble shape.

## Applying for Universal Credit -

### What to bring with you and what you need to know.

Before we can help you to apply for Universal Credit, you'll need to gather some information together. This will help make sure you only have to do the application once, and let you get Universal Credit as quickly as possible if you're eligible.

You will need to bring all these details for you and your partner to your appointment. We cannot help you to make a claim without them.

#### 1. Your National Insurance number.

You can find this on a payslip or letter from HM Revenue and Customs.

If you don't know it or can't find it, call the National Insurance helpline on 0300 200 3500 (Monday to Friday from 8.00am to 5.00pm) Textphone: 0300 200 3519.

#### 2. Details of your housing situation

- your postcode
- your type of accommodation (for example private rental, council tenancy or housing association tenancy)
- how much rent you pay each month
- any service charges you pay
- your landlord's address and phone number

All these details should be on your rent agreement - if you don't have one, ask your landlord for a copy or for a letter with details of your agreement.

#### If you own your home you'll need to know:

- your postcode
- your monthly mortgage or home loan payments
- any service charges you pay

### **3. Information about your income and savings**

- your bank, building society, credit union or Post Office card account details. If you don't have a bank account, you will need to open one.
- how much you earn from work (such as recent payslips, or accounts or receipts if you're self-employed)
- any income that's not from work (for example a pension or insurance plan)
- any savings or other capital you have (for example shares or property you don't live in.)

### **4. Your family situation**

- how much you pay for childcare (if you want to claim childcare costs)
- child benefit reference numbers

You can find child benefit reference numbers on letters to you about child benefit. The reference numbers start with 'CHB' and are made up of 8 numbers and 2 letters - like this: 'CHB12345678 AB'.

Phone the Child Benefit Office on 0300 200 3100 (textphone 0300 200 3103) if you need help.

### **5. Details of any other benefits you're getting**

- You'll need details of any other benefits you're getting, including how much you get.

You will need to tell the DWP if you or your partner are getting any of the benefits Universal Credit is replacing. Otherwise you could get the wrong benefit payments and will have to pay them back to the DWP. This is called an overpayment.

Once you start getting Universal Credit it's worth checking that your other benefit payments have stopped. If they haven't, tell the DWP to make sure you don't get an overpayment.

### **6. Email address**

You need to apply for Universal Credit online and you need an email address to apply. If you don't have one, we can help you set one up.

## 7. ID documents to confirm your identity

- Passport
- Driving Licence
- Debit or credit card
- Mobile Phone

Part of the application process is to 'Verify your identity online', using a government system called 'Verify'. If you don't have a passport, driving licence or mobile phone, there is an option to skip this step and confirm your identity at the Jobcentre instead.

## 8. Your diary

You'll need to arrange an interview at your local Jobcentre within 7 days of making your Universal Credit application online. If you don't arrange the interview in time your first payment might be delayed or you might have to start your application for Universal Credit again.

You should be given a phone number to call to arrange your interview after you apply online. You'll need your National Insurance number when you make the call.

If you aren't given a phone number, call the Universal Credit helpline to arrange your interview.

### **Universal Credit service**

Telephone: 0800 328 5644

Textphone: 0800 328 1344

Monday to Friday, 8am to 6pm

Calls to these numbers are free. It's best to call from the phone number you gave the DWP when you set up your Universal Credit account. You'll have a shorter wait and be put through to the same person who handled previous calls you've made.