

Help to Claim Project

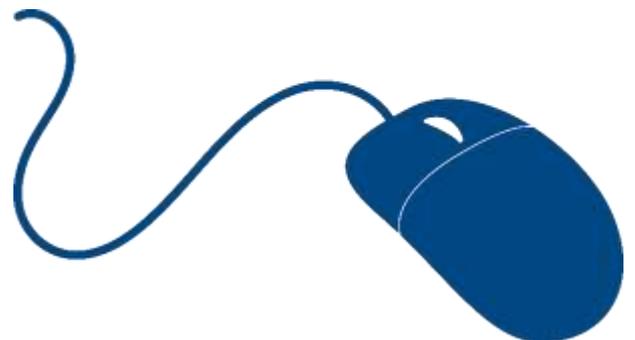
Universal Credit
Support Service



3. Claiming UC

citizens
advice

Westminster



Claiming UC

All claims for Universal Credit (UC) have to be made online at:

www.gov.uk/apply-universal-credit

A. Before you claim

Before you claim, you need to set up a **UC online account** for yourself. This is where you can manage your claim. For example, you can see how much UC will be paid each month, or get and send messages to your Work Coach, or report any change in your circumstances.

You will need to choose your **username and password** for your online account. Remember to pick something that others may not be able to guess but choose something you will remember. When choosing a password, use a combination of letters, numbers and symbols.

Verify your identity: you have to prove your identity with documents like a passport, photo driving license, bank details or utility bills. This can be done online (via the Gov.UK Verify Service) or at your local Job Centre.

B. Things you can do before you are ready to apply

Open a bank or building society account: most banks offer a basic bank account without an overdraft, even if you have a poor credit history. Ask your local bank to help you set one up.

Learn to use a computer: Citizens Advice Westminster can help you learn basic computer skills. We offer free 1-to-1 sessions to help you get #DigiSavvy. We can show you how to **set up an email address** (you will need this to make a UC claim). To book a session at the local Job Centre, contact your work coach.

If you cannot apply online

You might be able to apply for UC over the phone or, in exceptional circumstances, arrange for someone to visit you at home. *More information about what to do if you cannot apply online is in our leaflet 4: I cannot apply online.*

Need help? Call our advisers on **0800 144 8 444 (free phone)**. Lines are open 8am to 6pm, Monday to Friday

Or visit:

www.westminstercab.org.uk/advice/universal-credit/