

# Help to Claim Project

Universal Credit  
Support Service



## 4. I cannot apply online for UC

citizens  
advice

Westminster



## Claiming UC

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

[www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

## 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.

You can only use these options in certain situations. You might be eligible if you:

- have problems with your sight
- have a long-term physical disability or mental health condition which stops you from applying online
- have a physical condition that stops you from using a computer or smartphone
- can't read or write

Contact the DWP UC helpline to ask if you can apply by phone or to arrange a home visit. Someone else can call for you.

**DWP UC helpline: 0800 328 5644** (freephone)

Monday to Friday, 8am to 6pm

It can take a while to get through to someone.

If you need advice about how to get started with UC, call and speak to our Help to Claim team 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/](http://www.westminstercab.org.uk/advice/universal-credit/)