

## Call us for free

0800 144 8 444

Advisers are available 8am to 6pm,  
Monday to Friday.

## Chat to us online

[citizensadvice.org.uk/helptoclaim](https://citizensadvice.org.uk/helptoclaim)

Chat is usually available 8am to 6pm,  
Monday to Friday. If no advisers are  
available, the chat box won't appear.

Chat lets you talk to a trained adviser  
online about your Universal Credit  
application process – in the same way as  
you would over the phone or face to face.

## Speak to us face to face

Help to Claim advice is available face  
to face in local Citizens Advice offices,  
and in other locations like libraries and  
Jobcentres.

Find the details of your nearest  
face to face service on our website:  
[citizensadvice.org.uk/helptoclaim](https://citizensadvice.org.uk/helptoclaim)

## Read our online advice

[citizensadvice.org.uk/universalcredit](https://citizensadvice.org.uk/universalcredit)

Visit our website to read more about  
applying for Universal Credit. This  
includes information on how to check  
if you're eligible for Universal Credit  
and explains what each stage of the  
application process involves.

## Good quality, independent advice. For everyone for 80 years.

We give people the knowledge and  
confidence they need to find their way  
forward - whoever they are, and whatever  
their problem.

Our network of charities offers confidential  
advice online, over the phone, and in person,  
for free.

With the right evidence, we show companies  
and the government how they can make  
things better for people.

[citizensadvice.org.uk](https://citizensadvice.org.uk)

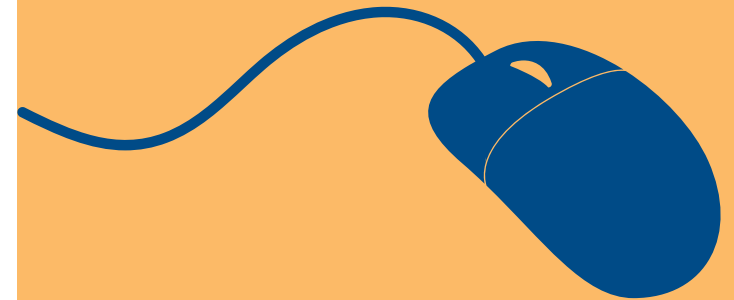


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Citizens Advice is an operating name of The National Association  
of Citizens Advice Bureaux. Registered charity number 279057.

**citizens  
advice**

# Get help applying for Universal Credit



**Help to Claim** is a dedicated  
service from Citizens Advice.

It's free, independent,  
confidential and impartial.

Help to Claim is a new dedicated service from Citizens Advice.

Our trained advisers can support you in the early stages of your Universal Credit claim, from the application, through to your first full payment.

It's free, independent, confidential and impartial.

You can get in touch with our advisers by phone, through online chat or face to face.



## What is Universal Credit?

Universal Credit is a benefit that can help with your everyday living costs.

You might be able to get it if you're not working or you're on a low income.

It's gradually replacing 6 other benefits:

- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Child Tax Credits
- Working Tax Credits (WTC)
- Income Support

You can't usually claim Universal Credit and any of these benefits at the same time.

If you're claiming any of these benefits, you can stay on them for the moment – unless your circumstances have changed. For example, you've moved to a different council area.

You can find out more about Universal Credit and who is eligible on our website. This includes information on how to check if you're eligible for Universal Credit and explains what each stage of the application process involves.

Visit: [citizensadvice.org.uk/universalcredit](https://citizensadvice.org.uk/universalcredit)

## Applying for Universal Credit

You can apply for Universal Credit online or – in some limited circumstances – by phone or at home. We can help you with any part of the application process.

If you need help with starting your Universal Credit application, it's best to gather all the details you'll need together in advance, if you can. This will save you time and make it easier to apply.

To start the application you'll need details of your:

- Housing
- Income and savings
- Childcare situation
- Other benefits, if you get any

You can find more information about what you'll need at each stage of your claim on our website [citizensadvice.org.uk/startingyourclaim](https://citizensadvice.org.uk/startingyourclaim)