

Freephone number for department of Work and Pensions is 0800 011 3797

Universal Credit

How to claim

You need to apply for Universal Credit online.

You have to apply as a couple if you and your partner live together. You do not need to be married.

You might also need to phone the Universal Credit helpline to book an interview with a work coach. You'll be told if you need to do this after you apply.

You will not get Universal Credit if you do not attend the appointment.

What you need to apply

You'll need:

- your bank, building society or credit union account details (call the Universal Credit helpline if you do not have one)
- an email address
- [information about your housing](#), for example how much rent you pay
- details of your income, for example payslips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- driving licence
- passport
- debit or credit card

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

How to claim Universal Credit: step by step

1. Step1:Check if you're eligible

2. Step2:Create an account and make a claim

You need an online account to claim Universal Credit.

1. You are currently viewing:Set up an account and make a claim

You must submit your claim within 28 days of creating your account.

If you live with your partner, they will also need to set up an account. You'll be given a code to link the accounts together.

3. andFind out how your claim is assessed

4. Step3:Attend your interview

5. Step4:Apply for an advance on your first payment

6. Step5:Get your first payment

7. Step6:Follow your agreement and report any change of circumstances

Universal Credit helpline

Telephone: 0800 328 5644

Monday to Friday, 8am to 6pm

Our Help to Claim service

Our Help to Claim service can support you in the early stages of your Universal Credit claim, from the application, through to your first payment.

Help to Claim is a dedicated service from Citizens Advice. It's free, independent, confidential and impartial. Our trained advisers can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

You can read [our online advice on Universal Credit](#) at any time.

Call our national phone line

You can contact an adviser through our free national Help to Claim phone service:

England: [0800 144 8 444](tel:08001448444)

