

## Call us for free

0800 144 8 444 (England)

0800 024 1 220 (Wales)

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

Ask for a translator if you need to get  
advice in a different language.

Relay UK - if you can't hear or speak on  
the phone, you can type what you want  
to say:

18001 then 0800 144 8 444 (England)

18001 then 0800 024 1 220 (Wales)

## 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.

## Read our advice online

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

Visit our website to read more about  
applying for Universal Credit. We have  
information on how to check if you're  
eligible for Universal Credit, and we  
explain what happens at each stage of  
the application process.

## Citizens Advice helps people find a way forward.

We provide free, confidential and  
independent advice to help people  
overcome their problems. We are a  
voice for our clients and consumers on  
the issues that matter to them.

We value diversity, champion equality,  
and challenge discrimination and  
harassment.

We're here for everyone.



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



Published March 2022.

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

# Get help applying for Universal Credit

Help to Claim is a dedicated  
service from Citizens Advice.

It's free, independent and  
confidential.



**citizens  
advice**

## Universal Credit is a payment to help with your living costs

You may be able to get it if you're on a low income, out of work, or unable to work.

If you've recently lost your job or been made redundant, you could get help.

### How Universal Credit works

You'll usually get one monthly payment to cover your living costs.

The payment is made up of a basic 'standard allowance' and extra payments that might apply to you. You might be able to get extra payments if you:

- look after one or more children
- work and pay for childcare
- need help with housing costs
- are disabled or have a health condition
- are a carer for a disabled person or you have a disabled child

## Help to Claim service

Our Help to Claim service can help you with your Universal Credit application.



### Help to Claim is free, independent, impartial and confidential. We can help you:

- Find out if you're eligible for payments
- Fill in your application
- Prepare for your first JobCentre appointment
- Check your first payment is correct

Every year, our dedicated advisers help thousands of people get the help they're entitled to. You can chat to us online or over the phone.

## Applying for Universal Credit

You can apply online, or in some special circumstances, over the phone or from home.

### What you'll need

If you need help with your application, it's best to collect all the information you'll need 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)**