

Universal Credit – How to Claim Guide

Before Claiming

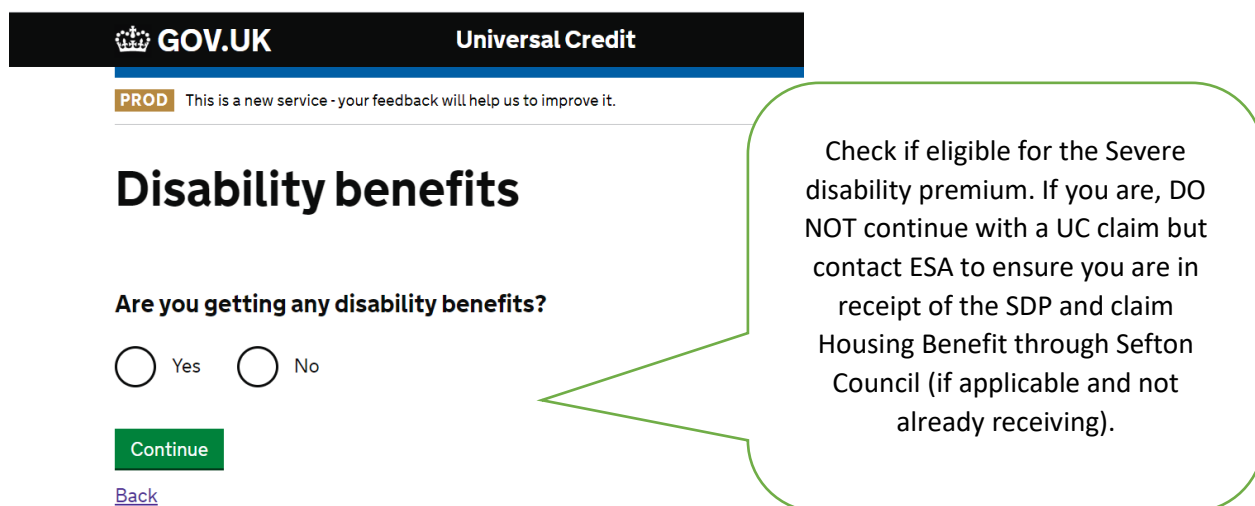
Before making a claim, ensure the claimant(s) have the following information:

- Email address (one for each claimant if a joint claim). If you don't have an email address, please set up a free gmail account before starting the claim – visit: www.gmail.com and click 'Create an account' – other providers available).
- All personal information (name, address date of birth and phone number) plus names and dates of birth for all dependent children living with the claimant(s).
- Housing costs details (rent/service charge plus landlord details including address and phone number).
- Work / Earnings – employers full contact details (you may need to evidence the last 12 months earnings once the claim has been submitted – appears as a 'To Do List' item, but there is time to do this later so please don't hold up the claim if not currently available).
- Savings & Investments – first £6,000 ignored and then assumed income for every full or part £250.00 thereafter up to £16,000.
- Other income i.e. child maintenance payments, pensions etc.
- Education/Training details (course name and provider).
- Health – add fit note details exactly.
- Caring – only complete if the person they care for is already in receipt of the care elements of DLA/PIP or AA. You will need name, address and NI number and disability type of the cared for person.
- Bank account details.
- Childcare costs details (if appropriate).
- Proof of Identity – DO NOT use the online identification system. Select the 'unable to do this' and you will be directed to contact UC by telephone to make the first appointment. Select the ID held by the claimant.

How to Claim

PLEASE NOTE - YOU WILL NEED INTERNET ACCESS.

- Visit: <https://www.gov.uk/universal-credit>
- Follow the instructions on screen, where prompted about Disability Benefits:



GOV.UK Universal Credit

PROD This is a new service - your feedback will help us to improve it.

Disability benefits

Are you getting any disability benefits?

Yes No

[Continue](#)

[Back](#)

Check if eligible for the Severe disability premium. If you are, DO NOT continue with a UC claim but contact ESA to ensure you are in receipt of the SDP and claim Housing Benefit through Sefton Council (if applicable and not already receiving).

Eligibility for Severe Disability Premium:

- Claimant AND their partner MUST be in receipt of the daily care element of PIP/DLA or Attendance Allowance, AND:
- Nobody is claiming Carers Allowance for them, AND:
- They are already in receipt of a qualifying benefit i.e. ESA, Housing Benefit.

If you are unsure, select the 'Yes' option on the Disability Benefits Section (shown above) and answer the questions. Based on the responses, you will either be directed to sign up for Universal Credit OR given a contact number to check current entitlement.

Create an account

You'll need your username and password when you sign in online, so make them memorable.

Create username

This must be:

- at least 6 characters
- no more than 30 characters
- made from letters or numbers



Create password

This must contain at least:

- 1 capital letter
- 1 lower case letter
- 1 number
- 8 characters

Do not use a username, common word like 'password' or sequence like '123'

Security questions

Answer these questions carefully. When you sign in to your account you'll need to spell your answers exactly as you enter them below.

If you phone us, we will ask you these questions. Do not choose answers that are likely to be offensive.

Question 1

Please select a question ▾

Please select a question

Where were you born?

What colour was your first car?

What is or was your father's main job?

What was the first concert or gig you went to?

What was the name of the street you grew up on?

What was your first job?

Question 2

Please select a question ▾

Please select a question

What was the first film you saw at the cinema?

What was the name of your first pet?

Where was your first holiday?

What was the surname of your best friend from childhood?

What is or was your mother's main job?

What was the make of your first car?

About you

Enter your name as it appears on your passport or official documents.

First name

Middle names

Last name

Date of birth

For example, 18 9 2012

Day Month Year

Email address

We will send you a code to confirm it is your email address.

Mobile phone number

How do you want to be contacted?

 Email Text

Continue

This is for future contact from UC. Initial code will always be sent via email even if Text option selected here

Confirm your email

A code has been sent to The code will expire at

Enter the code to confirm your email address.

Email code

▶ [My code does not work](#)

▶ [I have not received an email](#)

[Continue](#)

[Back](#)

The account will now be set up, follow the online instructions to complete the rest of the form.

For Joint Claims

- The first claimant will request a **Linking Code**, make a note of this code.
- The first claimant must then complete their Universal Credit Application.
- The second claimant to follow the steps as provided above for starting a new claim. When requested, enter the **Linking Code**. The two accounts will now be linked, and shared information will automatically be transferred across.

Further Information (April 2020)

At the end of the UC claim, you will be asked to verify your ID online – DO NOT do this, select the option underneath that says 'unable to do this' – you will then be prompted to make a job centre appointment, however, at this current time you do not need to make the call yourself as too many people are blocking the telephone lines. Instead, the local job centre will contact you and this will be so they can verify who you are.

The Job Centre should contact you within the next 7 working days to carry out the appointment; they have advised people not to contact them. However, if you don't hear anything by next week, then contact the number given.

Complete what you can on your 'To do list' (joint claimants will have a list each) – there will be some items that will remain outstanding until they have been completed i.e. the first appointment will remain there as a reminder but the Job Centre should contact you and then remove this.

Keep checking your journal daily to see for any updates, and then just check every 2-3 days.

Once you have completed this ID check, you will be able to request an 'advanced payment'. You can get up to the full amount of your UC entitlement, but please bear in mind that the amount taken is divided by 12 and deducted each month from the UC award.