

# Get help applying for Universal Credit

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

It's free, independent and confidential.

Chat to an adviser at [citizensadvice.org.uk/helptoclaim](https://citizensadvice.org.uk/helptoclaim)

Call us free on **0800 144 8 444** (England) or **0800 024 1 220** (Wales)  
8am to 6pm, Monday to Friday.



**citizens  
advice**

# Help to Claim can help you with your Universal Credit application

It's free, independent and confidential. Every year, our dedicated advisers help thousands of people get the help they're entitled to.

## What we can help with

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

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



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# 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 can, collect this information in advance. 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 out more about what you'll need at each stage of your claim here:

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

