

Get help applying for Universal Credit

Help to Claim is a dedicated service from Citizens Advice.

It's free, independent and confidential.

Call us for free: **0800 023 2581** (Scotland)
8am-6pm, Monday to Friday.

Chat to an adviser online at **cas.org.uk/help-to-claim**
(available 8am-6pm, Monday to Friday)

Get in touch using our BSL service
cas.org.uk/british-sign-language-service-universal-credit



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
- ☒ Step-by-step support to complete your UC claim
- ☒ Prepare for your first JobCentre appointment
- ☒ Check your first payment is correct

www.cas.org.uk
0800 023 2581

 CitizensAdviceScotland

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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.

Here is a checklist of what you will need to help start your application:

- ☐ Immigration status
- ☐ Housing costs
- ☐ Childcare situation
- ☐ Rental/Mortgage expenses
- ☐ Income and savings information
- ☐ Other benefits, if you get any
- ☐ Joint claimant details (if a joint claim)
- ☐ Bank account details

To find out more about applying for Universal Credit, visit our website at

citizensadvice.org.uk/scotland/benefits/universal-credit/