



the brain injury association  
preston and chorley

## CLAIMING UNIVERSAL CREDIT

Universal credit has to be claimed **online**. Before you start your claim, you will need to have the following information to hand:

### **National insurance number**

- This can be found on a wage slips, benefit letters etc.

### **Housing information**

- Address
- Who you live with
- Type of accommodation, e.g. mortgage, rented, social housing etc.
- Cost of rent
- Any service charges you pay out
- Landlords telephone address and telephone number

### **Income and Savings:**

- The name of your bank, building society and the account and sort code
- How much you earn from work, such as any recent payslips
- Any income other than work, e.g. pension, insurance plan
- Any savings and any capital you may have

### **Childcare details:**

- How much you pay for childcare
- Child benefit reference number
- Name, address and contact number of childcare provider

### **Other benefits, if applicable:**

- You need to inform the DWP of any other benefits that Universal credit may be replacing e.g. child tax credits, working tax credits etc.

To check you are in a Universal Credit area, go to:

<https://www.universal-credit.service.gov.uk/postcode-checker>

### **Setting up an online claim:**

To start a claim for Universal Credit, you need to go to:

<https://www.gov.uk/apply-universal-credit>

You will need an **email address** to be able to complete this application.

You will also need to set up a username and password for your account.

The application is normally straight forward if you have all the relevant information as stated above. Should you come across any difficulties you can ring: **0800 328 5644**

Headway Preston and Chorley  
Heartbeat Centre, Preston, PR1 6PA  
Tel: 07557123493

W: [www.headwayprestonandchorley.org.uk](http://www.headwayprestonandchorley.org.uk)

E: [services@headwayprestonandchorley.org.uk](mailto:services@headwayprestonandchorley.org.uk)

Charity Number: 1144388



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which is the Universal Credit Helpline number. They can talk you through how to do this if any support is required.

**If you have a partner that lives with you, then a joint claim will need to be made. This is done the same way; however both members will need to set up their own account even though it will be a joint claim.**

At the end of the application, it will ask you to confirm your identity. You can click on the blue link that states 'you are unable to do this now', and it will bring up a contact number. You can then ring the number given and arrange an appointment at your local jobcentre to do this, which is sometimes easier and quicker.

Due to COVID19, the UC applications are not taking as long to be processed, which means payments can be received sooner.

If any further information is required or any further support is needed you can ring the helpline number on: **0800 328 5644** Monday to Friday between 08am and 6pm.

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