



Knowsley

Do you need help to claim Universal Credit?

Contact the Citizens Advice
Help to Claim service

Help to Claim phone service 0800 144 8 444

The helpline is open Monday to Friday
8.00 am to 6.00 pm

Calls are free from landline or mobile

The Citizens Advice Help to Claim service can:

- Help you to start your claim - this may include setting up personal emails or bank accounts, setting up your UC account and working through claim 'to-dos'
- Help you complete your application
- Check your evidence to make sure it is the right type and format, that it contains the required information and that it is accurate

Universal Credit Identification Checklist

Dependent upon your circumstances when you attend your interview some or all of the following documents will be needed to support your claim to prove identity

Photographic identity, e.g. passport, driving licence or EEA national identity card. If you don't have photo ID, the Jobcentre might ask you security questions about yourself and use other evidence to identify you

Confirmation of your address, e.g. an official letter from a bank or energy company

NI number - you can find this on a payslip or a letter from HMRC - call the helpline on 0300 200 3500 (textphone 0300 200 3519) if you can't find your NI number

Bank, building society or credit union account, e.g. a bank statement or bank card

How much rent you pay - this can be found on your rent agreement, ask your landlord or letting agent for a copy if you don't have one

Your landlord's address - this can be found on your rent agreement, ask your landlord or letting agent for a copy if you don't have one

Any savings you have and any other 'capital' investments, e.g. shares or property - you'll need a bank statement to show your savings or details of property you own

Any income you get that's not from work, e.g. from a pension or insurance plan

Details of how much you earn from work, e.g. recent payslips

How much you pay for childcare (if you want to claim for childcare costs), e.g. an invoice or receipt

P45 if you've left work

Any other benefits you're getting, e.g. benefits letters or a bank statement

Birth certificates of your children - if you've lost a birth certificate you can order a new one

Child benefit reference numbers for any children you have if you get child benefit - this can be found on letters to you about child benefit, it will start with 'CHB' and is made up of 8 numbers and 2 letters, e.g. CHB12345678 AB - phone the Child Benefit Office on 0300 200 3100 (textphone 0300 200 3103) if you need help

If you're claiming with a partner, you'll both need to take evidence

If you can't provide the right evidence, you should contact the Universal Credit helpline and explain why. You might be able to get more time to get the documents together.

**Universal Credit helpline
Telephone: 0800 328 5644
Open Monday to Friday 8am to 6pm**