

How to make an online claim to Universal Credit

The Government is launching a new online Universal Credit system in Hounslow.

From 27 January 2016 most Hounslow residents on a low income or out of work will be eligible to receive Universal Credit.

If you are eligible to claim Universal Credit (UC) you will need to make a claim online. You need to claim UC as soon as possible, as you will only be able to make a claim from the date you submit the claim online, you will not be allowed to input an earlier claim date.

There are a few post code areas in the borough which will not yet provide Universal Credit. These are UB, W4 and W6. Universal Credit will be available in these areas later this year.

What you need to complete your claim

Make sure you have the following information before you start:

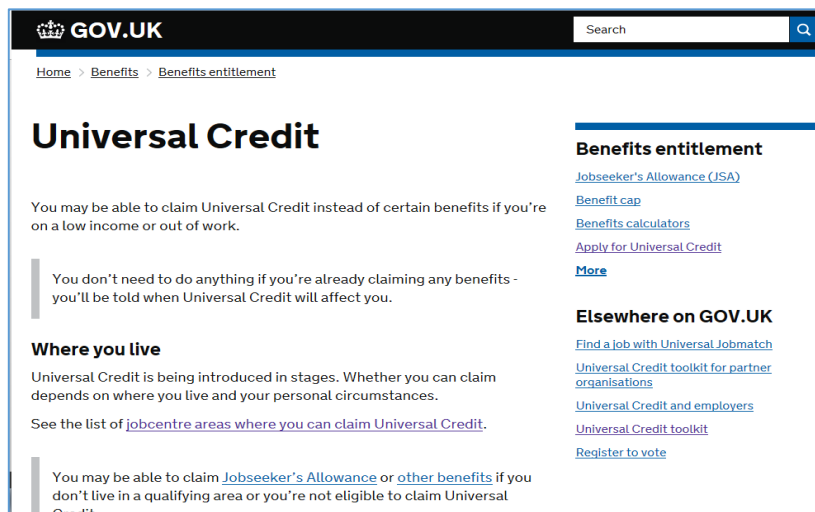
- your postcode
- your [National Insurance number](#)
- details of the bank, building society or credit union account you want Universal Credit paid into
- your rent agreement (if you have one)
- details of your savings or other capital
- details of any income that's not from work, for example, from an insurance plan
- details of any other benefits you're getting

You might also need these details for people who live in your home, for example, your spouse or partner.

It should take 20 to 40 minutes to complete your claim.

If you're successful, you'll usually get your first payment 1 month and 14 days after you made your claim.

To make a claim you must visit www.gov.uk/universal-credit



The screenshot shows the GOV.UK website page for Universal Credit. The page has a dark blue header with the GOV.UK logo and a search bar. Below the header, there is a breadcrumb trail: Home > Benefits > Benefits entitlement. The main heading is "Universal Credit". Below this, there is a paragraph: "You may be able to claim Universal Credit instead of certain benefits if you're on a low income or out of work." To the right of this paragraph, there is a vertical bar with the text: "You don't need to do anything if you're already claiming any benefits - you'll be told when Universal Credit will affect you." Below this, there is a section titled "Where you live" with the text: "Universal Credit is being introduced in stages. Whether you can claim depends on where you live and your personal circumstances. See the list of [jobcentre areas where you can claim Universal Credit](#)." To the right of this section, there is a section titled "Benefits entitlement" with a list of links: [Jobseeker's Allowance \(JSA\)](#), [Benefit cap](#), [Benefits calculators](#), [Apply for Universal Credit](#), and [More](#). Below this, there is a section titled "Elsewhere on GOV.UK" with a list of links: [Find a job with Universal Jobmatch](#), [Universal Credit toolkit for partner organisations](#), [Universal Credit and employers](#), [Universal Credit toolkit](#), and [Register to vote](#).

Access the online claim form under the '[How to claim](#)' section

Your Claimant Commitment

You'll have to accept a 'Claimant Commitment' if you want to get Universal Credit.

This is an agreement that you'll complete certain tasks in order to claim Universal Credit.

What you agree to do will depend on things such as your health, your responsibilities at home and how much help you need to get work or increase your income.

How to claim

You can [claim Universal Credit online](#).

You may be able get an advance on your first Universal Credit payment if you've recently been receiving another benefit or you're in urgent financial need. Check with your work coach.

Contact the helpline if:

- you have any questions
- your circumstances change and you're already getting Universal Credit

Universal Credit helpline

Telephone: 0345 600 0723
Mobile: 07933 888811

Begin by clicking on '**Start now**'

File Edit View Favorites Tools Help

GOV.UK Search

Home > Benefits > Benefits entitlement

Apply for Universal Credit

You can only get Universal Credit in [some parts of the UK](#).

If you live in Sutton

If you live in Sutton and have a postcode beginning with **SM5 2****, **SM6 7**** or **SM6 8**** you need to apply with the new Universal Credit digital service.

[Apply if you live in Sutton >](#)

If you live elsewhere

Use the Universal Credit portal to apply if you live in an [eligible area](#) elsewhere in the UK (ie not in Sutton).

[Start now >](#)

on the Universal Credit

Benefits entitlement

- [Universal Credit](#)
- [Jobseeker's Allowance \(JSA\)](#)
- [Benefits calculators](#)
- [Benefit cap](#)
- [Benefit fraud](#)
- [More](#)

Elsewhere on GOV.UK

- [Find a job with Universal Jobmatch](#)

How long it should take

You need to allow up to 40 minutes for your online application because you must complete it in one session. You won't be able to save your information and come back to it later.

Your session will time out and you'll have to start again if you're inactive for more than 20 minutes. You will get a warning message 5 minutes before this happens. If your information is lost you will have to start again from the beginning.

Protecting your information online

Before you start your claim, you'll need to complete a simple security step. This is to help keep your personal information safe including your bank details.

Starting your online claim

Your online claim has 4 steps:

- can you claim? - a quick check to see if you can make a claim
- your claim - all information needed for your claim
- submit claim - your responsibilities and likely payment
- next steps - what you need to do next to be paid Universal Credit

Start your claim

Your claim starts with some basic questions about you such as:

- your postcode
- date of birth
- if you have capital or savings of £6,000 or more
- if you have to pay rent where you live

When completing a claim you can select 'Return to claim overview' where you will be shown the sections to be completed. It is important to select 'Continue' at the bottom of each page or you may lose the data already input.

Before you submit your claim you will be shown:

- the details you have entered to check and you can change them if needed
- a summary of your responsibilities
- whether or not you will get Universal Credit
- the estimated amount you will be paid each month
- the payment date

You will be asked to:

- make a declaration agreeing your personal responsibilities
- confirm that the information you have provided is correct and complete as far as you know or believe

If you don't agree to the declaration and responsibilities you won't be able to submit your application and any information you have provided will be lost.

If you fail to provide correct and complete information this will affect your Universal Credit.

The Universal Credit claim date is the date you submit your claim and your payments will be calculated from this date. The system will tell you your first payment date.

If you're successful, you'll usually get your first payment 1 month and 7 days after you made your claim.

If you can't make a claim online you can speak to an adviser on **0345 600 0723** or text phone **0345 600 0743**. The call is charged at the standard local call charge rate from BT landlines. Call charges from mobiles and other networks may vary. If a call ends suddenly it is up to you to call back.

What happens next?

Once your claim has been submitted an adviser will phone you within 2 working days to arrange an interview which you must attend. At this interview you must accept a Claimant Commitment.