

## **UC – the claiming process**

If you need help making your on-line claim or can't access the internet, ring the free UC helpline on 0800 328 5644 (full service area)

Before creating a UC account, you will need:

- e-mail address
- mobile phone
- bank/building society/ Credit Union account details
- photo ID
- housing costs
- income from wages
- child and partner details
- non-dependent details
- childcare costs

To open an account, you need to create:

- Create a username
- Create a password
- Choose 2 security questions (and keep a record of the answers)
- Provide a preferred method of contact – text or e-mail

A code will be sent to the e-mail address for you to type back into the service to ensure your e-mail address is correct.

Once your personal details are completed, the account is created and you can now make a claim for UC.

You have 28 days to complete the claim.

A single person claim will take about 20 minutes.

### **To make a claim, you need to complete a 'to do' list:**

This can be completed in any order

- Nationality
- Housing – rent/mortgage/service charges. Landlord.
- Who lives with you – partner/children/family members/lodgers/non-deps.
- (Is anyone in receipt of Attendance Allowance/ war disablement pension/ industrial injuries disablement benefit/ DLA/ PIP)
- Work and earnings
- Savings and investments (£6,000 / £16,000)
- Income other than earnings
- Education or training
- Health – conditions and if they affect your ability to work
- Caring for someone
- Bank account details

Your answers are saved as you go along and you can review and amend as necessary.

To confirm that the information is correct, select 'yes' for each. To change anything, choose 'No – change this'.

**Confirming the Claimant commitment:**

You will be asked to confirm a claimant commitment. This explains in broad terms what you will be expected to do in order to receive UC.

This will be tailored by your work coach.

**Legally declare that all information provided is correct.**

**Submit claim.**

You will then be asked if anyone has helped you to make the claim (e.g. – support worker).

**Couple claims**

Each member of a couple must make their own claim. These claims are then joined together.

Each member of a couple will be able to see the other's account.

If there are children, the primary carer needs to be identified.

When the first partner sets up their account, they will be asked if they have a partner. When they answer yes, they will be given a partner code for their partner to enter when they create their own account. This will link the accounts.

If a couple separate, their accounts will be separated. There is no need for them to create a new account. Similarly, if a single claimant becomes part of a couple, they do not need to create a new account.

**Gov.uk verify**

When you have completed your claim, a new item will appear in your to-do list asking you to verify your identity through the Gov.uk verify service. This allows you to confirm your identity on-line by creating an account with one of the specified companies.

You will be asked some questions to narrow down your company of choice. Once a company is chosen, you will be taken to their website to register. You do not need to be an existing customer of the company.

You will be asked for details. The more details you can provide, the more likely it is that this company will be able to support you. Details may include details of photo ID, bank statements, mobile bills (this is not an exhaustive list). Some companies

allow documents to be scanned in and you can then take a selfie to compare the images.

Once verification is complete, you will be taken back to your UC account to continue.

If you are unable to verify on-line, you can book an appointment to bring your ID into the JobCentre. The list of accepted documents is shown.

If a person has no ID documents at all, they can ask another trusted organisation to verify their ID, such as their GP.

There is a link to click on to book your JobCentre appointment.

If you need help, ring 0800 328 5644.

### **Home Page**

Once the account has been set up, the claimant has access to the Home Page. From here you can access, among other things:

### **Your UC Journal:**

The journal has 2 main functions:

- It shows a history of all of the actions carried out through the lifetime of the claim;
- It allows the claimant to interact with their workcoach: E.g.: Service issues; benefit cap changes; notes; CV updates, reporting change of circumstances

An appointee can also be set up here.

### **Statement of payment:**

This is not available until the calculation has been completed – 2 or 3 days before payment is due to be made.