

CHECKLIST FOR CLAIMING

UNIVERSAL CREDIT

ONLINE

Before you can complete your Universal Claim online, you will need:

- Your National Insurance Number and postcode
- An Email Address
- Details of a Bank, Building Society or Post Office account you want your Universal Credit paid into.
- Your Tenancy Agreement (if you have one)
- Details of any savings and other capital you have
- Details of any non-work income; for example income from a pension plan
- Details of any other benefits you're getting
- You will need to give details if you have a live-in partner.
- If you have any children you will need to give their details, including a Child Benefit Reference number (if they have one).
- If you pay for childcare, you will also need to give the details of your Childcare Provider, including their registration number.

IMPORTANT!

- You must have **all** of these details to hand when completing your Universal Credit claim online.
- You will not be able to save the claim half way through; it **must** be completed in one session.
- Your online claim should take between 20 and 40 minutes to complete.
- If you're successful, you should receive your first payment 1 month and 14 days after you have made your claim.

WAIT!!

If you are an approved Foster Carer or any member of your household is in the Armed Forces (including the Reserves) and is currently living away from home because of Armed Force duties, then you must contact the Universal Credit team before you claim online.

For help and advice contact:
THE INTO WORK ADVICE SERVICE
T: 029 2087 1000
E: intoworkadvice@cardiff.gov.uk

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