**UNIVERSAL CREDIT ~ HELP TO CLAIM SERVICE**

**CITIZENS ADVICE BRACKNELL & DISTRICT**

**Commences 1st April 2019**

From 1st April Citizens Advice Bracknell & District will be helping people claim Universal Credit, by offering advice and support, from making the claim until the first correct payment is received.

**We will give support and advice on:**

* whether Universal Credit is the right benefit to be claiming
* making a claim on-line, or via alternative channels if appropriate
* submitting the necessary information to support a claim
* managing the first few weeks until the first payment is received
* what do to if the first payment isn’t right, or if Universal Credit is refused

**How to access the service:**

* Call the free national Help To Claim phone line 0800 144 8 444, 8am – 6pm
* Drop in to our Bracknell Office to make an appointment
* Via Bracknell Job Centre Plus which can refer claimants directly

**Help to Claim appointment times and venues:**

* At our Bracknell office: Mon afternoons, Weds mornings, Thurs afternoons
* At Bracknell Job Centre Plus: Tues afternoons, Thurs mornings

**General advice:**

For help with other matters, and for help with any Universal Credit problems once the claim is in payment, please see our website for details on how access our service by phone, online or face to face in the Bracknell area. [www.CitizensAdviceBracknell.org.uk](http://www.CitizensAdviceBracknell.org.uk)

