



The 25% M.E. Group

Advocacy & Support Group for Severe M.E. Sufferers
Services: Support; Newsletter; Fund Raising; Information
Charity No: SC034265

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UNIVERSAL CREDIT – FACTSHEET

If you already receive other benefits

Universal Credit is replacing the following benefits and tax credits:

- Child Tax Credit
- Housing Benefit
- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Working Tax Credit

If you're getting any of these benefits or tax credits, you do not need to do anything unless:

- You have a change in circumstances and you need to report it
- you get a letter of 'Migration Notice' telling you that you must start to claim Universal Credit

You'll stop getting these benefits and tax credits when you or your partner claims Universal Credit. If you or your partner gets Pension Credit, this will also stop if one of you claims Universal Credit.

This will not affect any other benefits you're getting, such as Personal Independence Payment (PIP) or Carer's Allowance.

HOW TO CLAIM

You can apply for Universal Credit online.

You need to create an account. You use it to make a claim. You must complete your claim within 28 days of creating your account or you will have to start again.

If you live with your partner, you will both need to create accounts. You'll link them together when you claim. You cannot claim by yourself.

If you cannot claim online, you can claim by phone through the Universal Credit helpline.

Telephone: 0800 328 5644

To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

If you do not have these, you can call the Universal Credit helpline or go to a jobcentre. You can also get support from the Citizens Advice Help to Claim service.

You'll also have to prove your identity. You'll need some identity documents for this, for example your:

- driving licence
- passport
- debit or credit card
- payslip or P60

To complete your claim you will need to provide information about:

- Your Housing, for example how much rent you pay
- your earnings, for example payslips
- any disability or health condition that affects your work
- how much you pay for childcare if you want help with childcare costs
- your savings and any investments, like shares or a property that you rent out

Should you require any further information or assistance on claiming Universal Credit then please contact the **Advocacy Helpline** on **01292 822247**, or email advocacy@25megroup.org and we will assist where we can.