**UNIVERSAL CREDIT
Help to Claim Service**

Citizens Advice Richmond are working with the Jobcentre to help
people understand Universal Credit and to make a claim, right through to receiving your first correct payment.

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 **We can:**

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* **Check if you are eligible for Universal Credit**
* **Tell you whether you are better off claiming Universal Credit**
* **Calculate how much Universal Credit you might receive**
* **Help to set up your Universal Credit account**
* **Help to complete your application**
* **Assist you to verify your identity**
* **Help you to provide the right evidence to support your claim**
* **Explain what the conditions are for your Universal Credit**
* **Help you manage your money with monthly payments**
* **Apply for financial assistance to help until your first payment**
* **Challenge any wrong decisions so that you receive the correct payment**

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**How you can get help:**

Phone: **0800 144 8 444**

Calls are free and lines are open 8am to 6pm, Monday to Friday.

Online: citizensadvice.org.uk/helptoclaim

 You can talk to an adviser online

In person: You can find our help to claim team in the offices below –

REMEMBER, you can gain general information and referral to our team through our normal services which you can find here –

<https://www.citizensadvicerichmond.org/get-advice/visit-us/>

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| **Office** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
|  Hampton Hill94-102 High Street, Hampton Hill TW12 1NY |  | **10**am **– 3**pm**\*5**pm **– 7**pm |  | **10**am **– 3**pm |  |
|  SheenSheen Lane Centre, Sheen Lane, East Sheen, SW14 8LP |  |  | **10**am **– 3**pm |  |  |
| Twickenham JobcentreChatsworth House, 59-63 London Road, Twickenham TW1 3SZ |  | **10**am **– 4**pm |  |  | **10**am **– 4**pm |

**\*Our Tuesday evening service is for full time workers, full time students and full time carers**.