

# UNIVERSAL CREDIT

## Help to Claim Service

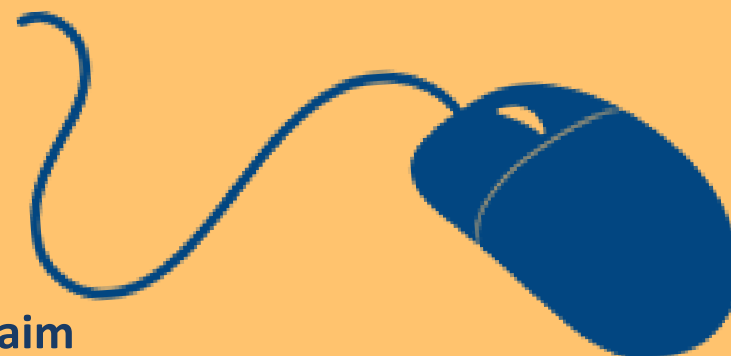


Richmond

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.

### We can:

- 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



### 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](https://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.citizensadvice.org.uk/richmond/get-advice/visit-us/>

Office	Monday	Tuesday	Wednesday	Thursday	Friday
<u>Hampton Hill</u> 94-102 High Street, Hampton Hill TW12 1NY		<b>10am – 3pm</b> <b>*5pm – 7pm</b>		<b>10am – 3pm</b>	
<u>Sheen</u> Sheen Lane Centre, Sheen Lane, East Sheen, SW14 8LP			<b>10am – 3pm</b>		
<u>Twickenham Jobcentre</u> Chatsworth House, 59-63 London Road, Twickenham TW1 3SZ		<b>10am – 4pm</b>			<b>10am – 4pm</b>

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