



**Staffordshire North
& Stoke-on-Trent**

You have contacted us for advice about

UNIVERSAL CREDIT

We recommend that you contact:

CITIZENS ADVICE UNIVERSAL SUPPORT HELP TO CLAIM PHONE SERVICE

0800 144 8 444

The helpline is open Monday to Friday 8.00 am to 6.00 pm.

Calls to the helpline are free from a landline. If you're calling from a mobile costs may vary - please check with your phone provider.

The Citizens Advice help to claim service can:

- Help you to start your claim- this may include setting up personal emails or bank accounts, setting up your UC account and working through claim 'to-dos'.
- Help you to complete your application.
- Check your evidence to make sure it is in the right type and format, that it contains the required information and that it is accurate.