Support for Making a Claim to Universal Credit

**Phone Claims**

If you cannot use digital services at all, Universal Credit applications can still be made over the phone.

* Telephone: 0800 328 5644
* Textphone: 0800 328 1344
* Welsh language: 0800 328 1744

Monday to Friday, 8am to 6pm

[Find out about call charges](https://www.gov.uk/call-charges)

**Face to Face**

If you cannot make a claim on the phone, or use digital services you can call in to your local Jobcentre. You may have an appointment made for you to return rather than wait because of current COVID restrictions.

**British Sign Language (BSL) video relay service**

You can [use the BSL video relay service](https://dwpuc.signvideo.net/) to make a claim.

[Find out what you need to do to use the service](https://www.youtube.com/watch?v=Osx7FFxFpNY).

The service is available Monday to Friday, 8am to 4pm.

**Help to Claim**

Help to Claim can support you in the early stages of your Universal Credit claim, from the online application, through to support with your application before your first full payment.

It’s a free, independent, confidential and impartial service provided by trained advisers from Citizens Advice. They can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

Get Help to Claim:

* [if you live in England or Wales](https://www.citizensadvice.org.uk/helptoclaim)
* [if you live in Scotland](https://www.cas.org.uk/helptoclaim)