

Don't delay submitting your claim for Universal Credit. Below is a list of the information you need to make a claim. Try to have as much of this information to hand as possible, but, **remember** Universal Credit **only starts** when you **submit a claim**, so fill in as much as you need so you can click submit.

Universal Credit

Claim online at **nidirect** – the government's website: www.nidirect.gov.uk/universalcredit

Personal Information

- * email address (see 'Getting an email address' below)
- telephone and / or mobile number (mobile if you want text alerts)
- * National Insurance number
- Photographic ID (eg driving licence or passport)

Housing Information

- * your postal address (including postcode)
- * landlord details
Social sector: tick "rent from council or housing association" on the UC claim. You're asked for a landlord name For Housing Executive tenants **must** type *Housing Executive*; housing association tenants should contact their association for details.
Private rented: Landlord's name, address, postcode, telephone, email
- Private sector tenants need tenancy or rent agreement / letter from landlord
- how much rent is paid (*Social Sector* any doubt ask your Patch Manager / Housing Officer)
Your Rent is £_____ per week
- Rates and Social sector:* indicate your 'name is on the rates bill' and you will be 'applying for a reduction in your rates'. You claim this at www.nidirect.gov.uk/rate-rebate-scheme and you will need your *tenancy reference number*. For Housing Executive tenants this is an 8-digit number 80XXXXXX detailed on your quarterly rent statement and other correspondence about your rent account. You can also contact your local office to confirm this number. Housing association tenants should contact their association for details.

Financial Information

- * details of the bank, building society, Credit Union, or Post Office account you want your Universal Credit paid into – use the one you currently have benefits or wages paid into or see the section on 'opening a bank account' (turn over).
- details of any savings or other capital you may have
- details of any income that's not from work you may have (eg an insurance plan)
- details of any other benefits you may be receiving
- Child Benefit reference numbers (if you have children)

*Essential information so you can click submit

Getting online

If you do not have internet access in your home there may be options nearby.

At your **Jobs & Benefits Office** there will be a Digital Zone with PCs and free WiFi, your **Housing Executive** office has a PC you could use whilst your nearest **Library** will have PCs, free WiFi and sometimes basic IT classes on offer. *A library is free to join!*

Your local Further Education College, your nearest community group or advice centre may also offer access to the internet and many coffee shops offer free WiFi which may be an option. You should check you are logging on to a secure Wifi source.

When you get online the government’s website **nidirect** is a good source of information on surfing the internet and getting the most from your time online

www.nidirect.gov.uk/campaigns/go-on-ni

Getting an email address

For claiming Universal Credit it is essential you have a valid email address to open your account. Some of the most well-known webmail providers include **Gmail**, **Outlook.com** (formerly known as Hotmail), and **Yahoo! Mail**. All of these services are free to use and because you can get into them through a web browser on a PC / tablet / smartphone so you can check your email just about anywhere.

Further information is available on the government’s website **nidirect**:

www.nidirect.gov.uk/articles/email-internet-and-social-media

Opening a bank account

If you already have an account into which benefits or wages are paid this can be used to receive Universal Credit payments. If you do not have an account you will need to open one so you can receive your Universal Credit payment. An account with a bank or building society is the preferred option.

When opening an account you will need to provide ID to prove name and address. Your chosen provider will explain which documents they will accept. Documents could include...

Confirming identity	Confirming address
<ul style="list-style-type: none"> • Valid Passport; • Driving Licence; • Blue Disabled Driver’s pass (current); • National Identity card (photographic); • Electoral ID card; • Translink Senior SmartPass; • Inland Revenue card issued to self-employed people in the construction sector; • Student ID/registration card (student account only); • Firearms certificate; • UK Armed Forces ID card 	<ul style="list-style-type: none"> • UK driving licence with current address; • Gas, water, electricity, cable TV or landline phone bill (less than three months old); (Mobile phone bills are not acceptable); • UK credit card, mortgage or bank statement – (no older than three months); • Household or motor insurance certificate; • Original Vehicle Registration document; • Current TV licence; • Correspondence from Benefits Agency (dated within the last six months); • Current rates bill (issued within the last 12 months); • HM Revenue and Customs tax notice for the current or next tax year; • Tenancy agreement / letter from the Housing Executive or housing association.

The **Consumer Council NI** provides information and resources:

<http://www.consumercouncil.org.uk/money-affairs/banking-information-and-resources/> about choosing and opening a bank account.