A response to a [written question](http://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-03-05/130878) from Alok Sharma re digitally challenged claimants

There will always be people for whom engaging with us digitally is not a feasible proposition. As a result, a freephone telephone helpline and face to face support are also available for claimants to make and manage a Universal Credit claim. Where needed, the Work Coach will provide the claimant with a written note to remind them of the date of their next appointment, especially if the claimant has difficulty accessing or using online services. A home visit can also be arranged to support a claimant in making their initial claim and completing any other administrative tasks required to ensure the claimant receives the correct payment on time.