

Claimant does not have a NINO

If there is no trace of a NINO for the claimant in CIS (Searchlight) after a specialist trace has been completed an eDCI1 form must be completed and sent to glasgowndc.DCI1admin@dwp.gsi.gov.uk (link sends e-mail). The eDCI1 can be found in the Resources section of Universal Learning.

The eDCI1 must be issued as soon as possible unless there is an outstanding Habitual Residency Test decision.

The following still need to be completed as highlighted:

- Complete basic claimant information and then
- Contact number
- Service Centre email address - **not your own email address**
- Sex
- Entitled to benefit - **select 'Yes' otherwise a NINO will not be allocated. You can't apply for a NINO if you are not eligible for benefit or working**
- Partner of benefit claimant
- Is there an appointee for the applicant
- Click email to Glasgow NINO Centre

The Glasgow DCI1 team will notify Universal Credit of the NINO when allocated via the originating Service Centre inbox.

An entry should be placed in the claimant journal stating:

‘A request has been sent to the NINO allocation office for them to commence the process for you to be allocated a National Insurance number. You will be contacted by them directly to attend an interview. Once you have been allocated a National Insurance number you must tell us so your claim can proceed’

Once the claimant provides their NINO it must be entered into the ‘Record national insurance number’ to-do and then the ‘Check CIS’ to-do is completed as normal.

[Back to contents](#)