



Universal Credit
Post Handling Site B
Wolverhampton
WV99 1AJ

www.gov.uk/universalcredit

Telephone: 0800 328 7844

4 Jun 2018

You need to switch to the new Universal Credit online service

Dear Mr [REDACTED]

Universal Credit is switching to an online service. You need to switch your Universal Credit claim now.

If you don't complete all the activities to switch to the online claim by 25/6/2018, your payments may stop and your claim may be closed.

After you've switched, you'll be able to manage your existing claim, check your payments or report changes in your circumstances online at any time.

Before you start you'll need your own email address and a bank or building society account of your choice.

Call to action

Go to:
<https://www.universal-credit.service.gov.uk> to
create an online account

Enter all your details online
and complete the online
declaration

Book a new appointment at
the jobcentre

Attend the appointment

What you need to do now

- go to <https://www.universal-credit.service.gov.uk>
- Follow the instructions to create an online claim
- enter and declare all of your details online by 25/6/2018

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Universal Credit is operated by the Department for Work and Pensions

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Once complete you'll need to

- book an appointment to attend your local jobcentre by 25/6/2018
- attend the appointment at the jobcentre by 25/6/2018
- you'll need to show any evidence needed to support your claim by 3/7/2018

Until you have completed all of the above, you should:

tell us about any change of circumstances that may affect your claim

meet all your responsibilities on your claimant commitment including attending any appointments with your work coach or work programme provider.

You may lose some or all of your payments if you don't meet your responsibilities.

Help and support

Your local jobcentre can help if you need access to a computer or support when switching.

Yours sincerely

Office manager

UC492

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

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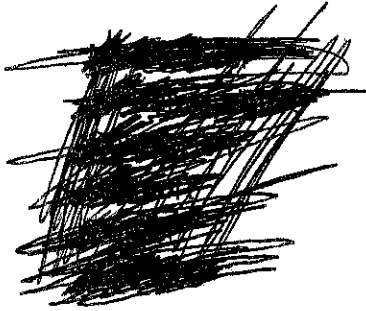
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Home - Universal Credit

<https://agent.unc.gpn.gov.uk/agentview/93553cb9197ac8e0261a7/state>

entitled to Universal Credit and on the amount you are earning.



09 Aug 2018

Your Universal Credit claim has been closed

Dear M. [REDACTED]

You are not entitled to Universal Credit from 09/8/2018. This is because you have not provided us with all the information that we asked for on 11/6/2018.

For details about benefits you may be able to receive, please go to www.gov.uk

Yours sincerely

Office manager

UC496

If you disagree with a decision

You can ask us to explain why

You, or someone who has authority to act for you, can phone or write to us within one month of the date on this letter to ask us to explain our decision in writing.

You can also ask us to reconsider a decision

Tell us if you think we've overlooked, or you've more information that affects the decision. Do this within one month of the date on this letter.

When we've looked at what you've told us, we'll send you a letter to tell you what we've decided and why. We call this letter a 'Mandatory Reconsideration Notice'.

When you've done this, you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the 'Mandatory Reconsideration Notice' before you can start an appeal.

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