

10 August 2017

## **You need to switch to the new Universal Credit online service**

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Dear

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 , 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.

### **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

### **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

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Once complete you'll need to:

- book a new appointment to attend the jobcentre by
- attend the appointment at the jobcentre by
- you'll need to show any evidence needed to support your claim by .

**This evidence may include, evidence that supports your identity and any housing cost that you are claiming for. We will explain what you need to take with you when you book your appointment.**

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

- tell us about any change in your circumstances that may affect your claim
- meet all of 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

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## **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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