

**New Claims to Universal Credit During Coronavirus Crisis**

**from 20 March**

**On release, you should make your claim online as soon as possible:**

* Input your claim online <https://www.gov.uk/apply-universal-credit> as soon as possible after release
* You will be contacted to arrange an interview over the phone
* Your personal details will be verified over the phone
* You will be supported with applying for an advance

**If you are unable to access a computer:**

* Call **0800 169 0345**
* We will input your claim over the phone
* Verify your personal details
* Support you with applying for an advance
* All personal details will be fully verified at a later date

**If you do not have access to a computer or telephone you should attend your local Jobcentre where you will be supported to make a claim.** Please do not do this if you have:

* been confirmed as having Coronavirus
* a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
* a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

If you are over pension age you may need to claim pension credit via <https://www.gov.uk/pension-credit/how-to-claim>

For all new claims you will need:

* A valid email address
* Bank account details (If you don’t have your own account you may use a trustedfriend or family member’s account as a one-off)
* If you don’t have a bank account Jobcentre will support you to receive payment via our emergency ‘Payment Exception Service’. You will receive printed voucher or code to your mobile and you collect cash via a PayPoint shop
* Details of your accommodation, including any housing costs