

## 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 don't have access to or are not able to use a computer:**

Call **0800 328 5644**

(Welsh Language **0800 328 1744** or text-phone **0800 328 1344**)

- 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 may still be able to get support in the Jobcentre when you leave prison

**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)

**You must stay at home, self-isolate and contact us by phone**

If you are over pension age you may need to claim pension credit - <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 trusted friend 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