

## Claiming benefit on your release – advice from 6 April

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

- **Input your claim online** <https://www.gov.uk/apply-universal-credit>
- You will then have an interview over the phone
- Your personal details will be verified
- You will be supported with applying for an advance

**If you don't have access to or are not able to use a smartphone or computer:**

Call 0800 169 0345

- We will input your claim over the phone
- Verify your personal details
- Support you with applying for an advance

**For all new claims you will need:**

- Release licence number if applicable
- 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)
- Details of your accommodation, including any housing costs

If you do not have access to a smartphone, computer or telephone you may still be able to get support in the Jobcentre but we strongly advise that you try to make your claim online or by phone if possible

**Jobs available** – there is significant demand for agricultural workers, warehouse and retail workers. Go to [www.findajob.dwp.gov.uk](http://www.findajob.dwp.gov.uk)

If you are **over pension age** you may need to claim Pension Credit - call the application line on **0800 99 1234**

**You must stay at home, self-isolate and contact us online or by phone if you have:**

- been **confirmed as having Coronavirus**
- **Or have medical condition which places you at very high risk of severe illness** from coronavirus

Or have

- **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)